DATA LABEL: Public

Services for the Community Policy Development and Scrutiny Panel

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

31 August 2021

A meeting of the **Services for the Community Policy Development and Scrutiny Panel** of West Lothian Council will be held within the **MS Teams Virtual Meeting Room** on **Tuesday 7 September 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. Minutes for Approval

   (a) Draft Minutes of Meeting of Services for the Community Policy Development and Scrutiny Panel held on Tuesday 01 June 2021 (herewith)

   (b) Draft Minutes of Meeting of Services for the Community Policy Development and Scrutiny Panel held on Tuesday 15 June 2021 (herewith)

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

6. Safer Neighbourhood Performance - report by Head of Housing,

Customer and Building Services (herewith)

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

8. Property Turnover April to June 2021 - report by Head of Housing, Customer and Building Services (herewith)

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

10. 2020/21 Annual Return on the Charter - report by Head of Housing, Customer and Building Services (herewith)

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

12. Scheme of Assistance, S72 Housing (Scotland) Act 2006 - report by Head of Housing, Customer and Building Services (herewith)

13. 2020/21 Financial Performance - Month 12 Monitoring Report - report by Head of Finance and Property Services (herewith)

14. Workplan

NOTE **For further information please contact Lorraine McGrorty on 01506 281609 or email lorraine.mcgrorty@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, on 1 JUNE 2021.

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

Apologies – Councillor Peter Heggie

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
Jessie Duncan, Tenants Panel Representative
Pat Tedford, Trade Unions Representative

1 DECLARATIONS OF INTEREST

Agenda Item 10 - Affordable Housing Delivery Update

Councillor Andrew McGuire declared an interest in that he was a paid employee of Dunedin Canmore, which was part of the Wheatley Group.

2 ORDER OF BUSINESS

The Chair ruled that agenda items would be considered in the following order: 7, 13, 5, 8, 6, 9, 10, 11, 12 and 14.

3 MINUTES

The panel confirmed the Minute of its meeting held on 30 March 2021 as a correct record.

4 PERFORMANCE REPORTING

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

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

Decision

To note the terms of the report.

5 HOUSING, CUSTOMER AND BUILDING SERVICES MANAGEMENT PLAN 2021/22

The panel considered a report (copies of which had been circulated) by the Head of Housing, Customer and Building Services introducing the 2021/22 Management Plan for Housing, Customer, and Building Services, which was provided as an appendix.

It was recommended that the panel consider the plan and provide comment as appropriate.

Decision

To note the terms of the report.

6 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 Plan Performance for the Scottish Fire and Rescue Service in West Lothian for the period 1 January 2021 – 31 March 2021.

It was recommended that the panel note the contents of the report.

Decision

To note the terms of the report.

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 performance information on the Safer Neighbourhood Teams.

It was recommended that the panel note the performance information detailed for the Safer Neighbourhood Team.

Decision

To note the terms of the report.

8 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 1 January 2021 – 31 March 2021.

It was recommended that the panel note the contents of the report covering the period 1 January 2021 – 31 March 2021.

Decision

To note the terms of the report.

9 WEST LOTHIAN LOCAL HOUSING STRATEGY 2017 - 2022 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 progress with the actions in the West Lothian Local Housing Strategy 2017–2022.

It was recommended that the panel note and consider the following recommendations which were intended to be submitted to Council Executive for approval:

1. Note that good progress was being made implementing the Local Housing Strategy;

2. Note the COVID pandemic had presented a challenging situation particularly in relation to homelessness, new build completions and meeting EESSH;

3. Note the development of net zero carbon targets would be included in the LHS going forward; and

4. Note that a new Local Housing Strategy would be developed during 2021 and 2022, and a further report with progress on this will be brought forward in early 2022.

Decision

1. To note the terms of the report.

2. To agree the recommendations which were intended to be submitted to a future meeting of the Council Executive for approval.

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. The report also provided 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.

It was recommended that the panel note and consider the following recommendations which are intended to be submitted to Council Executive for approval:

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

2. Note the impact on the construction of the new build houses due to the COVID 19 pandemic; and

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

Decision

1. To note the terms of the report.

2. To agree the recommendations which were intended to be submitted to a future meeting of the Council Executive for approval.

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

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

It was recommended that the panel note and consider the following recommendations which were intended to be submitted to Council Executive for approval:

1. Note that the final funding allocation for the 2020/21 HEEPS:ABS programme was £755,048;

2. Note the proposal to continue to provide HEEPS:ABS funding to homeowners in the Dedridge area as part of the 2021/22 programme;

3. Note 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; and

4. Note that the views of the panel would be reported to Council Executive when it was asked to consider the proposed approach; for future purposes, it was recommended a direct report to the

panel would be sufficient, unless a specific decision was sought.

Decision

1. To note the terms of the report.

2. To agree the recommendations which were intended to be submitted to a future meeting of the Council Executive for approval.

12 PROPERTY TURNOVER JANUARY TO MARCH 2021

The panel considered a report (copies of which had been circulated) by the Head of Housing, Customer and Building Services informing members of inform the panel of property turnover for Quarter 4 of 2020/21 (January to March 2021).

It was recommended that the panel 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 in the previous year;

2. Of the 48 communities in West Lothian, 20 had had no properties available for let throughout Quarter 4 of 2020/21; and

3. 67% of lets had been allocated to people who were homeless throughout the quarter.

Decision

To note the terms of the report.

13 WORKPLAN

A workplan had been circulated for information.

Decision

To note the workplan.

MINUTE of MEETING of the SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL held within WEBEX VIRTUAL MEETING ROOM, on 15 JUNE 2021.

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

In Attendance

AnnMarie Carr, Head of Housing, Customer and Building Services
Katy McBride, West Lothian Council
John Sives, Joint Forum of Community Councils
Jessie Duncan, Tenants Panel Representative

1. WEST LOTHIAN RAPID REHOUSING TRANSITION PLAN (9RRTP) 2021/22 UPDATE

The Panel considered a report (copies of which had been circulated) by the Head of Housing, Customer and Building Services advising on the progress of the West Lothian Rapid Rehousing Transition Plan (RRTP) 2019 - 2024 and for consideration of the annual update of the RRTP 2021/22 prior to submission to the Council Executive and Scottish Government by 30 June 2021.

The paper also provided an update on the implementation date of changes to the Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014 (UAO) and the impact on the delivery of the RRTP.

The Head of Housing, Customer and Building Services advised of plans to undertake an exercise with customers in relation to accommodation affordability which would align with the RRTP. It was confirmed that future reports on the RRTP would include information relating to this exercise.

It was recommended that the panel note and agree the following recommendations which were intended to be submitted to Council Executive for approval:

1. Note that progress of the delivery of the West Lothian RRTP in 2020/21 has been significantly impacted as a result of Covid-19;

2. Note the Scottish Government allocation of £312,000 towards the delivery of the plan in 2021/22 through the Scottish Government Ending Homeless Together (EHT) fund;

3. Note the changes to the UAO and the implementation date extended until 30 September 2021, and

4. Agree the RRTP update 2021/22 to be forwarded to the Council Executive for approval for submission to the Scottish Government by 30 June 2021.

Decision

1. To note the terms of the report;

2. To request that the results of an accommodation affordability exercise are reported to a future meeting; and

3. To agree the recommendations which were intended to be submitted to a future meeting of the Council Executive for approval.

2. CONSULTATION SCOTTISH FIRE AND RESCUE SERVICE DRAFT LONG TERM VISION

The Panel considered a report (copies of which had been circulated) by the Head of Housing, Customer and Building Services informing members of the Scottish Fire and Rescue Service Consultation on their 'Draft Long-Term Vision document.' The consultation set out the changes proposed over the next 10 years. The closing date of the consultation is 18 July 2021.

It was recommended that the Panel note the report and the draft response to the SRFS Consultation set out in Appendix 1 and submit to Council Executive for the meeting of 22 June 2021 for final approval prior to submitting response by the deadline of 18 July 2021.

Decision

1. To note the terms of the report; and

2. To agree the recommendations which were intended to be submitted to a future meeting of the Council Executive for approval.

DATA LABEL: PUBLIC

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 April 2021 - 30th June 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 April 2021 - 30th June 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 Q1 1st April 2021 - 30th June 2021
Appendix 2: Appendices for Local Plan Performance Report for West Lothian Q1 1st April 2021 - 30th June 2021

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

Marjory Mackie
Head of Housing Customer and Building Services

Date of meeting: 7th September 2021

LOCAL PLAN PERFORMANCE REPORT FOR WEST LOTHIAN

SCOTTISH FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Year to Date Report, 1st April 2021 – 30th June 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.

0

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Introduction

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

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

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

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

Priority i: Local Risk Management and Preparedness

Priority ii: Domestic Fire Safety

Priority iii: Deliberate Fire Setting

Priority iv: Non Domestic Fire Safety

Priority v: Road Safety

Priority vi: Unintentional Harm and Injury

Priority vii: Unwanted Fire Alarm Signals.

Area Commander Dave Sharp
Local Senior Officer for Falkirk & West Lothian
Dave.sharp@firescotland.gov.uk

Performance Summary

	Apr to (& incl.) Jun					RAG rating
Key performance indicator	2017/18	2018/19	2019/20	2020/21	2021/22	YTD
All accidental dwelling fires	50	41	25	24	39	◆
All accidental dwelling fire casualties (fatal & non-fatal (incl. p/c's))	7	6	5	9	3	●
All deliberate fires	389	239	322	216	372	◆
Non domestic fires	21	15	17	17	20	◆
Special Service - RTC casualties	18	9	27	4	12	◆
Special Service - Non RTC casualties	20	10	16	15	12	●
False Alarm - UFAs	255	222	245	137	225	●

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

Note

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

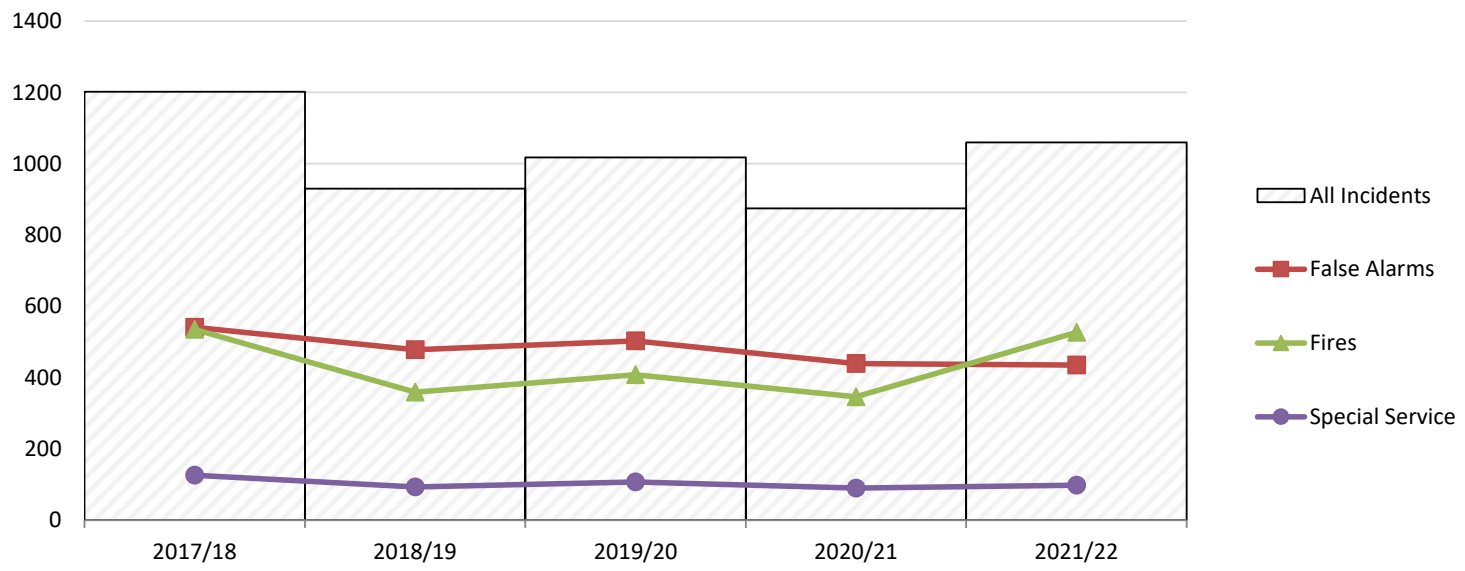
Year to Date RAG Rating = the cumulative total of all quarterly performance in current year compared to cumulative total of all quarterly performance in previous year.

Incident Overview

SFRS has responded to a total of 1,067 incidents within the West Lothian area year to date 2021/22.

This is an increase of 22% when compared to the corresponding period 2020/21.

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 1 of this reporting year 2021-22, SFRS responded to 48 requests from partner agencies to effect entry for persons in distress or requiring medical attention and as part of 7 multi agency responses to rescue people from height above water threatning to comit suicide. In June 4 fire appliances, one height appliance and a rapid response unit attended a significant fire over a protracted period over subsequent days within a Skip hire Recycling Centre in Broxburn, this was a multi-agency response with assistance from Police Scotland, Scottish Water and SEPA. Over this reporting period SFRS have also 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

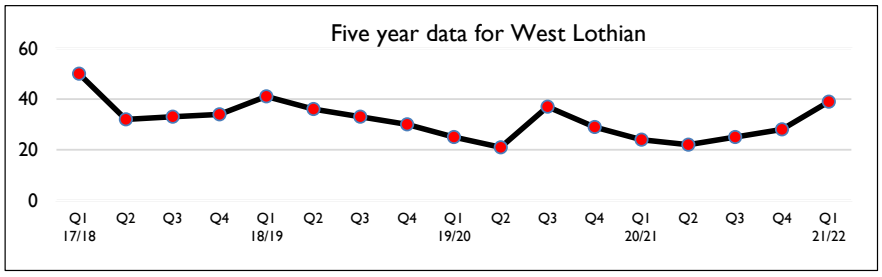
The YTD Incidents chart below shows the actual number of incidents during the year to date period of 2020/21 against the target for that period, aligned to the actual number of incidents and target for the same period for 2021/22. There has been an increase of 15 incident [38%] when compared to Q1 2020/21 and an increase of 11 incidents [28%] compared to the previous reporting Q4 2020/21. The per 10,000 population trendline over the previous five years shows the West Lothian area is slightly higher than Scotland and a comparator local authority.

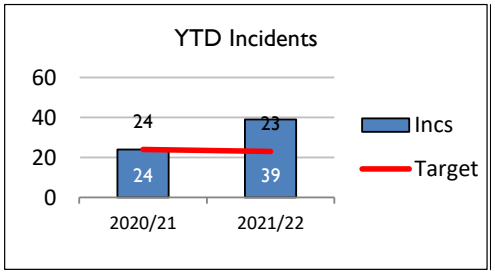
Reasons

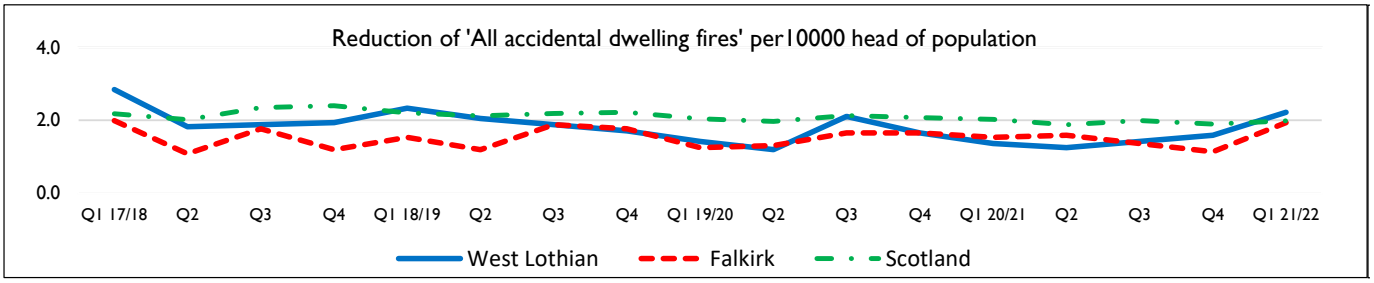
The vast majority of fires attended relate to cooking, with 17 incidents [44%] involving burning foodstuff as the main cause of the fire. 9 incidents [23%] were caused by a person over the age of 65 years, with a further 24 incidents [62%] in the age group 18 - 64 years. In 2 incidents [5%], the consumption of alcohol or drugs was suspected as being a contributory factor with 19 incidents [49%] due to distraction, falling asleep, other medical conditions and dangerous/excessive storage.

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 - 4	2017/18	2018/19	2019/20	2020/21	2021/22	Sparklines
West Lothian	50	41	25	24	39	
Linlithgow	5	2	1	2	4	
Broxburn, Uphall & Winchburgh	4	1	3	3	3	
Livingston North	5	4	2	3	3	
Livingston South	5	8	4	3	3	
East Livingston & East Calder	8	4	3	3	8	
Fauldhouse & the Breich Valley	6	4	3	3	2	
Whitburn & Blackburn	5	5	3	2	5	
Bathgate	8	6	2	3	8	
Armadale & Blackridge	4	7	4	2	3	

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

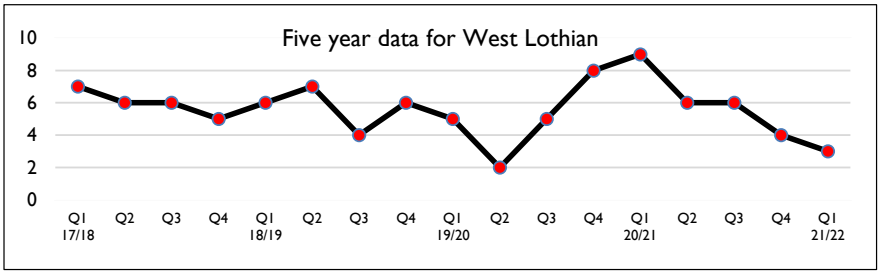
The YTD chart below shows the actual number of casualties during the year to date period of 2020/21 against the target for that period, aligned to the actual number of casualties and target for the same period for 2021/22. There has been a decrease of 6 casualties [66%] when compared to Q1 2020/21 and a decrease of 1 casualty [25%] when compared to the previous reporting period in Q4 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.

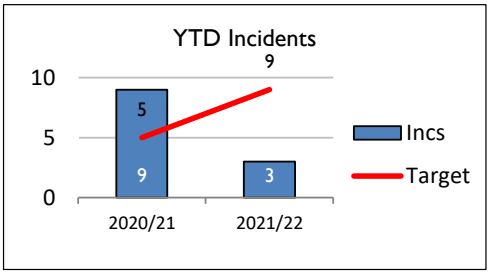
Reasons

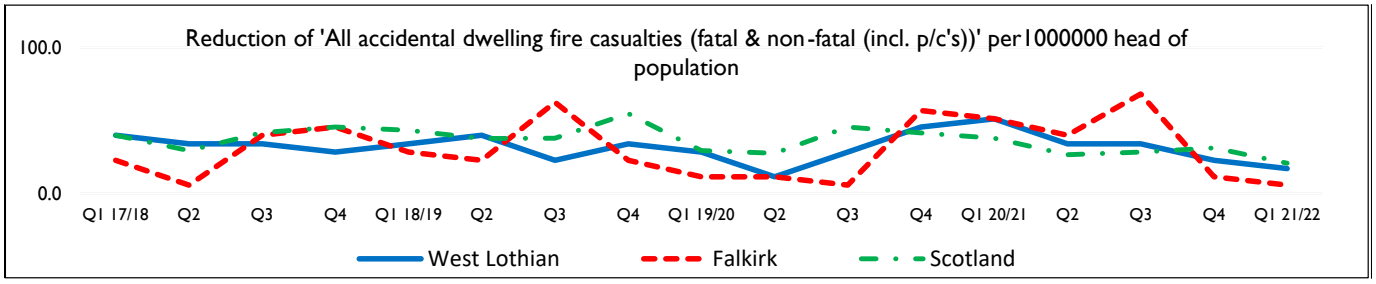
The number of persons reported to SFRS as having sustained injury due to being involved in an Accidental Dwelling Fire (ADF) remains relatively low, with 3 casulties being reported during Q1 2021/22. These casulaties were as a result of seperate ADFs, unfortunately 2 casualties suffered smoke inhalation and 1 casualty suffered burns whilst trying to tackle the fire themself. 2 casualties were aged 18-64 with 1 casualty over 65 years of age. These incidents started in the Kitchen and Livingroom 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 - 0	2017/18	2018/19	2019/20	2020/21	2021/22	Sparklines
West Lothian	7	6	5	9	3	
Linlithgow	1	0	0	0	0	
Broxburn, Uphall & Winchburgh	0	0	0	1	0	
Livingston North	1	0	2	0	0	
Livingston South	1	0	0	1	1	
East Livingston & East Calder	1	0	0	1	0	
Fauldhouse & the Breich Valley	1	0	1	3	0	
Whitburn & Blackburn	0	2	1	0	1	
Bathgate	1	3	1	1	1	
Armadale & Blackridge	1	1	0	2	0	

Reduction of 'All deliberate fires'

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

Results

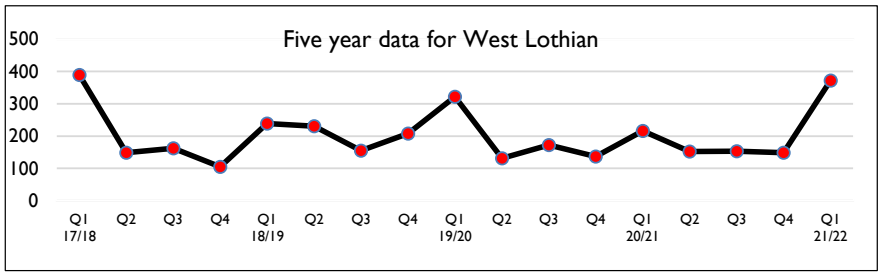
The YTD Incidents chart below shows the actual number of incidents during the year to date period of 2020/21 against the target for that period, aligned to the actual number of incidents and target for the same period for 2021/22. There has been an increase of 156 incidents [42%] compared to Q1 2020/21 and an increase of 223 incidents [60%] compared to the previous reporting Q4 2020/21. The per 10,000 population trendline over the previous five years shows West Lothian to be higher than a comparator local authority and Scotland.

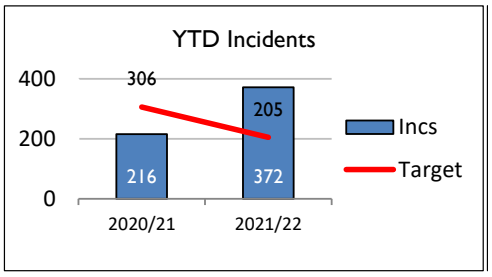
Reasons

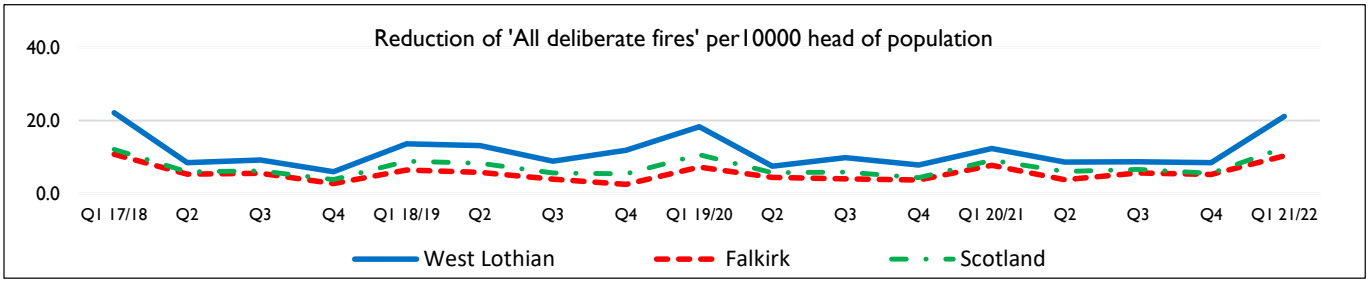
The majority of deliberate fires involved Wheelie Bins, Loose Refuse, Grassland/Woodland/Scrub areas and land contained within gardens which are recorded as deliberate secondary fires. SFRS attended 331 deliberate secondary fires which correlates to [89]% of all deliberate fires in the West Lothian area 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, cars and light commercial 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 - 41	2017/18	2018/19	2019/20	2020/21	2021/22	Sparklines
West Lothian	389	239	322	216	372	
Linlithgow	9	5	11	15	22	
Broxburn, Uphall & Winchburgh	41	23	36	22	30	
Livingston North	94	24	30	25	22	
Livingston South	43	22	36	14	36	
East Livingston & East Calder	47	39	44	30	45	
Fauldhouse & the Breich Valley	52	25	45	32	41	
Whitburn & Blackburn	49	27	42	30	40	
Bathgate	23	38	38	14	78	
Armadale & Blackridge	31	36	40	34	58	

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

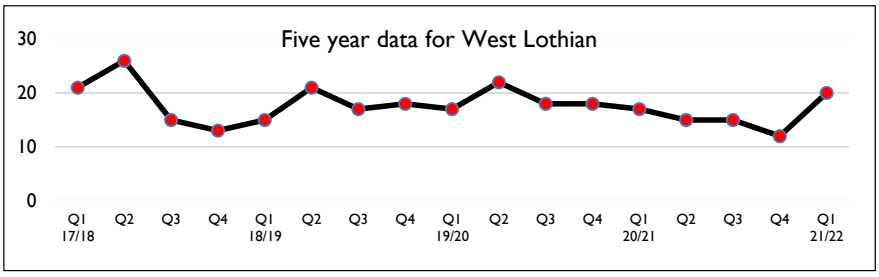
The YTD Incidents chart below shows the actual number of incidents during the year to date period of 2020/21 against the target for that period, aligned to the actual number of incidents and target for the same period for 2021/22. There have been 20 incidents which is an increase of 8 incidents [40%] when compared to Q4 2020/21 and an increase of 3 incidents [15%] when compared to the reporting period Q1 2020/21. These incidents occurred within a variety of occupancies including Secure Premises, Nursing/Care Homes, Offices, Portocabins, Shops, Shopping Centres, Schools and Garages . The per 10,000 population trendline over the previous 5 years shows the West Lothian area being slightly above Scotland and below a comparator local authority.

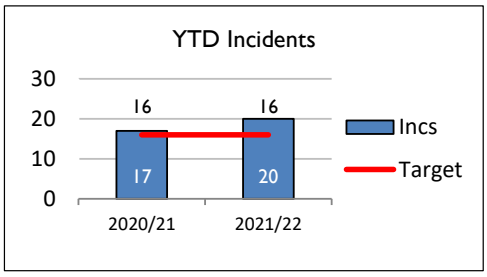
Reasons

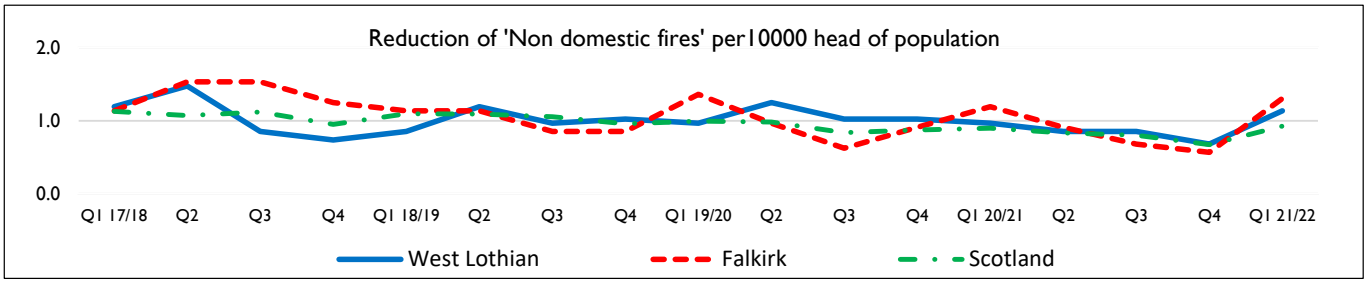
The number of incidents remains relatively low against this priority. The main sources of ignition have been identified as heat sources and combustible materials brought together [7 incidents] followed by careless storage, handling and disposal [4 incidents] and faulty electrical supplys and cable/leads and appliances being the sources of ignition for [4 incidents]. This equates to 75% 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 - 2	2017/18	2018/19	2019/20	2020/21	2021/22	Sparklines
West Lothian	21	15	17	17	20	
Linlithgow	3	1	1	1	5	
Broxburn, Uphall & Winchburgh	3	4	1	2	4	
Livingston North	0	1	2	1	0	
Livingston South	4	4	4	2	5	
East Livingston & East Calder	5	1	2	2	0	
Fauldhouse & the Breich Valley	1	1	5	2	3	
Whitburn & Blackburn	2	0	2	0	1	
Bathgate	2	3	0	3	0	
Armadale & Blackridge	1	0	0	4	2	

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

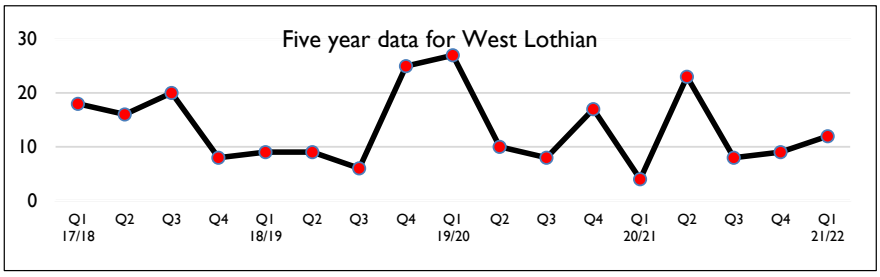
The YTD chart below shows the actual number of casualties during the year to date period of 2020/21 against the target for that period, aligned to the actual number of casualties and target for the same period for 2021/22. There has been an increase of 8 casualties [67%] when compared to Q1 2020/21 and an increase of 3 casualties [25%] compared to previous reporting Q4 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.

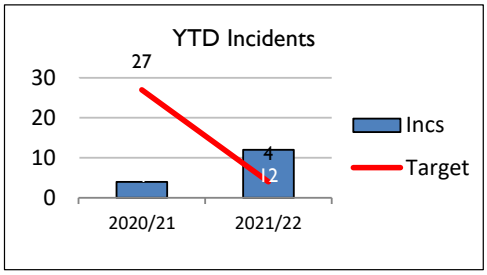
Reasons

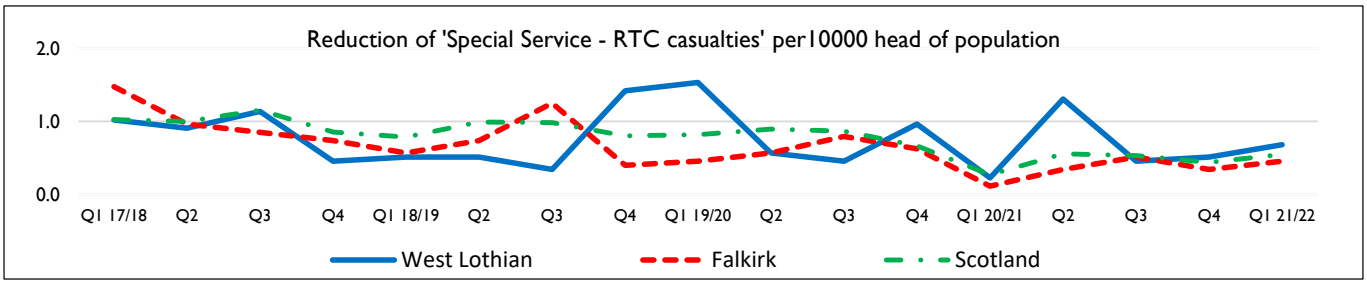
Out of the 12 casualties reported this period, this was made up of 7 being Passangers and 5 being drivers. Fortunately this has resulted in no fatalities, however 6 casualties attended hospital for further treatment and for further checks to be undertaken with 1 casualty suffering serious injuries. Only 3 casualties 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 - 1	2017/18	2018/19	2019/20	2020/21	2021/22	Sparklines
West Lothian	18	9	27	4	12	
Linlithgow	6	0	2	0	0	
Broxburn, Uphall & Winchburgh	0	4	2	0	0	
Livingston North	2	1	4	0	10	
Livingston South	0	0	1	1	1	
East Livingston & East Calder	1	2	3	0	0	
Fauldhouse & the Breich Valley	0	2	3	0	0	
Whitburn & Blackburn	5	0	5	3	0	
Bathgate	4	0	5	0	0	
Armadale & Blackridge	0	0	2	0	1	

Reduction of 'Special Service - Non RTC casualties'

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

Results

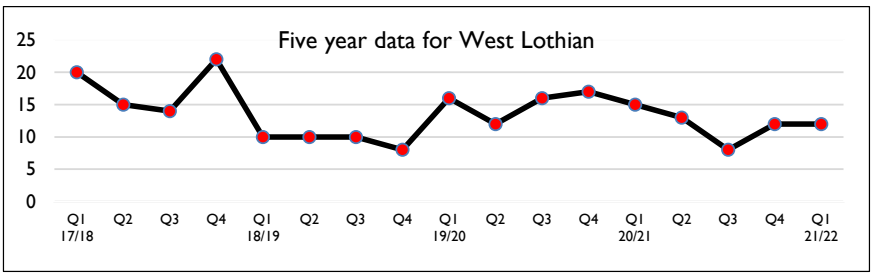
The YTD chart below shows the actual number of casualties during the year to date period of 2020/21 against the target for that period, aligned to the actual number of casualties and target for the same period for 2021/22. There was a decrease of 3 casualties [20%] when compared to Q1 2020/21 and not change compared to the previous reporting period Q4 2020/21. The per 10,000 population trendline over the previous five years shows the West Lothian area slightly above a comparator local authority and similar to Scotland.

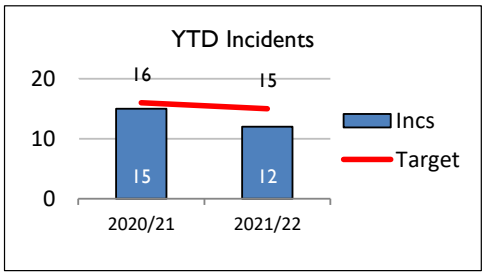
Reasons

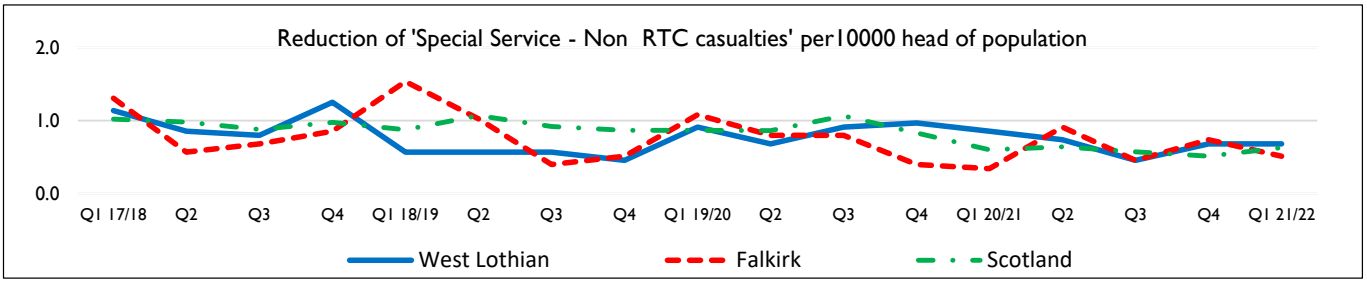
Casualties numbers resulting from Non RTC special service incidents were mainly as a result of the SFRS attending incidents to assist other partners. Effecting entry made up the majority of incidents with SFRS also involved in recovering casualties from water.

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 - 1	2017/18	2018/19	2019/20	2020/21	2021/22	Sparklines
West Lothian	20	10	16	15	12	
Linlithgow	2	3	1	2	2	
Broxburn, Uphall & Winchburgh	0	1	4	1	2	
Livingston North	2	1	0	1	0	
Livingston South	4	1	2	3	2	
East Livingston & East Calder	1	1	0	3	1	
Fauldhouse & the Breich Valley	3	2	0	0	0	
Whitburn & Blackburn	2	1	2	1	0	
Bathgate	5	0	5	3	4	
Armadale & Blackridge	1	0	2	1	1	

Reduction of 'False Alarm - UFAs'

Meeting Date - 7 September 2021
Item 5

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

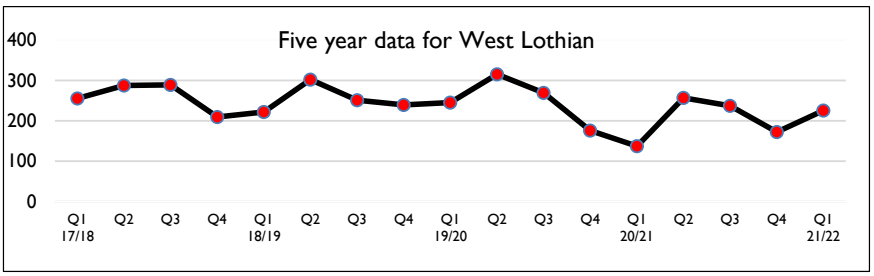
The YTD Incidents chart below shows the actual number of incidents during the year to date period of 2020/21 against the target for that period, aligned to the actual number of incidents and target for the same period for 2021/22. There was an increase of 88 incidents [39%] when compare to Q1 2020/21 and an increase of 53 incidents [23%] compared to previous reporting in Q4 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 and Scotland.

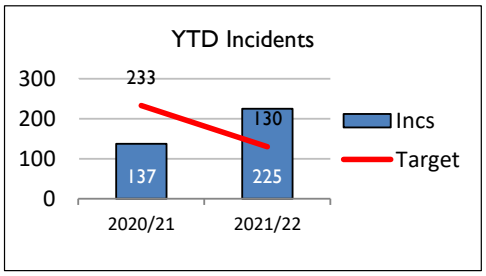
Reasons

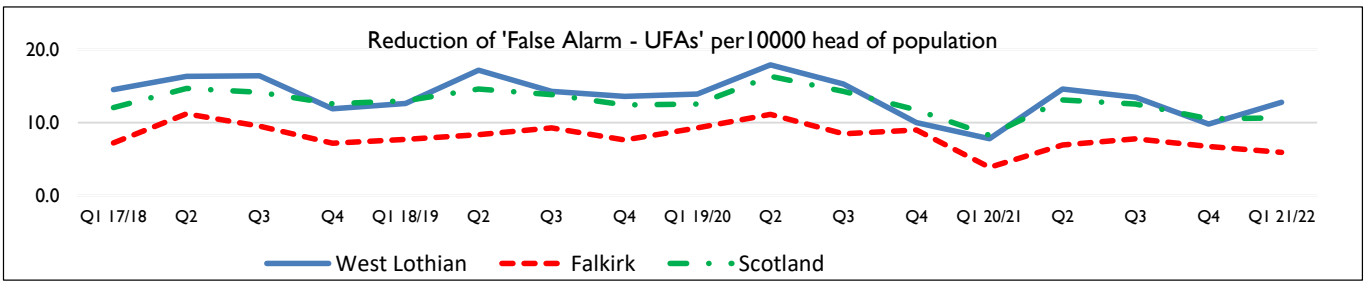
Common UFAS causes are: System Testing - 20 incidents (9%), Accidental activation - 55 incidents (25%), Contaminants - 68 incidents (30%) and Faults in system - 74 incidents (33%). The largest amount of UFAS incidents were in Factories/Warehouses - 21 incidents (9%), Education Schools/Colleges - 36 incidents (16%), Offices - 14 incidents (6%), Shops - 23 incidents (10%), Cafe/Pubs - 12 incidents (5%) and Residential Care - 20 incidents (9%).

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 - 25	2017/18	2018/19	2019/20	2020/21	2021/22	Sparklines
West Lothian	255	222	245	137	225	
Linlithgow	16	19	13	4	11	
Broxburn, Uphall & Winchburgh	24	23	12	19	15	
Livingston North	24	19	26	12	15	
Livingston South	90	60	60	44	59	
East Livingston & East Calder	31	20	31	17	26	
Fauldhouse & the Breich Valley	12	22	14	7	16	
Whitburn & Blackburn	20	37	51	24	56	
Bathgate	26	16	19	6	14	
Armadale & Blackridge	12	6	19	4	13	

Appendices for WL Q1 2021-22

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 2021-22	Low	Medium	High	TOTAL
Total HSVs	27	81	108	216
Q1 2021/22	27	81	108	216

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.

Appendices for WL Q1 2021-22

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 are on schedule for completion in 2021/22, however due to COVID-19 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 2021*	Number of premises subject to pre-planned audit 2021/22	Number of premises audited Q1-2021/22	% of Target Premises achieved
A	Hospital & Prisons	07	7	0	0
B	Care Home	44	44	7	16
C	House of multiple occupation (HMO) Tenement	26	10	1	10
E	Hostels	01	1	0	0
F	Hotels	119*	25	9	36
H	Other sleeping accommodation	02*	0	0	0
J	Further Education	02*	0	0	0
K	Public Building	32*	14	0	0
L	Licenced Premises	307*	16	5	31
M	Schools	119*	38	5	13
N	Shops	1064*	30	9	30
P	Other premises open to public	167*	0	5	500
R	Factories & Warehouses	330*	26	5	19
S	Offices	635*	12	1	8

T	Other Workplace	52*	2	2	100
	Total	2272*	225	49	22

*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.

SFRS currently have a UFAS public consultation which launched on the 19th July 2021 for a 12-week period, to allow all stakeholders to have their say in how the SFRS responds to UFAS incidents in the future. Following the consultation, SFRS will develop a revised UFAS strategy for an expected implementation in 2022.

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

Appendices for WL Q1 2021-22

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.

Appendices for WL Q1 2021-22

DATA LABEL: PUBLIC

West Lothian Council

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

D1. This report sets out the management performance data and analysis for the Safer Neighbourhood Team. Quarter 1 – April to June 2021/2022 and is set out in Appendix 1. The Safer Neighbourhood Team continue to work a blended model of working in line with the agreed arrangements in respect of Covid19

Safer Neighbourhood Team officers continue to work with their colleagues in the Community Safety Partnership. Officers attend weekly TAC meetings and other partnership sharing information briefings. In addition, where appropriate, joint working with Police has been possible.

The Safer Neighbourhood Team have continued to receive an increase in calls as the Covid19 restrictions have lifted and with lighter evenings and good weather more people enjoy being outdoors and to gather in other gardens and households which has resulted in more calls regarding noise and in some cases causing neighbour nuisance.

The service also receives a number of calls of which do not constitute as antisocial behaviour which requires officers to provide advice, assistance. The more serious levels of antisocial behaviour and ongoing cases officers are investigating, conducting mediations, issuing warnings, referring individuals to victim support and working with partners in the Community Safety Unit and the local Housing teams, other Registered Social Landlords, Private Sector landlords and home owners.

D2. The number of **New Antisocial Behaviour Cases** is set out in Table 1.1 – 2021/22 and Table 1.2 provides comparison to 2020/21. During Q1, it can be seen that there was an increase in the number of cases opened compared to the same period last year which is understandable given the lockdown measures during that period in 2020. There are 12 cases more being opened over the quarter. The Wards of Bathgate and Broxburn, Uphall and Winchburgh having the most new cases opened.

D3. Detailed within Table 2, **Active Cases** the data shows that over Quarter 1, there has been a 25% increase in the number of active cases this year compared to the same quarter in 2020/21. This is partly due to the number of enquiries that the Safer Neighbourhood Team have opened for investigation as the Covid 19 lockdown restrictions have eased.

Within Tables 3.1 and 3.2, **Number of Incidents** received. The data has shown that there have been 200 more ASB incidents over Q1 this year compared to Q1 last year. The Bathgate ward has the highest number of incidents reported at 269 (compared to 236 in 2020/21 and 265 in 2019/20) with the Fauldhouse and Breich Valley ward being second with 174 incidents recorded and Livingston North close behind with 172 incidents recorded. Of all the 96 incidents opened in Bathgate during Q1 of 2021/2022, 34 of them (35%) related to 3 premises within one street and officers are taking forward actions to seek resolution and working with the Bathgate Housing Team to support residents who have complained.

D5. In terms of the examples of **Incidents received by category** Table 4.1 & 4.2 provides this detail. There remains to be no known definitive reason for the level of numbers being reported from ward to ward and demographic variations and house type can all contribute to the way in which behaviour from others is tolerated or becomes intolerable to others. The officers will record all incidents however there can be one off incidents with no recurring reports however, where there is corroborated evidence officers will create a case and carry out investigations as outlined in report.

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 but this will reduce as we move forward, meantime officers have provided appropriate advice. Overall this information highlights that our telephone service to customers, continues to be the main method of engagement.

In terms of case management and review of **Case Closure** Table 6.1 shows that during Quarter 1, there were 66 cases closed, 37 more than the same period the previous year (29), as detailed in Table 6.2.

D6. In Table 7, **Legal Update** contains a 'snap shot' figure taken at end of Q1 that are currently with Legal Services.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 June 2021, there was the same number of ASBO's in place that match the previous year figures. The officers will review the ASBOs with our Legal Services on a regular basis and work with Police Scotland who have the power to enforce and take action should an order be breached.

E. CONCLUSION

This report informs Panel Members of performance data and analysis for the Safer Neighbourhood Team for the period Q1 April to June 2021. Overall there is an increase in reported incidents and officers in SNT whilst working a blended approach of office/community and homeworking continue to strive to tackle neighbour nuisance. Where serious neighbour nuisance and antisocial behaviour has occurred, the officers have acted and used the legislative powers and joint resources available to them at this challenging time.

F. BACKGROUND REFERENCES - None

Appendices/Attachments: Appendix 1 – Performance Data Q1 2021/2022

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

Marjory Mackie
Interim Head of Housing, Customer & Building Services

7 September 2021

Appendix 1 Safer Neighbourhood Team Performance – Quarter 1 2021/22

Table 1.1 – New Cases opened each month 2021/2022	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**YTD**
Armadale & Blackridge	5	9	6										20
Bathgate	6	5	10										21
Broxburn, Uphall & Winchburgh	0	8	10										18
Livingston East & East Calder	0	0	2										2
Fauldhouse and Breich Valley	5	2	2										9
Linlithgow	0	4	6										10
Livingston North	2	0	2										4
Livingston South	0	2	8										10
Whitburn and Blackburn	4	5	4										13
TOTAL	22	35	50										107

Table 1.2 – 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										7
Bathgate	3	1	3										7
Broxburn, Uphall & Winchburgh	3	2	7										12
Livingston East & East Calder	1	3	2										6
Fauldhouse and Breich Valley	0	2	7										9
Linlithgow	1	3	2										6
Livingston North	0	2	1										3
Livingston South	1	1	2										4
Whitburn and Blackburn	0	3	9										12
TOTAL	9	20	37										66

Table 2 **Active Cases per month**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**YTD**
SNT Officer Cases 2021/22	73	72	121										266
SNT Officer Cases 2020/21	39	56	91										186

Table 3.1 – Number of all ASB incidents 2021/22	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**YTD**
Armadale & Blackridge	54	66	57										177
Bathgate	105	59	105										269
Broxburn, Uphall & Winchburgh	41	57	63										161
Livingston East & East Calder	35	16	17										68
Fauldhouse and Breich Valley	75	52	47										174
Linlithgow	13	32	25										70
Livingston North	78	39	55										172
Livingston South	17	19	46										82
Whitburn and Blackburn	66	62	41										169
TOTAL	484	402	456										1342

Table 3.2 Number of all ASB incidents 2020/21	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Armadale & Blackridge	31	45	33										109
Bathgate	77	75	84										236
Broxburn, Uphall & Winchburgh	37	37	46										120
Livingston East & East Calder	20	37	43										100
Fauldhouse and Breich Valley	53	60	71										184
Linlithgow	9	13	21										43
Livingston North	16	18	23										57
Livingston South	22	20	18										60
Whitburn and Blackburn	47	91	95										233
TOTAL	312	396	434										1142

Table 4.1 – Examples of Incidents 2021/22	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
ASB Complaint	274	210	229										713
ASB Noise Complaint	101	129	160										391
Dog Barking	1	4	0										5
ENV Health Complaint	12	11	9										32
Non ASB Noise Complaint	44	15	26										85
SST Section 3 Tenancy Management	32	27	25										84
Youth Disorder	13	6	6										25
Unauthorised Encampment	6	0	1										7
Unlicensed HMO	0	0	0										0
TOTAL	483	402	456										1342

Table 4.2 – Examples of Incidents – Categories 2020/21	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**YTD**
ASB Complaint	182	233	317										732
ASB Noise Complaint	104	120	90										314
Dog Barking	1	3	0										4
ENV Health Complaint	4	7	0										11
Non ASB Noise Complaint	2	7	1										10
SST Section 3 Tenancy Management	14	22	19										55
Youth Disorder	2	2	6										10
Unauthorised Encampment	3	2	1										6
Unlicensed HMO	0	0	0										0
TOTAL	312	396	434										1142

Table 5.1 - Examples of Incident Outcomes in the Month 2021/22	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**YTD**
Complainant Moved	0	1	0										1
Complaint Withdrawn	1	0	0										1
Criminal Prosecution	1	0	0										1
Insufficient Evidence	31	26	33										90
Phone Call & Advice	345	283	347										1320
No Further Incidents	15	7	8										30
Noise Stopped	18	18	16										52
Reconciliation	0	1	0										1
RSL to Investigate	2	5	1										8
Successful Action	29	35	30										94
Warning Notices Issued	0	1	1										2
Verbal Warning Issued	2	3	1										6
Further Investigation (Legislation)	4	0	1										5
TOTAL	448	380	438										1266

Table 5.2 Examples of Incident Outcomes in the Month 2020/2021	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**YTD**
Complainant Moved	0	0	0										0
Complaint Withdrawn	0	0	1										1
Criminal Prosecution	1	2	1										4
Insufficient Evidence	26	53	29										108
Phone Call & Advice	245	266	294										805
No Further Incidents	3	1	2										6
Noise Stopped	1	13	3										17
Reconciliation	1	1	0										2
RSL to Investigate	2	2	3										7
Successful Action	8	26	31										65
Warning Notices Issued	0	12	37										49
Verbal Warning Issued	1	0	1										2
Further Investigation (Legislation)	2	1	0										3
TOTAL	290	377	402										1069

Table 6.1 – New Cases closed in the month 2021/22	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Armadale & Blackridge	2	3	4										9
Bathgate	0	5	6										11
Broxburn, Uphall & Winchburgh	1	4	2										7
Livingston East & East Calder	1	2	1										4
Fauldhouse and Breich Valley	4	5	3										12
Linlithgow	0	1	2										3
Livingston North	2	0	0										2
Livingston South	0	2	0										2
Whitburn and Blackburn	4	6	6										16
TOTAL	14	28	24										66

Table 6.2 – Number of 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										0
Bathgate	4	1	2										7
Broxburn, Uphall & Winchburgh	2	3	4										9
Livingston East & East Calder	0	0	1										1
Fauldhouse and Breich Valley	1	0	1										2
Linlithgow	0	0	0										0
Livingston North	0	1	1										2
Livingston South	1	1	1										3
Whitburn and Blackburn	4	0	1										5
TOTAL	12	6	11										29

Table 7: Legal Update		
The number of cases currently with Legal Services is 8		
Number of ASBOs (interim and full) in each ward		
Ward	**June 2021**	**June 2020**
Armadale and Blackridge	2	2
Bathgate	2	1
Broxburn, Uphall and Winchburgh	4	4
East Livingston	1	0
Fauldhouse and Breich Valley	1	3
Linlithgow	0	0
Livingston North	0	0
Livingston South	1	0
Whitburn and Blackburn	1	2
Total	**12**	**12**

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 April – June 2021.

B. RECOMMENDATION

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

G. Contact Person:

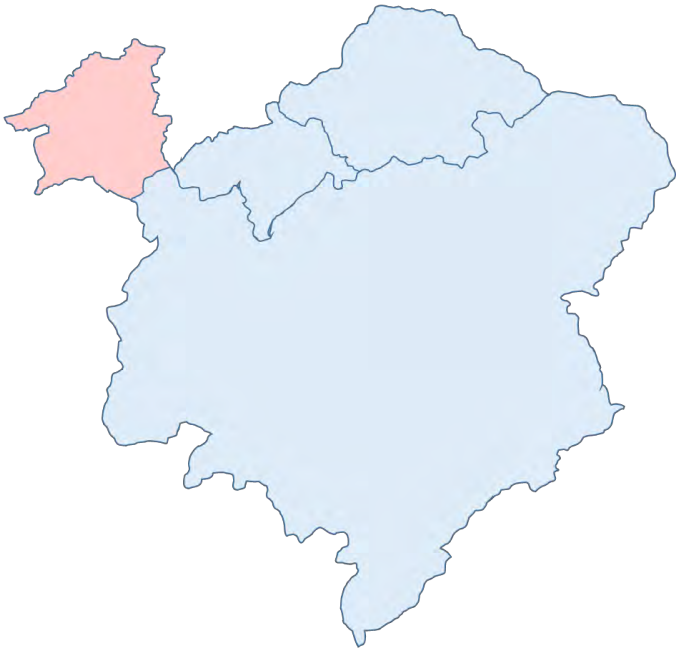
Marjory Mackie
Head of Housing Customer and Building Services.

Date of meeting: 7th September 2021

POLICE SCOTLAND
Keeping people safe
POILEAS ALBA

West Lothian Area Command

The Lothians and Scottish Borders



Policy Development and Scrutiny Panel

Quarter 1 – 2021/2022

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.

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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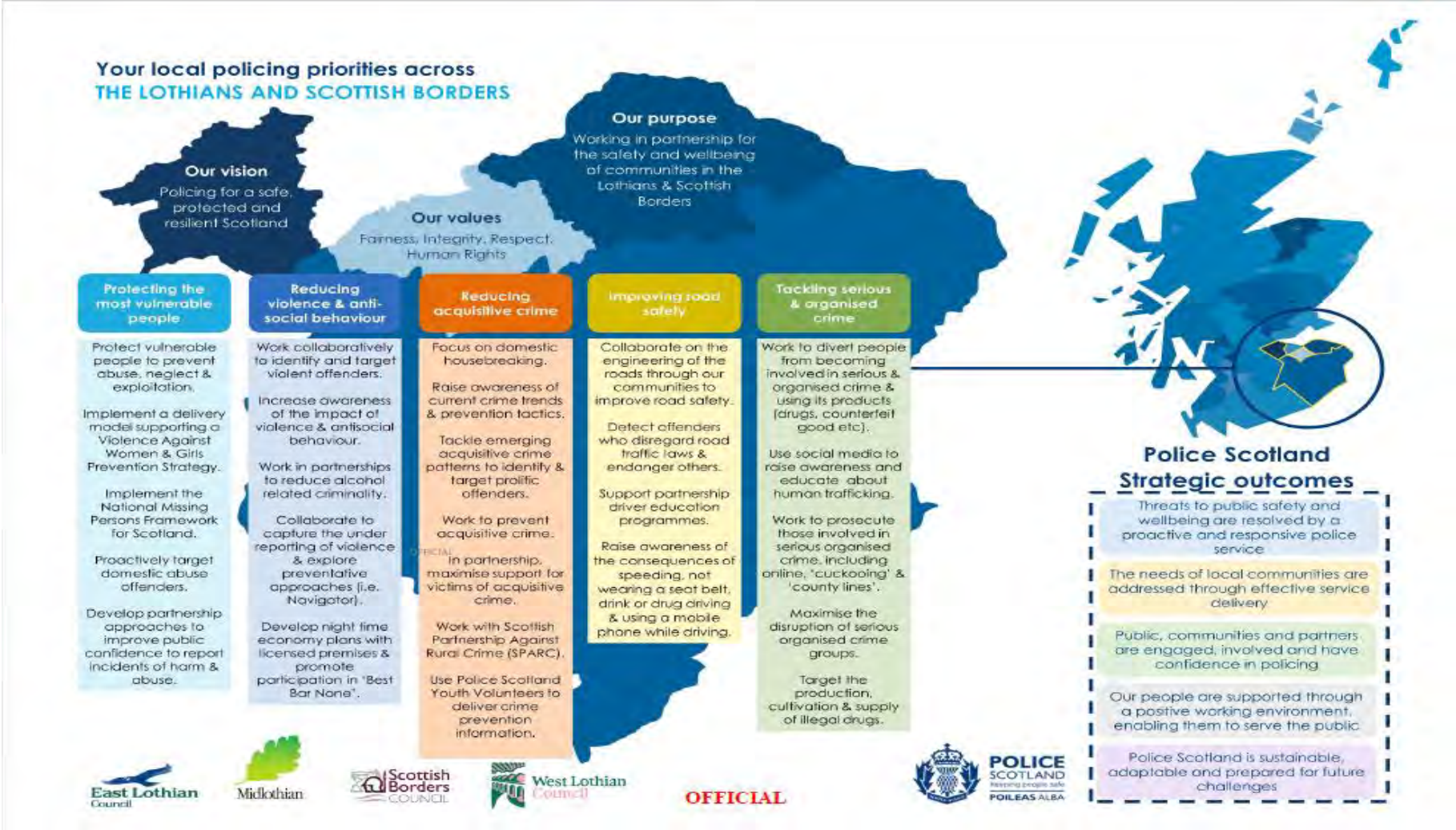
Appendix
Lothian and Scottish Borders Divisional Crime Overview *20-22*
West Lothian Crime Overview *23-25*

OFFICIAL

The Lothians and Scottish Borders Division Policing Priorities



OFFICIAL

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 2021 to June 2021 inclusive, and are compared against the 5 year mean, but also referencing 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).

West Lothian Performance Summary Report
Reporting Period: Q1, April to June 2021 inclusive
Total Crime Group 1-5 1,893
Change v 5 year average + 0.64%
Protecting the Most Vulnerable People
Domestic Bail Arrests
+ 57.1 %
44 proactive bail arrests in Q1
Domestic Abuse Crimes
+ 27.0 %
467 (99 more than 5 year average)
Reducing Violence and Antisocial Behaviour
Non Sexual Violent Crime
+ 49.5 %
90 (up 47.6% from 2019/20)
Vandalism
+ 1.5 %
388 (up 20.9% from 2019/20)
Improving Road Safety
Road Traffic Casualties
60 people
29 more injured people than 2019/20 although 3 fewer fatal/serious
Reducing Acquisitive Crime
All Dishonesty
- 13.4 %
755 crimes (down 18.1% from 2019/20)
All Housebreaking
- 52.0 %
47 crimes (down 50% from 2019/20)
Serious And Organised Crime
Drug Supply Enforcement
- 16.1%
24 detections (down 7.7% from 2019/20)

Executive Summary – Q1 2021/22, West Lothian

We have made a slight alteration to the information that will be presented in this and future Scrutiny reports. By referring to the 5 year average, where possible, we hope to be able to show our current activity against longer trends. This will of course include the "outlier" 2020/21 year, which created some significant anomalies, as the nature of policing communities and some crime trends altered during the global pandemic. At various points we will still make comparison to last year, however, to supply additional context.

Executive Summary

Missing Persons – a significant rise in overall demand, not least relating to those involving Looked After and Accommodated Children, missing from YPUs. All traced or returned safe and well.

Domestic Abuse – a 10.3% fall in incidents compared to last year, but still 6.8% above the 5 year average. Detection up by 5.9%, and ongoing effective work with partners to support victims and encourage reporting.

Racially Aggravated Conduct – detection steady at 76.4%. Increased reporting, supported by remote, online and 3rd party reporting. Matters are within the usual patterns - Shop and NHS staff, and Police officers again account for the majority of victims.

Sexual Crime – up compared to the 5 year average, continual work ongoing to encourage reporting in an area we known to be underreported. The majority of crimes are historic in nature, and occurred within the context of a relationship, or by a person known to the victim.

Drugs Supply, Production and Cultivation – intelligence led proactivity and disruption against Serious and Organised Crime Groups. Slightly fewer supply charges libelled compared to last year.

Violence – so called "sextortion" continues to be at higher levels than before, as individuals find they are being targeted online. Serious assault rose compared to last year, detection remains high at 66.7%; the majority occurred in private spaces, where the perpetrator(s) and victim are known to each other, and often under the influence of drink or drugs. Robbery fell from 10 to 6 compared to last year, significantly below the 5 year average of 11, and all that occurred in Q1 were solved. Common assault, including domestic assault, rose by over a quarter compared to the 5 year average, and detection rose slightly. There was a 29% rise in assaults against Emergency Service Workers compared to the 5 year average.

Anti-Social Behaviour – overall ASB fell year on year, but the numbers are effectively incomparable because of the impact of Covid-19 regulations and level of complaints in 2021. Fire raising has risen by 25% against the 5 year average, and the issue of off road motorcycle offending remains a challenge across the local authority area.

Dishonesty – overall dishonesty fell 13.4% against the five year average. Establishment of the Rural Crime Partnership will lead to more targeted and planned work in that regard. Common theft and theft by shoplifting again account for 57% of all reported crimes of dishonesty. Vehicle theft, and theft from vehicles both fell slightly.

Housebreaking – continued positive picture compared to last year – 3 fewer dwellings broken into, and 24 fewer business HBs (down from 40 to 16) – both also significantly below the 5 year average.

Road Safety – a rise in injury collisions compared to last year, as traffic on roads start to return to normal levels. 5 fewer serious injuries, although 2 fatalities – key arterial routes remain the areas where serious injuries generally occur.

Tackling Serious and Organised Crime – continued and ongoing disruption, including relating to Drugs Supply. We support national operations and plans for more "Made from Crime" activity.

Plans are in place now for Summer months, and we are preparing for Bonfire season, and to support the policing of COP26 in Glasgow in October and November 2021.

Protecting the most vulnerable people	Missing Persons

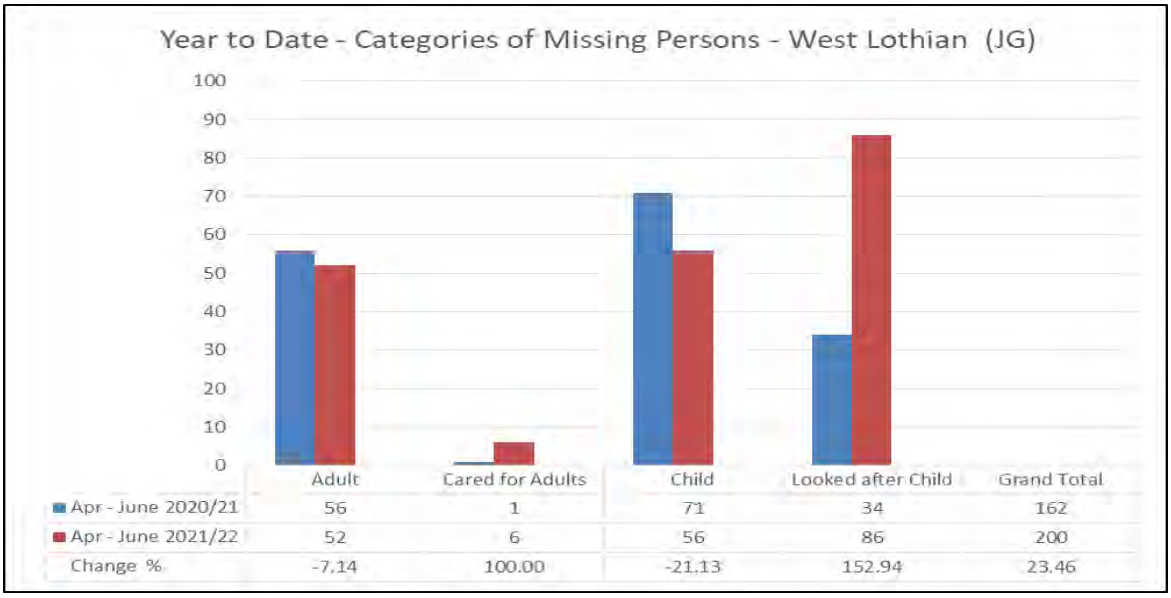
The Lothians & Scottish Borders Division and the communities of West Lothian recognise that protecting people, particularly those considered vulnerable, is a policing priority. Within the remit of protecting people is the work and investigations carried out to trace people who are reported missing.

Recognising the vulnerability associated with missing people, particularly those that are young or suffering from mental health challenges, Police Scotland has adopted a rigorous investigation structure and management approach to missing person incidents.

Police Scotland created a new bespoke operational system for recording missing persons in 2018, so 5 year data/comparisons is not available in this heading.

During Q1 we dealt with 195 missing person reports, which is an increase of 23.5% on the same period last year. It is difficult to not believe that the lockdown in Q1 last year, plus the subsequent impacts of the pandemic on lifestyle, family dynamics, isolation, employment and so many other factors, are not linked. What does stand out in particular is the steep rise in the number of Looked After young people reported missing from Young Persons Units – a number which almost trebled compared to the year before. Invariably, due to age and perceived vulnerability, each instance will be graded to Medium or High risk.

Thankfully all have been accounted for, traced or returned, but these absences, up by almost a quarter from last year, require a huge amount of police time and resource, both divisional and with the support of national assets, and on occasion, partner agencies.



	Adult	Cared for Adults	Child	Looked after Child	Grand Total
Apr - June 2020/21	56	1	71	34	162
Apr - June 2021/22	52	6	56	86	200
Change %	-7.14	100.00	-21.13	152.94	23.46

We continue to work with our partners in Children and Families and at the YPUs, and on a case by case basis with groups including West Lothian Youth Action Team and Scottish Fire and Rescue Service to raise with these individuals, many of whom are reported repeatedly, concerns around risk behaviours, and offer advice and support. This work is formalised within the Missing Persons Steering Group, which has been established with key partners to support case discussions and reduce the instances of harmful absences and associated risk behaviour.

The roll out of Absence Protocols training with YPU staff continues, and further rounds of discussion are ongoing with NHS staff at St John's Hospital regarding vulnerable people being reported missing from there.

We will also continue to support the work of the Corporate Parenting Strategic Group and the implementation of The Promise Change Programme to improve outcomes for looked after and care experienced young people.

Protecting the most vulnerable people	Domestic Abuse Incidents

Domestic Abuse	5yr Average	Q1 2021/22	Difference
Number of Domestic Abuse Incidents	619.8	662	+ 6.8%
Total Crimes and offences in domestic abuse incidents	367.6	467	+ 27.0%
Percentage of Domestic Incidents that result in a crime	46.6	47.0	+ 0.8%
Total crimes and offences detection rate	68.7	72.8	+ 5.9%
Total Detections for Domestic Bail Offences	28	44	+ 57.1%

*Domestic abuse incidents reported to Police only.

Domestic Abuse will always be a priority matter for all West Lothian officers. By the end of Q1, there were 662 incidents reported. This 10.3% fall (by 76 incidents) from last year is 6.8% above the five year average. 47% of all Domestic Abuse incidents resulted in a crime being recorded, which is very much in line with the longer mean/trend.

Detection rates are almost 6% higher than the 5 year average, and there is a marked increase in the proactive enforcement of domestic bail conditions - targeted policing, designed to identify and arrest perpetrators who are in breach of Court issued Bail conditions. We will continue this approach as it is one clear way to proactively protect vulnerable victims.

The Disclosure Scheme for Domestic Abuse Scotland (DSDAS) has two main approaches. The “Right to Ask” is open to anyone who has concerns about a new partner’s abusive past or has concerns about another person’s new partner. An example of this would be a parent concerned about their child’s new partner. The “Power to Tell” is when we receive information or intelligence about the safety of a person who may be at risk.

During Q1, DSDAS referrals increased to 36 in West Lothian. All factors have to be balanced to determine if thresholds for disclosure are met – during Q1 26 applications met the criteria for disclosure. 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.

We continue to utilise Social Media to reiterate any type of domestic abuse will not be tolerated, and promote the use of “Right to Ask”, “Power to Tell”, and groups that specialise in supporting the victim.

During the month of April 2021, we promoted National Stalking Awareness Week utilising Social media to highlight the impact and share practical help that is available to victims, messages that were boosted online by key partner agencies.

Our Domestic Abuse Prevention Delivery Group (DAPDG) continues to look for new prevention opportunities and tactics. During Q1, we worked with Medics Against Violence to provide three online ASC (Ask Support Care) training sessions to major employers within West Lothian. Further internal “train the trainer” sessions will take place in Q2 with a view to delivering prevention and awareness inputs to further groups.

Protecting the most vulnerable people	Hate Crime

West Lothian			
	5 year average	2021/22 Q1	Difference
Hate Incidents	59.4	85	+ 43.1%
Hate Crimes	55.2	72	+ 30.4%
Hate Crime Detection	77.5	76.4	- 1.1%

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.

The overall number of Hate Crimes and Incidents increased significantly against the 5 year average. We know that these types of crimes are massively underreported, and over many years have worked with many agencies to create new reporting mechanisms, including remote, online and 3rd party reporting, to try to increase reporting (and confidence in reporting), better understand the patterns, and to better support victims.

We continue to identify repeat victims and locations (often commercial/shops) and offer support and intervention. We share all relevant information with our Safer Neighbourhoods Team and Housing providers. Perpetrators should understand that partners will not tolerate Hate Crime and that offending can place the perpetrator's tenancy at risk.

Interestingly, detection rates have remained comparatively constant at over 76% against both 5 year and year on year figures. We continue to seek the strongest sanction at court.

During Q1, our preventions focused officers continued to promote the ongoing roll-out of the Keep Safe Campaign and Third Party Reporting, raising awareness of Disability Hate Crime. Another four "Keep Safe" premises have been identified and have been offered virtual training. Including these new premises, West Lothian now has 26 suitable safe premises for victims of Hate Crimes to report concerns and offences.

Previous crime patterns remain constant – the vast majority of victims are shop workers, police officers and other emergency service workers who are subject to verbal abuse in the course of their daily work duties.

Protecting the most vulnerable people	Sexual Crimes (Group 2)

Crime Type	5 year average	Q1 2021/22	Difference	Q1 2021/22 Detection Rate
Group 2	101	137	+ 35.6%	60.6%
Rape and attempted rape	17.6	35	+ 98.9%	62.9%
Indecent/Sexual Assault	38.4	40	+ 4.2%	50.0%
Other Group 2 crimes	45	62	+ 37.8%	66.1%

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 conclusion of Q1, reports of all Sexual Crime had increased by 21.2%, to 137 in comparison to last year's figure of 113. Over half again relate to non-recent reports, and victims reporting crimes committed against them by previous partners or persons known to them.

The overall detection of Group 2 sexual crimes in West Lothian at the end of 2020/21 increased by 15% from last year, to 60.6%, which is in line with national averages.

The investigation of rape and sexual crime, alongside the management of offenders is achieved through close partnership working. This continues to be the case in West Lothian and we will continue to work with all partners and explore further collaborative working opportunities.

In Q1, 152 child and 37 adult Initial Referral Discussions were completed along with 43 Video Recorded Interviews with vulnerable persons. During this, police identified and raised formal discussion with key WLC partners regarding vulnerability, support measures, and onwards referral, whilst progressing criminal investigation.

Such investigations are typically complex and challenging. In Q1 our Public Protection officers led the following high risk investigations, amongst many more.

- In April following concerns raised by School staff, Police invoked emergency powers under Section 56 of the Children's Hearing (Scotland) Act 2011 to remove three children to a place of safety. The eldest children were subsequently jointly interviewed by Police and Social Work and made disclosures of multiple physical assaults and cruelty towards them. Following an extensive inquiry a 42 year old male and a 36 year woman have been reported to the Procurator Fiscal for a variety of serious offences.

- During April 2021 Police and Social Work investigated when concerns were raised that an 84 year old male was at risk of significant financial harm and was being coerced into sending money to persons. The male is now being assisted through formal Adult Support and Protection procedures; safeguarding his finances and a full care package has been implemented. Police continue to investigate.

Such crimes will always receive priority attention from specialist officers due to the significant impact and trauma they cause for individuals, families and communities.

Protecting the most vulnerable people	Drug Supply, Production & Cultivation

Drugs Supply	5 year average	Q1 2021/22	Difference
Drugs Supply, Production and Cultivation	48.4	35	-27.7%

Drugs supply has a close link to Organised Crime Groups (OCG), and is a blight on any community. We act to target those who bring harm to our communities, and particularly those who are involved in drugs supply, cultivation/production and Class A drugs. We recognise the national Drugs Deaths statistics and are committed to targeting drug dealers, whilst working in partnership within the WL Alcohol and Drugs Partnership.

Officers will develop lines of investigation and other policing approaches are available, but as ever, we encourage and rely upon 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 Q1, we had libelled 35 drugs Supply, Production and Cultivation offences, compared to 41 last year, a slight decrease, although we await lab test results before reporting additional drugs supply offences.

Our School Campus Officers were able to deliver a limited number of inputs to S1 and S2 pupils in relation to ASB and Substance misuse. During these inputs, the detrimental effects of drugs and the link to ASB was discussed. As the schools resume to a more “normal” way of teaching after the summer break, our campus officers will seek to revisit Divert and Deter messages linked to OCG, and we will revisit the “Made from Crime” campaign.

During the quarter, Community Officers, in conjunction with our Mounted section colleagues, conducted targeted patrols around Addiewell under Operation Accumulator. We will repeat these exercises in support of the prison authorities and provide reassurance patrols in the area.

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

Crime Type	5 year average	Q1 2021/22	Difference	Q1 2021/22 Detection Rate
Group 1	60.2	90	+ 49.5%	70.0%
Serious Assault	33.8	39	+ 15.4%	66.7%
Robbery	11	6	- 45.4%	100.0%
Common Assault *	497.2	615	+ 23.7%	60.3%

*Not recorded as group 1 crimes, but will be referenced in this section

The headline figure here requires context. Group 1 crime includes online threats and extortion, so called "sextortion", which has seen a steady rise, year on year, from a very low base line 5 years ago.
The actual number of reports are not large, but for example, the Q1 rise from last year to this year by 8 reports from 2 to 10 equates to a very large percentage. These cyber-enabled extortions, typically involving a threat of sharing sexual information, images or clips to extort money from people, whether images actually exist or not, are particularly hard for police to prevent. Reports of so-called 'sextortion' have increased significantly across the country and West Lothian is in line with the national trends.

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.

Group 1 crime also includes "new" Domestic Abuse legislation introduced to target domestic criminality linked to repeat and serial coercive control and patterns of harmful behaviours. This specific crime type stands alone within recording figures from other domestic abuse, which features within common assault, BOP, Vandalism and other crime types and which is described later in this report. This is the second full year of reporting, and in Q1 there were 12 incidents. These crimes are mostly investigated by specialists and national units. Detection is high, at over 90%.

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.

An increase in Serious Assault has occurred and we continue to shift resources to priority enquiries – there are clear patterns of non-domestic incidents within private locations, individuals within houses falling out with each other, and violence ensuing – often whilst parties are under the influence of alcohol or drugs.

Within the Group 1 figures, one noteworthy incident of note from April 2021 related to an attempt abduction of a young female in the Bathgate area. Enquiries continued under Operation Garnard resulting in 3 further female victims within West Lothian and Falkirk area being identified and the crimes connected. As a result, a male was traced and charged with a number of serious crimes, and is currently remanded in custody.

Detection rates for crimes of violence remain high, with enquiries led predominantly by CID and Proactive Crime Team officers. Reports of Serious Assault year have increased by 9 compared to LYTD, with solvency sitting at 66.7%. Reports of Robbery fell by half this year, and all reported in this quarter were detected.

Common Assault in West Lothian increased by 36.8% compared to last year, almost a quarter above the 5 year average. Detections decreased slightly to 60.3%. These figures include domestic assaults, which remain high, and which are described later in this report. There were 20 additional Assaults on Emergency Service Workers, which increased 29% to 69 assaults, in itself 24 crimes above the 5 year average.

Reducing Violence and Antisocial Behaviour	Reducing Antisocial Behaviour

Indicator	5 Year Average	2021-22 Q1	Difference	Q1 2021/22 Detection Rate
Antisocial Behaviour Incidents	3395	3458	+ 1.9%	
Vandalism (Including Malicious Mischief)	382.2	388	+ 1.5%	23.9%
Fire-raising	30.4	38	+ 25.0%	10.5%
Breach of the Peach and S38 CJ&L(S) A 2010	407.2	456	+ 11.9%	71.9%

We continue to work with our partners and follow the same approach to the public health crisis as we have for months by maintaining visibility, and utilising the 4 E's – Engage, Explain, Encourage and Enforce. There can be no complacency, but we expect to return to more recognisable policing patterns, all things being equal during Q2 and beyond. No crime or incident type was more affected in West Lothian by the Covid pandemic than Anti-Social behaviour last year, so 5 year data may be a little misleading.

3458 incidents this quarter is significantly below last year's exceptional number, but is marginally above the 5 year average. Reported Vandalism is near to the 5 year average, but up by 33 crimes year on year, and solvency is steady. Fireraising also increased marginally compared to last year, and now shows 25% above the 5 year average. We work with our local partners in Scottish Fire and Rescue, Youth Action Project and SNT to promote prevention and safety messages and patrol identified problem areas, and will continue to do so.

Operation Kazoo was previously established to address complaints of "boy racers" in and around Livingston. Following new complaint and incidents, in June, Community officers in conjunction with Roads Policing once again engaged with these drivers. Fixed Penalty Notices were issued in relation to Construction and Use vehicle offences and ASBO legislation at and near ASDA; further activities have been planned and will continue throughout Q2 and into the lighter summer months.

Although work has been ongoing in Howden Park, in relation to ASB complaints, this continues to be an ongoing issue with larger numbers of young people congregating, creating local community concern. This is a re-emergence of an issue from 2020 and various engagements and interventions with these young people will continue. We have also been utilising Social Media to raise awareness of the issue with parents and care givers.

Issues in relation to off road motorbikes on Greendykes Bing, Broxburn and Benhar Forrest, Fauldhouse are currently being dealt with through Operation Orientalis. Community Officers have completed several days of action and have seized numerous motorbikes along with letters being sent to registered keepers. Partnership meetings have continued in an effort to establish a longer term solution to prevent damage at the sites and promote safety. The wider issue of motorbike and motorised scooters being used in every town and village in the Local Authority persists, and we continue to support preventative messaging with visibility and enforcement.

We will continue to engage the Licensed trade, as pubs and clubs move towards normality, and the night-time economy starts to pick up again. There were no planned Events in Q1, and although Gala days and larger events including "Party at the Palace" in Linlithgow and "Fly" at Houston House will not take place in 2021, the summer months will see Livingston Football Club start again to host supporters, and other events can be expected, which will all impact on policing and the community.

Reducing Acquisitive Crime	Dishonesty (Group 3)

Crime Type	5 Year Average	Q1 2021/22	Difference	Q1 2020/21 Detection Rate
Total Group 3	871.6	755	- 13.4%	19.2%

Dealing with Acquisitive Crime to Protect People by reducing the impacts of theft on individuals and communities remains a priority. The Q1 figure is significantly below the 5 year average. By the end of June 2021, crimes of Dishonesty had decreased by 183 from the year before, with detection rates at 19.2%, (a slight fall from 2020/21 solvency). Further breakdown of the data provided in the table above provides the following.

Thefts of vehicles have decreased by 38 crimes compared to last year. There were 22 Thefts from insecure Vehicles, down by 47 incidents, and overall motor vehicle crime decreased by 53%, from 147 to 69 crimes.

Common Theft and Theft by Shoplifting remain the volume crimes under the Dishonesty heading, accounting for 435 out of the 755 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 were central to the establishment of a Rural Crime Prevention Partnership, which is supporting intelligence gathering, preventions activity and helping us target our enforcement. During Q1, Community Officers attended several meetings in relation to establishing priorities and reporting suspicious activities. Our Prevention and Intervention Officer issued a guidance document to the Partners and are currently planning a launch event, originally planned for July, now delayed until August due to logistical issues.

Community officers have recently re-established connections with The Neighbourhood Watch Scheme. This allows trained officers to send communication in relation to crime prevention and/or local issues to members of the public who have signed up for the service. To date, West Lothian has nearly 1400 members signed up to this service. Work is ongoing to recruit more partner agencies to be involved as administrators.

http://www.neighbourhoodwatchscotland.co.uk/

The Covid lockdown has led to more people being at home and apparently spending more time online. This seems aligned to a rise in Crimes of Fraud by 26 crimes to 152 - the vast majority of these incidents related to online and telephone crimes. Victims are of all ages and we continue to use social media and other methods to support preventions messages and national campaigns.

Reducing Acquisitive Crime	Housebreaking

Crime Type*	5 Year Average	Q1 2021/22	Difference	Q1 2020/21 Detection Rate
Dwelling HB	34	23	- 32.4%	26.1%
Non Dwelling (Sheds, garages) HB	22.6	8	- 64.6%	0.0%
Other (Business) HB	41.4	16	- 61.4%	6.3%
All HB	98	47	- 52.0%	14.9%

*All Crime Types include Attempt Thefts

There were 47 fewer reports of Housebreaking in West Lothian compared to last year, continuing a recent positive trend. These numbers include reported attempted break-ins.

Specifically, within this figure, there were 24 fewer business housebreakings (down from 40 to 16), compared to last year, and 3 fewer homes subject to housebreaking. In the coming months we will continue our focused pro-active patrols, and deployment of unmarked vehicles in vulnerable industrial areas in particular, which has contributed to the decrease in crimes reported.

It is fair to suggest that during Covid-19 restrictions, fewer domestic dwellings were unoccupied through the day and evenings. With more people returning to work, and children to school, we may see a gradual increase in Housebreaking reports, and will alter our patrol plans accordingly. Nonetheless, comparison to the 5 year average is positive, and perhaps highlights a policing focus to this crime type, and to recidivist offenders.

Core business continues and we have had cause to deal with a number of repeat offenders in the Q1 period:

- In May, a 34 year old recidivist offender was arrested after being identified as being responsible for two Housebreakings in the Livingston area, one the home of an 81 year old victim. The majority of the property was recovered and both properties victims were offered a Crime Prevention Survey, which was carried out by our Preventions and Intervention Officer. The perpetrator appeared in court and has been remanded awaiting trial.

- On 16th June, a motorbike business in Bathgate was subject to a Housebreaking after the front window was smashed and a mini motorbike stolen. A 36 year old local man was thereafter traced and found in possession of the stolen bike. He was subsequently reported to COPFS and is awaiting trial.

We continue to focus uniformed patrolling where any pattern emerges, and to industrial units and arterial routes during nightshift hours in particular.

Improving Road Safety	Road Casualties

Road Traffic Collision – Injury	Q1 2020/21	Q1 2021/22	Change (%)
Fatal	0	2	-
Serious	16	11	- 31.3%
Slight	15	47	+213%
Total	31	60	+93.5%
Children (aged<16) Killed	0	0	-
Children (aged<16) Seriously Injured	0	1	-

Road Traffic Offences	5 Year Average	Q1 2021/22	Difference (%)
Dangerous driving	17.6	22	+25.0%
Disqualified driving	12	8	-33.3%
Driving Licence	57.6	85	+47.6%
Insurance	162.2	170	+4.8%
Drink/Drug Driving Detections	53.6	59	+10.1%

During Q1, there was sadly 2 fatal road traffic collisions in West Lothian. Investigations are also continuing into these tragic deaths, one of which may be reclassified, subject to the result of post mortem.

As restrictions have eased and the roads return to normal volume, Roads Policing Officers have continued with their pro-active speed checks at key locations across West Lothian. This resulted in 43 reports being submitted, 53 Conditional offers (tickets) being issued, and 123 drivers being warned about the manner of their driving.

The overall increase in Road Traffic Collisions can be connected to traffic on the roads returning to normal (or thereabouts) after a year of restrictions on travel. Although 5 fewer people were seriously injured, there has been an increase of 32 Slight Injury collisions.

Overall motor vehicle offences have decreased by 119 to 645 (from 764 in Q1 2019/20). As road traffic volume returns to pre-Covid traffic volumes, Road Policing Officers will continue to target our key arterial routes - our ongoing commitment is to casualty reduction, and we will prioritise speed enforcement at the sites which represent the greatest risk. The highest speed detected in Q1 was 112 mph. One person was charged and reported by Roads Policing officers for speeding and we expect and look forward to a successful conviction and disqualification.

Activity in Q1 centred on Global Road Safety Week (17-23 May), National Seatbelt campaign (31 May – 13 June), and the national Motorcycle Safety campaign. Looking forward, Roads Policing officers will lead the Summer Drink/Drive Campaign from July onwards. Social media will be utilised to facilitate public awareness of this initiative, and will be promoted using the hashtag #Drivesmart which we would encourage our partners to promote on social media.

Due to Covid-19, the annual young driver Westdrive event in 2020 did not take place. Although arrangements are still in the planning stage, wheels are now in motion to deliver an event in early 2022.

Tackling Serious & Organised Crime Counter Terrorism	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. This included in Q1:

- Execution of two MDA warrants at an address in Livingston, resulting in a 27 year old male and 26 year old female being reported for numerous offences. Over 9kg of Class A drugs, in excess of £25,000 in cash and thousands of pounds of designer clothes were also seized.
- Officers working under a planned operation executed a Misuse of Drugs Act (MDA) warrant at an address in Addiewell where herbal matter valued at £130,000 was seized. A 32 year old male has been reported in relation to being concerned in the supply of drugs.

We undertook targeted activity centred on disrupting SOCG activity in support of partners at HMP Addiewell. Further work under Op Accumulator is planned in Q2. We plan activity to again promote the "Made from Crime" Campaign, designed to provide the public with a raised awareness of unexplained wealth and signpost on the reporting process, generate intelligence, and tackle SOC through the disruption of these networks and the recovery of assets.

Threat Level Definitions

Critical	An attack is highly likely in the near future
Severe	An attack is highly likely
Substantial	An attack is likely
Moderate	An attack is possible but not likely
Low	An attack is highly unlikely

The UK National Threat Level remains at SUBSTANTIAL: an attack is likely.

Threat levels are designed to give a broad indication of the likelihood of a terrorist attack. They are a tool for security practitioners working across different sectors and the police to use in determining what protective security response may be required. They also keep the public informed and give context to the protective security measures which we all encounter in our daily lives. The threat level for the UK from international terrorism is set by the Joint Terrorism Analysis Centre (JTAC). MI5 is responsible for setting the threat levels from Irish and other domestic terrorism both in Northern Ireland and in Great Britain.

Although the threat level remains unchanged JTAC are constantly reviewing this and are aware that the easing of lockdown may present new opportunities for attacks to be carried out.

https://www.gov.uk/government/organisations/national-counterterrorism-security-office.

Local Activity

Locally during the first quarter of 2021/22, CT Prevent officers promoted an "Act Early" campaign with Netmums, which was shared across our divisional social media accounts (this can be accessed at https://actearly.uk/), and completed further rounds of WRAP (Workshop to Raise Awareness of Prevent) events for new recruits at HMP Addiewell.

On 10th June 2021 our Counter Terrorist Liaison Officer with other colleagues hosted an MS Teams input with 15 elected members, and delivered an input regarding the Contest Strategy and Prevent. Prevent lead, Mr Graeme Struthers of WLC, provided input regarding the specific WL protocols. Further such events will be scheduled in future.

Complaints	Complaints About The Police - Executive Summary

April – September 2020				
	Number of Complaints about the Police		Number of Complaints per 10,000 Police Incidents	
Complaints received about the Police	59		44.4	
	On Duty Allegations	Off Duty Allegations	Quality of Service Allegations	Total Number of Allegations
Total Allegations Recorded	60	-	46	106

Allegation Category and Type	LYTD	YTD	% change from PYTD
On Duty - TOTAL	**75**	**60**	***-20.0%***
Assault	2	3	*50.0%*
Discriminatory Behaviour	1	2	*100.0%*
Excessive Force	2	5	*150.0%*
Incivility	15	11	*-26.7%*
Irregularity in Procedure	44	36	*-18.2%*
Oppressive Conduct/Harassment	1	1	*0.0%*
Other - Criminal	1	0	*-100.0%*
Other - Non Criminal	9	0	*-100.0%*
Traffic Irregularity/Offence	0	2	*x*
Quality Of Service - TOTAL	**41**	**46**	***12.2%***
Policy/Procedure	14	9	*-35.7%*
Service Delivery	5	11	*120.0%*
Service Outcome	22	26	*18.2%*
Total	**116**	**106**	***-8.6%***

Remarks

Complaints regarding the police approach to the enforcement of Covid regulations fell during this quarter by comparison to last. This is not unexpected – we consistently continue to promote the 4 Es approach, and the public have become more familiar with our approach. As Covid restrictions have relaxed, the amount of Covid related complaints have also reduced – particularly in relation to Policy/Procedure, and Irregularity in Procedure.

Appendix

J Division - Lothian and Scottish Borders Divisional Crime Overview

Lothian and Scottish Borders Division	5 Year Average	2021/22 Q1	Per 10,000 Q1 2021/22	Detection Rates 2021/22
GROUP 1: NON SEXUAL CRIMES OF VIOLENCE	**134.8**	**198**	**3.97**	**70.20**
Murder (excluding culpable homicide at common law)	**0.4**	**1**	**0.02**	**100.00**
Culpable homicide (at common law)	**0**	**0**	**0**	**-**
Culpable homicide (under statute including RTA, sec. 1)	**0.8**	**0**	**0**	**-**
Attempted murder	**2.8**	**2**	**0.04**	**150.00**
Serious assault	**65.8**	**79**	**1.59**	**67.09**
Robbery and assault with intent to rob	**22.8**	**25**	**0.5**	**84.00**
Domestic Abuse (of female)	**-**	**24**	**0.48**	**91.67**
Domestic Abuse (of male)	**-**	**2**	**0.04**	**100.00**
Domestic Abuse (Total)	**-**	**26**	**0.52**	**92.31**
Cruel & Unnatural treatment of children	**19.2**	**15**	**0.3**	**93.33**
Threats and extortion	**7.2**	**27**	**0.54**	**11.11**
Other group 1 crimes	**9**	**23**	**0.46**	**86.96**
GROUP 2: SEXUAL CRIMES	**239.4**	**378**	**7.59**	**56.61**
Rape	**40.4**	**82**	**1.65**	**71.95**
Assault w/i to rape or ravish	**2.6**	**2**	**0.04**	**0.00**
Rape and attempted rape - Total	**43**	**84**	**1.69**	**70.24**
Sexual assault (pre-SOSA 2009)*	**3.8**	**1**	**0.02**	**0.00**
Sexual assault (SOSA 2009)*	**63**	**107**	**2.15**	**48.60**
Lewd & libidinous practices*	**27**	**17**	**0.34**	**47.06**
Indecent/Sexual Assault - Total	**93.8**	**125**	**2.51**	**48.00**
*Prostitution related crime - Total**	**0.2**	**0**	**0**	**-**
Taking, distribution, possession of indecent photos of children	**13.4**	**23**	**0.46**	**82.61**
Communicating indecently (SOSA 2009)*	**19.6**	**35**	**0.7**	**65.71**
Communications Act 2003 (sexual)	**10.2**	**4**	**0.08**	**100.00**
Sexual exposure (SOSA 2009)*	**7.6**	**10**	**0.2**	**40.00**
Public indecency (common law)	**4.6**	**2**	**0.04**	**0.00**
Other sexual crimes (SOSA 2009)*	**32.2**	**57**	**1.14**	**57.89**
Other sexual crimes (non-SOSA 2009)*	**5**	**4**	**0.08**	**100.00**
Threatening / Disclosure of intimate image*	**9.8**	**34**	**0.68**	**23.53**
Other Group 2 crimes	**0**	**0**	**0**	**-**
Other Group 2 crimes - Total	**102.4**	**169**	**3.39**	**56.21**
GROUP 3: CRIMES OF DISHONESTY	**2217.6**	**1988**	**39.91**	**25.75**
Housebreaking (incl. attempts) - dwelling house	**101.8**	**101**	**2.03**	**13.86**
Housebreaking (incl. attempts) - non dwelling	**101.8**	**59**	**1.18**	**8.47**
Housebreaking (incl. attempts) - other premises	**107.4**	**60**	**1.2**	**50.00**
Housebreaking (incl. Attempts) - Total	**311**	**220**	**4.42**	**22.27**

Opening Lockfast Places - Motor Vehicle	55.4	46	0.92	21.74
Theft of a motor vehicle	117	73	1.47	57.53
Theft from a Motor Vehicle (Insecure etc.)	152.4	59	1.18	22.03
Attempt theft of motor vehicle	9	8	0.16	0.00
Motor vehicle crime - Total	333.8	186	3.73	34.95
Opening Lockfast Places - NOT Motor Vehicle	30.8	34	0.68	2.94
Common theft	630.2	566	11.36	18.90
Theft by shoplifting	582.6	477	9.58	41.93
Fraud	164.6	383	7.69	10.97
Other Group 3 Crimes	164.6	122	2.45	39.34
GROUP 4: FIRE-RAISING, MALICIOUS MISCHIEF etc.	1071.6	1067	21.42	28.12
Fireraising	63	62	1.24	17.74
Vandalism (including malicious mischief)	959.6	936	18.79	26.07
Reckless conduct (with firearms)	1.2	2	0.04	100.00
Culpable and reckless conduct (not with firearms)	46.2	66	1.32	65.15
Other Group 4 Crimes	1.6	1	0.02	0.00
GROUP 5: OTHER (PRO-ACTIVITY) CRIMES	1089.6	1148	23.04	87.89
Carrying offensive weapons (incl. restriction)	35.4	46	0.92	84.78
Handling bladed/pointed instrument	39.6	41	0.82	95.12
Offensive weapon (used in other criminal activity)*	26.4	45	0.9	77.78
Bladed/pointed instrument (used in other criminal activity)*	15.2	22	0.44	72.73
Total offensive/bladed weapons	116.6	154	3.09	83.77
Production, manufacture or cultivation of drugs	25.2	12	0.24	100.00
Supply of drugs (incl. possession with intent)	66.6	56	1.12	57.14
Bringing drugs into prison	4.2	1	0.02	100.00
Supply of drugs - Total	96	69	1.39	65.22
Possession of drugs	482.6	471	9.45	87.47
Other drugs offences (incl. importation)	4.2	3	0.06	33.33
Total drugs crimes	582.8	543	10.9	84.35
Offences relating to serious and organised crime	1.2	0	0	-
Bail offences (other than absconding)	189.6	252	5.06	93.25
Other Group 5 crimes	199.4	199	3.99	93.97
GROUP 6: MISCELLANEOUS OFFENCES	2531.8	2859	57.39	67.33
Common Assault	1005	1172	23.53	57.08
Common Assault (of emergency workers)	96.6	138	2.77	97.83
Common Assault - Total	1101.6	1310	26.3	61.37
Breach of the Peace	71.4	26	0.52	100.00
Threatening & abusive behaviour	919.8	1024	20.56	75.68
Stalking	34.6	23	0.46	91.30
BOP, S38 & S39 Crim Just & Lic (S) Act 2010 - Total	1025.8	1073	21.54	76.61
Racially aggravated harassment/conduct*	33.4	50	1	86.00
Drunk and incapable	17	5	0.1	100.00
Consume alcohol in designated place local bye-law	23.4	3	0.06	100.00
Other alcohol related offences*	10	4	0.08	75.00

Drunkenness and other disorderly conduct (TOTAL)	**50.4**	**12**	**0.24**	**91.67**
Wildlife offences*	**11.6**	**6**	**0.12**	**50.00**
Other Group 6 offences	**309**	**408**	**8.19**	**59.31**
GROUP 7: OFFENCES RELATING TO MOTOR VEHICLES	**1675**	**1540**	**30.91**	**80.39**
Dangerous driving offences	**55**	**84**	**1.69**	**85.71**
Drink, Drug driving offences incl. Failure to provide a specimen	**133.2**	**143**	**2.87**	**87.41**
Driving while disqualified	**34.8**	**19**	**0.38**	**94.74**
Driving without a licence	**144**	**162**	**3.25**	**98.15**
Failure to insure against third party risks	**395.6**	**355**	**7.13**	**97.46**
Driving Carelessly	**124.8**	**176**	**3.53**	**87.50**
Drivers neglect of traffic directions (NOT pedestrian crossings)	**19.8**	**6**	**0.12**	**100.00**
Using a motor vehicle without test certificate	**169.8**	**194**	**3.89**	**98.45**
Other Group 7 offences	**360.8**	**364**	**7.31**	**35.99**

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West Lothian Recorded Crime Overview

West Lothian	5 Year Average	2021/22 Q1	Per 10,000 Q1 2021/22	Detection Rates 2021/22
GROUP 1: NON SEXUAL CRIMES OF VIOLENCE	**60.2**	**90**	**4.92**	**70**
Murder (excluding culpable homicide at common law)	**0.2**	**1**	**0.05**	**100**
Culpable homicide (at common law)	**0**	**0**	**-**	**-**
Culpable homicide (under statute including RTA, sec. 1)	**0.2**	**0**	**-**	**-**
Attempted murder	**1.2**	**1**	**0.05**	**100**
Serious assault	**33.8**	**39**	**2.13**	**66.67**
Robbery and assault with intent to rob	**11**	**6**	**0.33**	**100**
Domestic Abuse (of female)	**-**	**11**	**0.6**	**90.91**
Domestic Abuse (of male)	**-**	**1**	**0.05**	**100**
Domestic Abuse (Total)	**-**	**12**	**0.66**	**91.67**
Cruel & Unnatural treatment of children	**6.2**	**10**	**0.55**	**90**
Threats and extortion	**2.4**	**10**	**0.55**	**0**
Other group 1 crimes	**3**	**11**	**0.6**	**81.82**
GROUP 2: SEXUAL CRIMES	**101**	**137**	**7.48**	**60.58**
Rape	**15.8**	**34**	**1.86**	**64.71**
Assault w/i to rape or ravish	**1.8**	**1**	**0.05**	**0**
Rape and attempted rape - Total	**17.6**	**35**	**1.91**	**62.86**
Sexual assault (pre-SOSA 2009)*	**1.2**	**0**	**-**	**-**
Sexual assault (SOSA 2009)*	**25.4**	**34**	**1.86**	**55.88**
Lewd & libidinous practices*	**11.8**	**6**	**0.33**	**16.67**
Indecent/Sexual Assault - Total	**38.4**	**40**	**2.18**	**50**
Prostitution related crime - Total*	**0**	**0**	**-**	**-**
Taking, distribution, possession of indecent photos of children	**6**	**8**	**0.44**	**87.5**
Communicating indecently (SOSA 2009)*	**7.8**	**14**	**0.76**	**78.57**
Communications Act 2003 (sexual)	**4.2**	**2**	**0.11**	**100**
Sexual exposure (SOSA 2009)*	**4.8**	**4**	**0.22**	**25**
Public indecency (common law)	**1.6**	**0**	**-**	**-**
Other sexual crimes (SOSA 2009)*	**15**	**24**	**1.31**	**66.67**
Other sexual crimes (non-SOSA 2009)*	**1.8**	**2**	**0.11**	**100**
Threatening / Disclosure of intimate image*	**3.8**	**8**	**0.44**	**25**
Other Group 2 crimes	**0**	**0**	**-**	**-**
Other Group 2 crimes - Total	**45**	**62**	**3.39**	**66.13**
GROUP 3: CRIMES OF DISHONESTY	**871.6**	**755**	**41.23**	**19.21**
Housebreaking (incl. attempts) - dwelling house	**34**	**23**	**1.26**	**26.09**
Housebreaking (incl. attempts) - non dwelling	**22.6**	**8**	**0.44**	**0**
Housebreaking (incl. attempts) - other premises	**41.4**	**16**	**0.87**	**6.25**
Housebreaking (incl. Attempts) - Total	**98**	**47**	**2.57**	**14.89**
Opening Lockfast Places - Motor Vehicle	**21**	**21**	**1.15**	**0**
Theft of a motor vehicle	**46.6**	**25**	**1.37**	**60**

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Theft from a Motor Vehicle (Insecure etc.)	66.2	22	1.2	4.55
Attempt theft of motor vehicle	2.8	1	0.05	0
Motor vehicle crime - Total	136.6	69	3.77	23.19
Opening Lockfast Places - NOT Motor Vehicle	14.4	7	0.38	0
Common theft	266.2	254	13.87	12.6
Theft by shoplifting	229.6	181	9.89	34.25
Fraud	68.4	152	8.3	9.21
Other Group 3 Crimes	58.4	45	2.46	31.11
GROUP 4: FIRE-RAISING, MALICIOUS MISCHIEF etc.	435	464	25.34	27.16
Fireraising	30.4	38	2.08	10.53
Vandalism (including malicious mischief)	382.2	388	21.19	23.97
Reckless conduct (with firearms)	0.6	1	0.05	100
Culpable and reckless conduct (not with firearms)	20.8	37	2.02	75.68
Other Group 4 Crimes	1	0	-	-
GROUP 5: OTHER (PRO-ACTIVITY) CRIMES	413.2	447	24.41	84.56
Carrying offensive weapons (incl. restriction)	13	26	1.42	80.77
Handling bladed/pointed instrument	16.4	15	0.82	86.67
Offensive weapon (used in other criminal activity)*	13.6	29	1.58	72.41
Bladed/pointed instrument (used in other criminal activity)*	9	9	0.49	55.56
Total offensive/bladed weapons	52	79	4.31	75.95
Production, manufacture or cultivation of drugs	15.6	10	0.55	100
Supply of drugs (incl. possession with intent)	28.6	24	1.31	62.5
Bringing drugs into prison	4.2	1	0.05	100
Supply of drugs - Total	48.4	35	1.91	74.29
Possession of drugs	169.4	145	7.92	84.83
Other drugs offences (incl. importation)	1.4	3	0.16	33.33
Total drugs crimes	219.2	183	9.99	81.97
Offences relating to serious and organised crime	0.6	0	-	-
Bail offences (other than absconding)	70.4	94	5.13	91.49
Other Group 5 crimes	71	91	4.97	90.11
GROUP 6: MISCELLANEOUS OFFENCES	1060.8	1297	70.84	64.46
Common Assault	452.6	546	29.82	56.04
Common Assault (of emergency workers)	44.6	69	3.77	94.2
Common Assault - Total	497.2	615	33.59	60.33
Breach of the Peace	31.2	12	0.66	91.67
Threatening & abusive behaviour	363.2	433	23.65	70.44
Stalking	12.8	11	0.6	109.09
BOP, S38 & S39 Crim Just & Lic (S) Act 2010 - Total	407.2	456	24.9	71.93
Racially aggravated harassment/conduct*	17.2	32	1.75	96.88
Drunk and incapable	2.6	0	-	-
Consume alcohol in designated place local bye-law	11.2	0	-	-
Other alcohol related offences*	2.4	2	0.11	100
Drunkenness and other disorderly conduct (TOTAL)	16.2	2	0.11	100
Wildlife offences*	1.6	2	0.11	0

Other Group 6 offences	**121.4**	**190**	**10.38**	**54.74**
GROUP 7: OFFENCES RELATING TO MOTOR VEHICLES	**728**	**645**	**35.23**	**79.38**
Dangerous driving offences	**17.6**	**22**	**1.2**	**77.27**
Drink, Drug driving offences incl. Failure to provide a specimen	**53.6**	**59**	**3.22**	**89.83**
Driving while disqualified	**12**	**8**	**0.44**	**87.5**
Driving without a licence	**57.6**	**85**	**4.64**	**98.82**
Failure to insure against third party risks	**162.2**	**170**	**9.28**	**98.82**
Driving Carelessly	**48.2**	**52**	**2.84**	**82.69**
Drivers neglect of traffic directions (NOT pedestrian crossings)	**11.2**	**1**	**0.05**	**100**
Using a motor vehicle without test certificate	**84**	**72**	**3.93**	**97.22**
Other Group 7 offences	**141.2**	**152**	**8.3**	**30.26**

DATA LABEL: PUBLIC

West Lothian Council

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

PROPERTY TURNOVER APRIL TO JUNE 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 1 of 2021/22 (1 April to 30 June 2021).

B. RECOMMENDATION

To note the current levels of activity relating to property turnover for the 1st quarter of 2021/22 and in particular to note:

1. The increase in property lets for Quarter 1 2021/22 compared to the same period last year;
2. Of the 48 communities in West Lothian, 19 had no properties available for let throughout Quarter 1 of 2021/22; and
3. 54% 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 April to 30th June 2021 was 160 compared to the same quarter last year when 55 properties were let. Of the 160 lets, 30 of them were due to exceptional circumstances. 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 1 are:

- The communities with the highest percentage of total lets were Whitburn and Armadale with 22 lets each (14%), and Bathgate with 14 lets (9%);
- There were seven sheltered housing properties let across in the quarter;
- Ten communities had one mainstream property available to let – Bridgend, Philipstoun, Alderstone, Mid Calder, Pumpherston, Breich, Longridge, West Calder, Seafield, Wester Inch, and
- Eight communities had between two and four properties available to let – Linlithgow, Dechmont, Uphall, Winchburgh, East Calder, Addiewell, Polbeth and Blackridge.

Across Quarter 1, the following 19 communities had no properties becoming available.

No	Community	Number of properties remaining
1	Linlithgow Bridge	83
2	Newton	12
3	Threemiletown	6
4	Craigshill	3
5	Ecclesmachan	4
6	Eliburn	252
7	Kirkton	14
8	Livingston Village	8
9	Bellsquarry	4
10	Howden	22
11	Kirknewton	39
12	Uphall Station	112
13	Wilkieston	5
14	Stoneyburn	238
15	East Whitburn	45
16	Greenrigg	103
16	Whiteside	38
18	Torphichen	26
19	Westfield	70

D2 Type of property

The majority of properties that became available in Quarter 1 were Cottage types at 75 (47%) followed by Four in a Block at 42 (26%). 49% of the lets were two-bedroom properties (79 Lets), 30% were one-bedroom properties (49 lets) 16% were three-bedroom properties (26 Lets) and there was 5 five-bedroom lets and 1 four-bedroom let.

D3 Applicants

The 160 properties let in Quarter 1 were allocated in accordance with the council's Allocations Policy.

Performance for Quarter 1 is detailed in the table below.

Group	Number of Lets	Percentage Met
Homeless (HL)	86	54%
General (GN)	42	26%
Transfer (TL)	27	17%
Housing with Care	5	3%
Out with (OW)	0	0
Total	160	

E. Conclusion

The report provides information on the property turnover in the 1st Quarter of 2021/22. The report highlights that there has been an increase in available lets when compared to the same quarter of 2020/21 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 1 Lets excluding Exceptional Circumstances

Appendix 2 – Quarter 1 Exceptional Circumstances

Appendix 3 – Total Housing Stock per area

Contact Person: katy.mcbride@westlothian.gov.uk – Tel No- 01506 281070

Marjorie Mackie
HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

Date of Meeting: 7th September 2021

Appendix 1: Quarter 1 Lets excluding Exceptional Circumstances

Lets – April to June (excluding Exceptional Circumstances)								
Ward	**Community**	**House Type**	**Number of Bedrooms**					
			1	**2**	**3**	**4**	**5**	**Total**
Armadale	*Armadale*	Cottage	5	1	2	-	-	8
		Four in Block	1	9	3	-	-	13
	Armadale Total		**6**	**10**	**5**	**-**	**-**	**21**
	Blackridge	Cottage	-	1	1	-	-	2
	Blackridge Total		**-**	**1**	**1**	**-**	**-**	**2**
	Ward Total		**6**	**11**	**6**	**0**	**0**	**23**
Bathgate	*Bathgate*	Cottage	-	-	1	-	-	1
		Four in Block	3	2	-	-	-	5
		Flat	2	-	1	-	-	3
		Sheltered	2	-	-	-	-	2
	Bathgate Total		**7**	**2**	**2**	**-**	**-**	**11**
	Boghall	Cottage	1	2	1	-	-	4
		Flat	-	4	-	-	-	4
		Sheltered	2	-	-	-	-	2
	Boghall Total		**3**	**6**	**1**	**-**	**-**	**10**
	Wester Inch	Flat	1	0	0	-	-	1
	Wester Inch Total		**1**	**0**	**0**	**-**	**-**	**1**
	Ward Total		**11**	**8**	**3**	**0**	**0**	**22**

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

Ward	Community	House Type	Number of Bedrooms					
			1	**2**	**3**	**4**	**5**	**Total**
East Livingston	East Calder	Cottage	-	2	-	-	-	2
		Four in Block	1	-	-	-	-	1
	East Calder Total		**1**	**2**	**-**	**-**	**-**	**3**
	Mid Calder	Sheltered	1	-	-	-	-	1
	Mid Calder Total		**1**	**-**	**-**	**-**	**-**	**1**
	Pumpherston	Cottage	-	1	-	-	-	1
	Pumpherston Total		**-**	**1**	**-**	**-**	**-**	**1**
	Ward Total		**2**	**3**	**-**	**-**	**-**	**5**
Linlithgow	*Bridgend*	Four in Block	-	1	-	-	-	1
	Bridgend Total		**-**	**1**	**-**	**-**	**-**	**1**
	Linlithgow	Flat	2	-	-	-	-	2
		Four in Block	-	-	1	-	-	1
	Linlithgow Total		**2**	**-**	**1**	**-**	**-**	**3**
	Philipstoun	Flat	1	-	-	-	-	1
	Philipstoun Total		**1**	**-**	**-**	**-**	**-**	**1**
	Ward Total		**3**	**1**	**1**	**-**	**-**	**5**
North Livingston	*Alderstone*	Four in Block	-	1	-	-	-	1
	Alderstone Total		**-**	**1**	**-**	**-**	**-**	**1**
	Deans	Cottage	3	-	1	-	-	4
		Four in Block	-	-	1	-	-	1
		Maisonette	-	1	-	-	-	1
	Deans Total		**3**	**1**	**2**	**-**	**-**	**6**
	Knightsridge	Cottage	1	2	1	-	1	5
		Flat	1	-	-	-	-	1
	Knightsridge Total		**2**	**2**	**1**	**-**	**1**	**6**
	Ward Total		**5**	**4**	**3**	**-**	**1**	**13**

Ward	Community	House Type	Number of Bedrooms					
			1	**2**	**3**	**4**	**5**	**Total**
South Livingston	*Dedridge*	Cottage	1	-	-	-	-	1
		Flat	3	-	-	-	-	3
	Dedridge Total		**4**	**-**	**-**	**-**	**-**	**4**
	Ladywell	Cottage	1	1	-	-	-	2
	Ladywell Total		**1**	**1**	**-**	**-**	**-**	**2**
	Ward Total		**5**	**1**	**-**	**-**	**-**	**6**
Whitburn	*Blackburn*	Cottage	-	1	2	-	-	3
		Four in Block	1	-	-	-	-	1
		Flat	-	3	1	-	-	4
		Maisonette	-	1	-	-	-	1
	Blackburn Total		**1**	***5***	**3**	**-**	**-**	**9**
	Seafield	Cottage	-	1	-	-	-	1
	Seafield Total		**-**	**1**	**-**	**-**	**-**	**1**
	Whitburn	Cottage	-	5	1	-	-	6
		Four in Block	1	5	1	-	-	7
		Flat	1	1	-	-	-	2
		Maisonette	-	3	-	-	-	3
		Sheltered	2	-	-	-	-	2
	Whitburn Total		**4**	**14**	**2**	**-**	**-**	**20**
	Ward Total		**5**	**20**	**5**	**-**	**-**	**30**
	Total		**44**	**63**	**22**	**0**	**1**	**130**

Appendix 2 – Quarter 1 Exceptional Circumstances lets

Assisted Moves – April to June								
Ward	**Community**	**House Type**	**Number of Bedrooms**					
			1	**2**	**3**	**4**	**5**	**Total**
Armadale	*Armadale*	Cottage	-	1	-	-	-	1
	Armadale Total		**-**	**1**	**-**	**-**	**-**	**1**
	Blackridge	Cottage	-	2	-	-	-	2
	Blackridge Total		**-**	**2**	**-**	**-**	**-**	**2**
	Ward Total		**-**	**3**	**-**	**-**	**-**	**3**
Bathgate	*Bathgate*	Cottage	-	1	1	-	-	2
		Maisonette	-	1	-	-	-	1
	Bathgate Total		**-**	**2**	**1**	**-**	**-**	**3**
	Ward Total		**-**	**2**	**1**	**-**	**-**	**3**
Breich Valley	*Fauldhouse*	Cottage	-	1	-	1	-	2
		Four in Block	1	-	-	-		1
	Fauldhouse Total		**1**	**1**	**-**	**1**	**-**	**3**
	Polbeth	Cottage	-	1	-	-	-	1
	Polbeth Total		**-**	**1**	**-**	**-**	**-**	**1**
	Ward Total		**1**	**2**	**-**	**1**	**-**	**4**
Broxburn	*Broxburn*	Cottage	-	-	-	-	1	1
		Four in Block	1	-	-	-	-	1
		Maisonette	-	1	-	-	-	1
	Broxburn Total		**1**	**1**	**-**	**-**	**1**	**3**
	Dechmont	Cottage	-	-	1	-	-	1
	Dechmont Total		**-**	**-**	**1**	**-**	**-**	**1**
	Uphall	Cottage	1	-	-	-	-	1
	Uphall Total		**1**	**-**	**-**	**-**	**-**	**1**
	Ward Total		**2**	**1**	**1**	**-**	**1**	**5**

Ward	Community	House Type	Number of Bedrooms					
			1	2	3	4	5	Total
East Livingston	*East Calder*	Cottage	1	-	-	-	-	1
	East Calder Total		**1**	**-**	**-**	**-**	**-**	**1**
	Ward Total		**1**	**-**	**-**	**-**	**-**	**1**
Linlithgow	*Linlithgow*	Cottage	-	1	-	-	-	1
	Linlithgow Total		**-**	**1**	**-**	**-**	**-**	**1**
	Ward Total		**-**	**1**	**-**	**-**	**-**	**1**
North Livingston	*Deans*	Cottage	-	1	-	-	-	1
	Deans Total		**-**	**1**	**-**	**-**	**-**	**1**
	Knightsridge	Cottage	-	1	-	-	1	2
	Knightsridge Total		**-**	**1**	**-**	**-**	**1**	**2**
	Ward Total		**-**	**2**	**-**	**-**	**1**	**3**
South Livingston	*Dedridge*	Cottage	1	1	-	-	1	3
	Dedridge Total		**1**	**1**	**-**	**-**	**1**	**3**
	Ladywell	Cottage	1	1	1	-	-	3
		Flat	-	1	-	-	-	1
	Ladywell Total		**1**	**2**	**1**	**-**	**-**	**4**
	Ward Total		**2**	**3**	**1**	**-**	**1**	**7**
Whitburn	*Blackburn*	Cottage	-	-	-	-	1	1
	Blackburn Total		**-**	**-**	**-**	**-**	**1**	**1**
	Whitburn	Cottage	-	1	1	-	-	2
	Whitburn Total		**-**	**1**	**1**	**-**	**-**	**2**
	Ward Total		**-**	**1**	**1**	**-**	**1**	**3**
Total			**5**	**16**	**4**	**1**	**4**	**30**

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

West Lothian Council

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

PERFORMANCE REPORTING

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

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

B. RECOMMENDATION

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

C. SUMMARY OF IMPLICATIONS

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

D. TERMS OF REPORT

D.1 Current Position – Q1 2020/21

The relevant performance report is included within appendix 1. Of the 10 performance indicators we are reporting, 6 are categorised as green, 2 are amber and 2 are red. When compared with the previous quarter, there is slight decline, where 8 indicators were categorised as green, 1 as amber and 1 as red.

Each indicator in the appendix displays the latest note which offers an explanation from the service on current performance levels.

D.2 Red Performance Indicators

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

1. **HQSCOM008m_6b.3 HCBS - Total number of complaints received by Housing, Customer and Building Services**

   The service has been below the targeted value of complaints received for 8 out of 12 periods displayed in the chart (covering the period July 2020 to June 2021). Peak volumes above or at target occurred in August, October, November 2020 and June 2020. The highest number of monthly complaints received was 93 the lowest was 56 complaints.

   In June 2021: Of the 93 complaints recorded, 82.6% (71) were resolved within timescales. With 25.6% (21) upheld, 65.9% (54) were not upheld, and 8.5% (7) 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.

   COVID 19 has impacted on the receipt and handling of complaints as customers are frustrated with restrictions around essential works, and the service has worked hard to ensure good communication and sensitive handling have been the priority in dealing with the additional caseload.

   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.

2. **HQSSAT2006_6a.7 Housing Options Survey - rate the overall quality of the service**

   Q1 2021/22 slightly decreased to 76.19% which was below target. The 5 responses are being reviewed with individual tenants to determine the reasons and what necessary actions are required to be undertaken to improve the service delivered.

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: 1:

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

MARJORY MACKIE

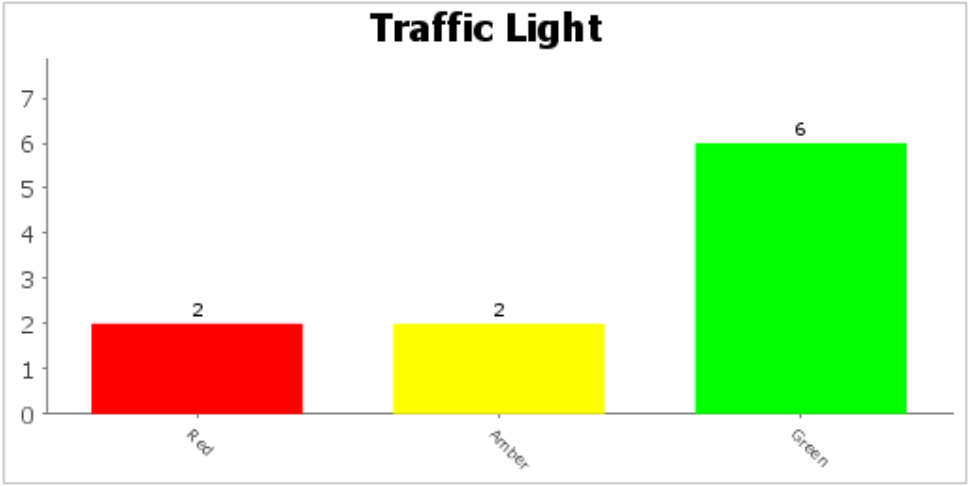
INTERIM HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

Date of Meeting: 07 SEPTMEBER 2021

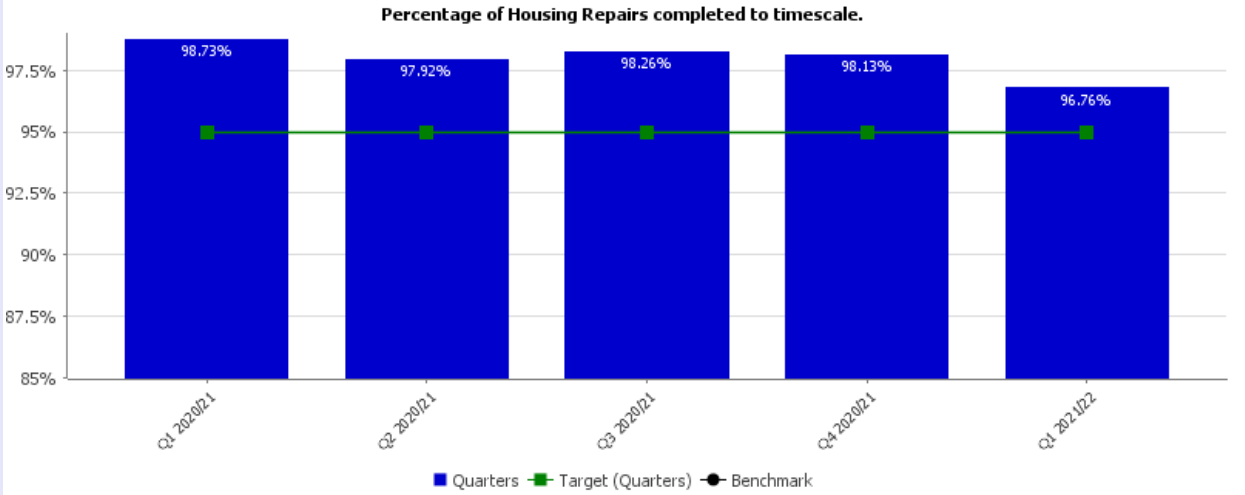
HCBS PDSP Report

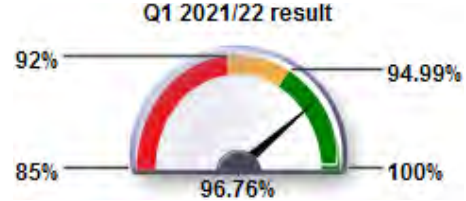
Data Label : OFFICIAL

Report Author: Sarah Kelly
Generated on: 17 August 2021 16:08
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:	Q1 2021/22
Status:	
Current Value:	96.76%
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 Q1 of 2021/22 has exceeded target. The significant increase in volume of repairs in Q2, Q3 and Q4 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 due to the outbreak of the Covid-19 pandemic and only dealing with emergencies repairs. The lower completion figure is as a result of completing jobs which were halted when we had access issues due to tenants isolating. Since Q1 of 2020/21 we have exceeded target in all quarters with the following results.

2021/22
Q1 - 8480 housing responsive repairs, 275 of these repairs were completed outside the service standards timescale.
2020/21
Q4 - 10340 housing responsive repairs, 193 of these repairs were completed outside the service standards timescale.
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.

The trend chart shows that the performance since Q1 in 2020/21 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 as the returns have only just been submitted and should be available in September.

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 2021/22.

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:	Q1 2021/22
Status:	
Current Value:	88.53%
Current Target:	90%
Red Threshold:	85%
Amber Threshold:	89.99%
Categories:	WLAM

Trend Chart Commentary:

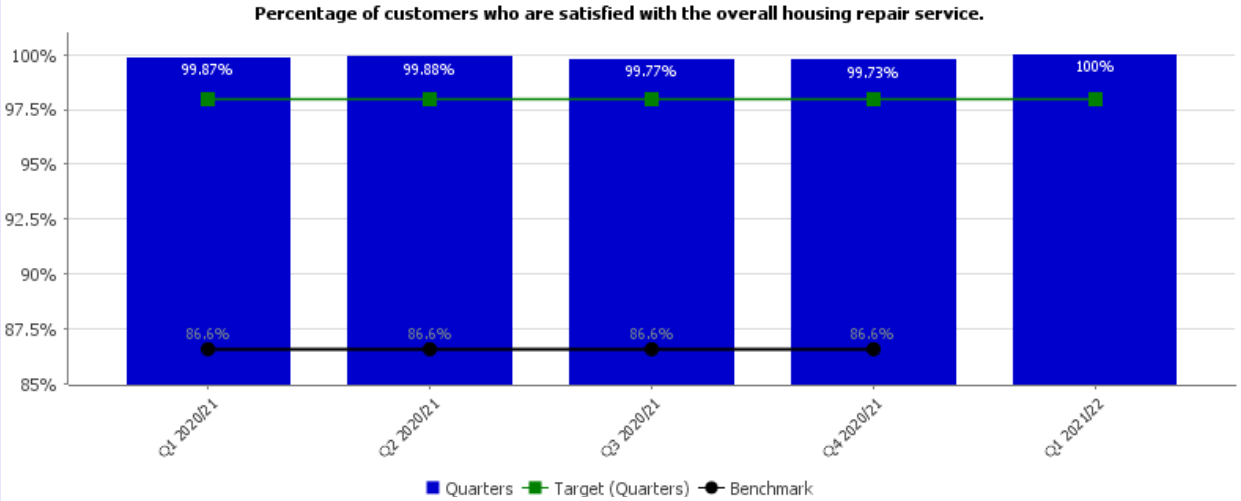
In Q1 of 2021/22 performance has not been met with 715 jobs carried out of which 82 were completed out with the service standards timescale. The trend shows the level of performance has been maintained after a slight dip in Q3 of 2020/21. The reason for the dip in performance was due to a number of non-housing operatives being placed 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. In Q1 of 2021/22 the low performance was again due to the catch up of jobs which were suspended in other areas and Non-Housing operatives being placed on other duties during the Covid restrictions.

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 and will remain for 2021/22.

2020/21
Q4 - 635 non-housing repairs, 22 of these repairs were completed out with the service standards timescale.
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.

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. Other questions include 'Was the member who dealt with your request helpful, Are you satisfied with the quality of the work provided, Did the operative who carried out the work tidy up before leaving and Was the work completed in time'. 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:	Q1 2021/22
Status:	✔
Current Value:	100%
Current Target:	98%
Red Threshold:	96%
Amber Threshold:	97.9%
Categories:	PDSP_Services for the Community; PPR Public Performance Reporting

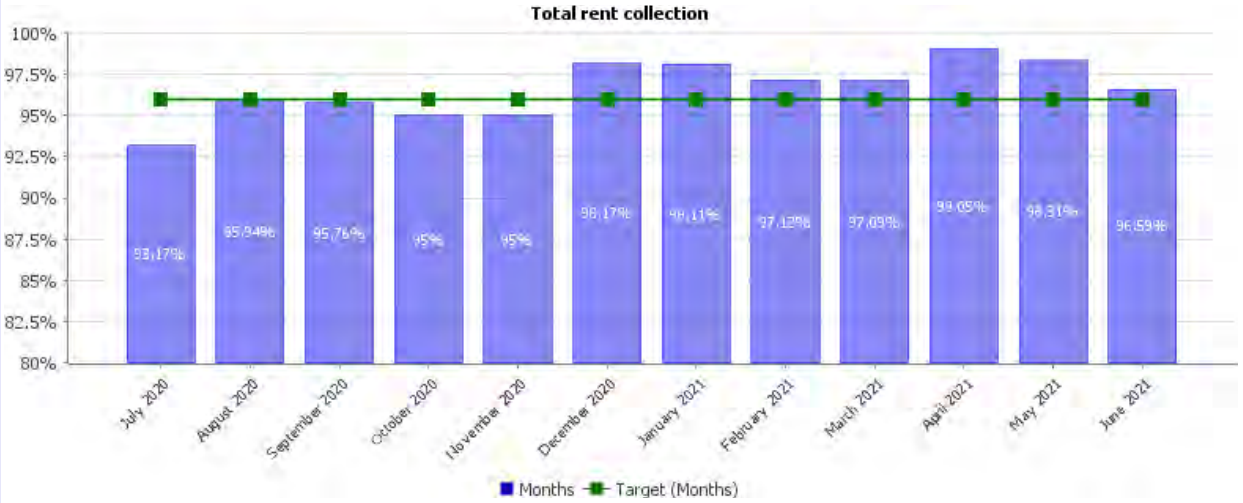
Trend Chart Commentary

In Q1 of 2021/22 we have exceeded target with 100% recorded against 382 responses. No 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 2020/21 we have exceeded 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 exceeded 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 exceeded 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 exceeded 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.
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 2019/20 onwards the target has been agreed at 98% and is reviewed with 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 % 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:	June 2021
Status:	✔
Current Value:	96.59%
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.

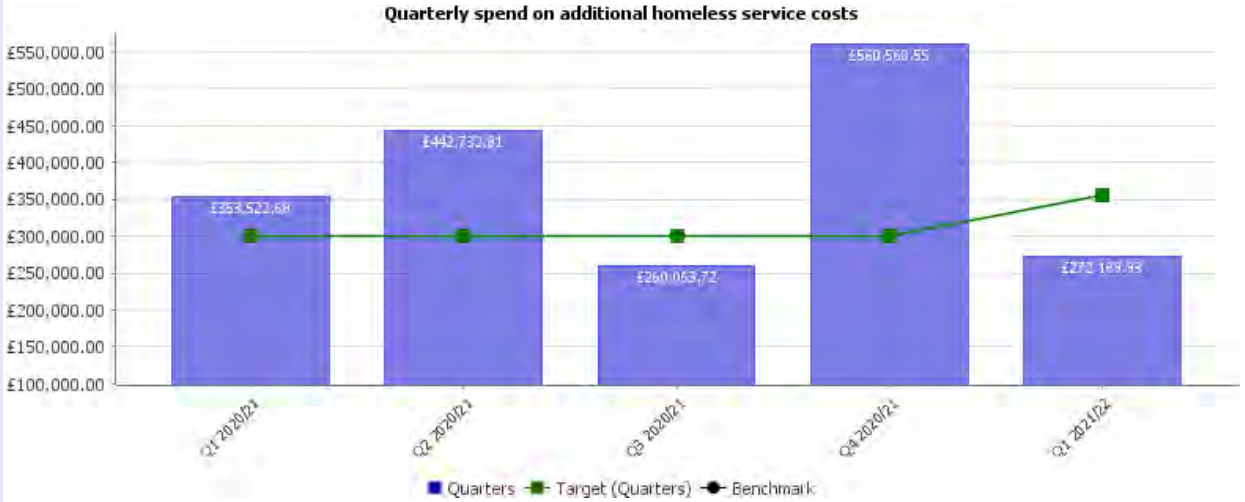
Please note:
That due to the way customers pay there can be some large variation from month to month. Customers will invariably make their payments to suit, their income (wages, benefits); There will be some extreme results each year in December and March; this is due to the fact that for most properties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

July 2021 collection target is slightly down compared to June 2021 but higher by nearly 3% compared to same period in 2020.

June 2021 collection target is down slightly compared to May 2021but higher compared to previous year.
May 2021 collection target is down slightly on April 2021 figure but higher by nearly 5% compared to the same period in 2020.
April 2021 collection target is up on March 2021 and up by nearly 3% on April 2020.
The service wide indicator (HQSARC30 set a target of 99% and at year end after reconciliation work the service achieved.

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:	Q1 2021/22
Status:	✔
Current Value:	£272,189.93
Current Target:	£355,212.00
Red Threshold:	£365,868.36
Amber Threshold:	£358,764.12
Categories:	High Level

Trend Chart Commentary

2021/22
Q1 costs decreased to £272,189.93 which consists of council tax bill £0, voids £105,875.32, furniture Storage £127,876.19, property £10,360.08 and transport costs £28,078.34. Overall costs decreased except a slight increase in property storage. This also reflects the reduced school term due to easter holidays and the may day however there is no council tax bill. Not all invoices have been processed and some will appear in Q2 2021/22.

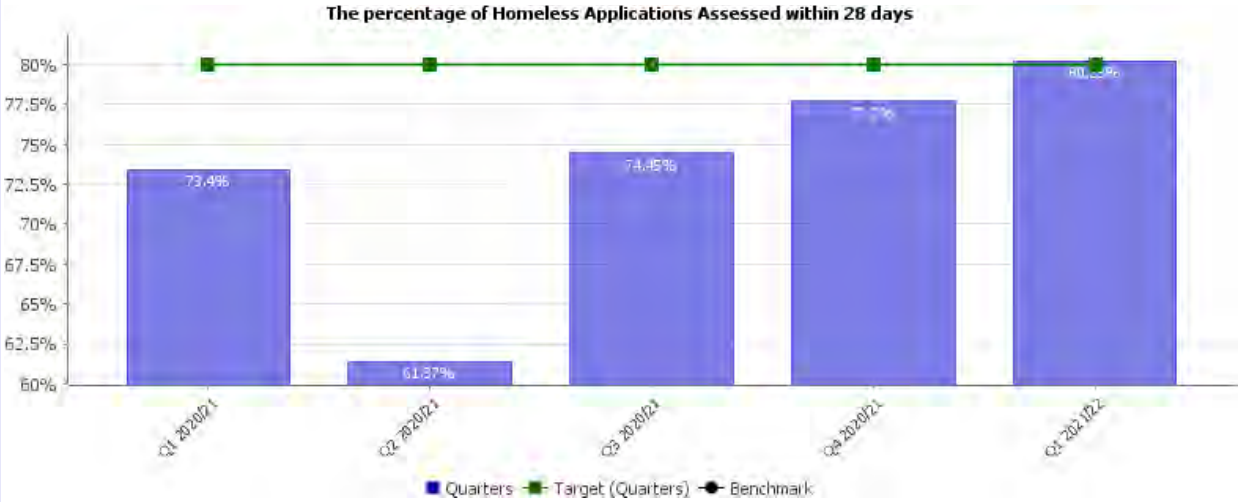
2020/21
Q4 20/21 costs increased to £560,568.55 as council tax bill was £220,540.64, voids increased to £115,504.29, furniture supplies increased to £148,957.88, property storage reduced to £9,667.41 and transport costs increased to £65,898.33. This is the result of an increase in the number of temporary stock requiring which brings increases in voids and furniture supplies. Transport has also increased as schools return to normal activity and demand for transport returns. As identified in Q3 2020/21 the service has started to increase the portfolio of sharing and PSL properties in order to mitigate B&B pressures, reduce these costs and meet the UAO order however this is seeing an increase in other costs as identified above. The service will continue to monitor this and identify where efficiencies in processes can be made.

Q3 2020/21 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. Q2 2020/21 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 2020/21 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.

Target for 2021/22 is £355,212.00 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:	Q1 2021/22
Status:	
Current Value:	80.23%
Current Target:	80%
Red Threshold:	68%
Amber Threshold:	72%
Categories:	High Level

Trend Chart Commentary

Q1 2021/22 performance improved to 80.2% decisions, there has been a stronger emphasis on the need for the team to focus on improving the performance and making decisions within 28 days. It anticipated that the performance may not be in target next quarter as the distribution of workloads has increased however additional support is being introduced.

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 new staff who have previous experience of working in homeless services from other Local Authorities. 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.

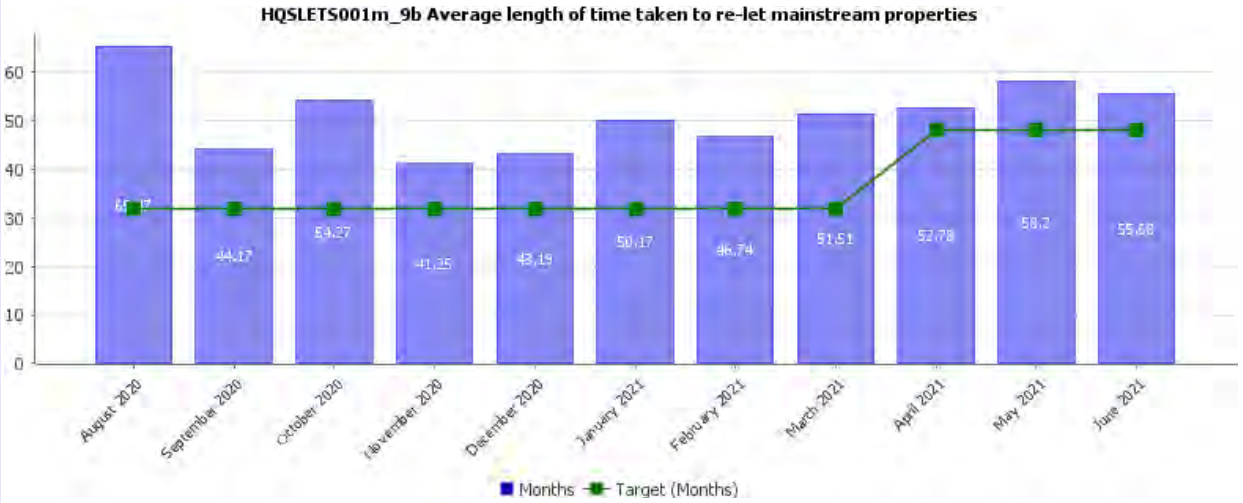
Q2 2020/21 performance has decreased to 61.37%, assessments have risen at a period when there were less officers carrying out assessments due to challenges in backfilling roles during COVID-19. Enhanced case audits are taking place along with additional supervisions and case discussions as a mechanism 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.

Q1 2021/22 80.2% decisions made within 28 days
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

Target will remain at 80% for 2021/22 to reflect increase in application and reductions in the staffing team but enhanced performance monitoring

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:	June 2021
Status:	
Current Value:	55.68
Current Target:	48
Red Threshold:	57.6
Amber Threshold:	52.8
Categories:	WLAM

Trend Chart Commentary

In July 2021 there were 68 properties let taking 45.25 days. This is an improvement in the time taken on previous months and also an increase in the number of lets completed. This is the first month where the service has came under the set target.

In June 2021 there were 50 properties let taking 55.68 days. This is a decrease in terms of numbers let and average days compared to the previous month. Housing Ops, Housing Need and Building Services are continuing to monitor and seek to improve timescales however services are still working within some restrictions and impact of Covid in terms of resources available within the teams. Customers are also taken time to consider offer and seeing refusals which means we need to undertake further shortlisting which adds to the overall letting timescales.
In May 2021 there were 54 properties let taking 58.2 days which is an increase on previous month.
In April 2021 there were 46 properties let taking average time of 52.78 days which is an increase on previous month. Resources are still restricted in number of operatives accessing properties to complete void repairs and continue with delays with fabric surveys and utilities.
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.

In February 2021 there were 54 properties let taking average days 47.74. Very slight increase on lets with an overall reductions 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 November 2020 there were 56 properties let taking 41.25 days, this is an improvement on previous month.
In October 2020 there were 60 properties let taking 54.27 days. This performance is poorer position than the previous month, however we let 24 more properties in this period which is a factor when considering the days taken to re-let.
In September 2020 there were 46 properties let taking 44.17 days. This is an improved position as resources are aligned to undertake void/letting activity. The resources home working shifted to blended approach of

home/office and community work which enable greater number of properties to be let as previous months there were reduced resources targeting this activity due to the Covid 19 measures. There is ongoing weekly monitoring with housing operations, housing need and building services.
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.

The target for 2021/2022 is set at 48 days. This target is below the figure we achieved in 2020/21 and also below SHN peer average of 66 days. This is a more realistic target whilst the service continues to work within restrictions as a result of the pandemic. The service will regularly monitor as we proceed through this year.

Benchmarking information published by Scotland's Housing Network (SHN) indicators that our Peer Group average is 66 days and during 2020/21 our Service performed comparable at 53.35 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

June 2021 result

Last Updated:	June 2021
Status:	
Current Value:	93
Current Target:	80
Red Threshold:	88
Amber Threshold:	84
Categories:	Management

Trend Chart Commentary

The service has been below the targeted value of complaints received for 8 out of 12 periods displayed in the chart (covering the period July 2020 to June 2021).
Peak volumes above or at target occurred in August, October, November 2020 and June 2020. The highest number of monthly complaints received was 93 the lowest was 56 complaints.

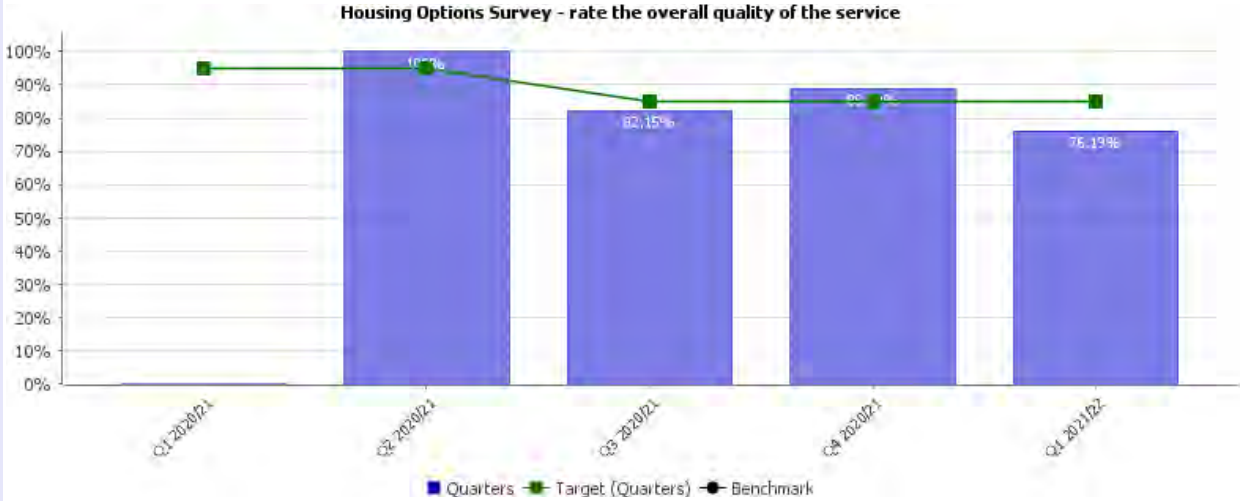
In June 2021: Of the 93 complaints recorded, 82.6% (71) were resolved within timescales. With 25.6% (21) upheld, 65.9% (54) were not upheld, and 8.5% (7) were partially upheld.

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.

COVID 19 has impacted on the receipt 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 "

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 2021/22. This will be reviewed again in April 2022.

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:	Q1 2021/22
Status:	
Current Value:	76.19%
Current Target:	85%
Red Threshold:	80%
Amber Threshold:	85%
Categories:	WLAM

Trend Chart Commentary

Q1 2021/22 slightly decreased to 76.19% which was below target. The 5 responses are being reviewed to determine the reasons and what necessary actions are required to be undertaken.

Q4 2020/21 responses positively increased to 88.89% along with the response rate, there was multiple comments of praise for officers on the service delivered. 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.

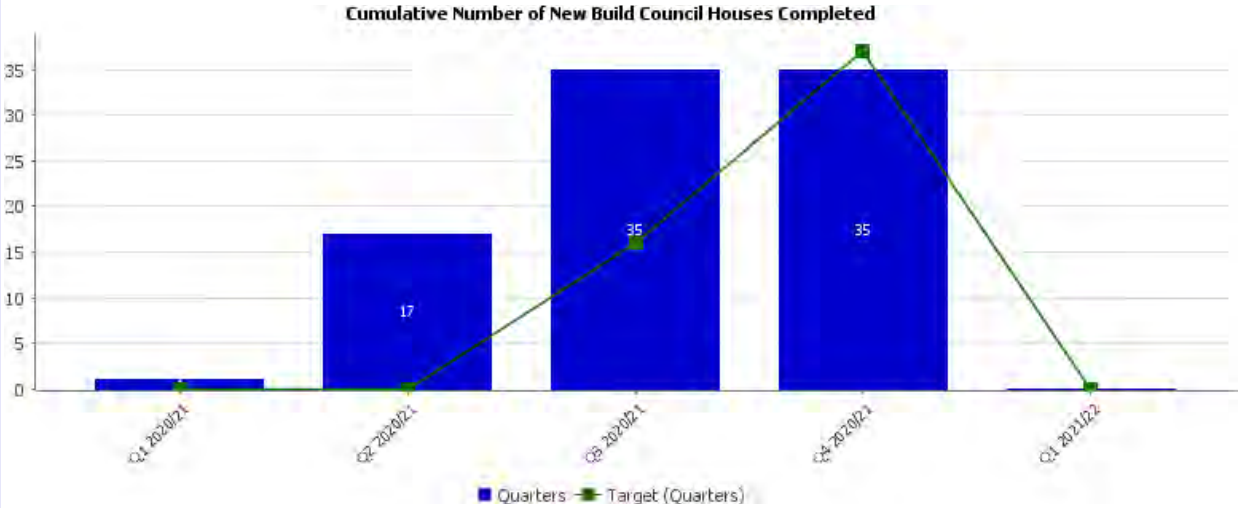
Q2 2020/21 the service introduced digital surveys, initially the response were poor with only 8 people responding although positively responding as rating they service good. However some tweaks are being made to improve returns for Q3 2020/21.

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.

Q1 2021/22 76.19% of responses rated the service as excellent or good
Q4 2020/21 88.89% of responses rated the service as excellent or good
Q3 2020/21 82.15% of responses rated the 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

Target will remain at 85% for 2021/22 to reflect changes in the survey and any potential impact of covid.

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



Q1 2021/22 result

Last Updated:	Q1 2021/22
Status:	✔
Current Value:	0
Current Target:	0
Red Threshold:	0
Amber Threshold:	0
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.

As expected there were no handovers of new build council housing in Quarter 1 of 2021-22, but there are several sites under construction and more units are expected in Quarter 2. Ongoing issues due to the supply of materials have delayed construction on a number of developments including Bathville.
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.

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

2020/21 ANNUAL RETURN ON THE CHARTER

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

To advise the Panel on the service's performance against the Annual Return on the Charter, and to seek approval of the submission of our Annual Assurance Statement following our recent submission of the ARC to the Scottish Housing Regulator on 31 May 2020.

B. RECOMMENDATION

The service asks that panel note the content of the 2020/21 Annual Return on the Charter, the commentary and improvement actions as identified during our verification of the data, and benchmarking. The service also seeks the approval of the Panel to proceed to Council Executive for the Chair to sign our Annual Assurance Statement for submission to the Scottish Housing Regulator by the deadline of October 31st.

C. SUMMARY OF IMPLICATIONS

I	**Council Values**	Focusing on our customers' needs; being honest, open and accountable; making best use of resources.
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	Housing (Scotland) Act 2010.
III	**Implications for Scheme of Delegations to Officers**	None.
IV	**Impact on performance and performance Indicators**	This report is part of the agreed process for performance reporting.
V	**Relevance to Single Outcome Agreement**	None.
VI	**Resources - (Financial, Staffing and Property)**	None.
VII	**Consideration at PDSP**	N/A
VIII	**Other consultations**	Service staff; Staff Networks and Tenants Panel (Performance).

D. TERMS OF REPORT

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

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

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

In conjunction with our tenant editorial panel, we will publish our landlord report for the 2020/21 performance results, and the SHR published their Charter key findings report each year on their own portal.

2020/21 Annual Return on the Charter

This is the second return since the SHR introduced their revised performance framework which has resulted in different data being collected for the 2019/20 and 2020/21 return; this has brought some improvements to the quality and context of the data being provided on our performance. Changes are highlighted within the appendix against these specific indicators.

Officers run a programme of activity throughout the year to monitor progress, collate and verify data, and submit our response each year. Appendix 1 provides the 2020/21 results that forms part of our submission to the SHR. The appendix also provides detail on the comparative results from 2019/2020 on indicators where this is possible within the new framework. The appendix also sets out our performance against our social landlord peer group where available. The peer group are all medium sized local authority social landlords, with relatively comparable stock size., The table also includes an indication on whether performance has improved, declined, or remained the same.

The regulator has indicated that benchmarking information should be available by the end of August.

Of the indicators outlined in Appendix 1, 14 have improved from the previous year, 13 have decreased, with some only slightly, 6 have seen no change or are data only and a further 2 have been marked as NA due to Pandemic Related influences. The service is already in the process of implementing an improvement plan in preparation for the 2021/22 submission.

The service continues to feedback performance on a quarterly basis on key areas to the regulator – this practice was instigated at the start of the pandemic, and has continued. This enables additional scrutiny on areas such as income management, homelessness and repairs.

Local Government Benchmarking Framework

The Local Government Benchmarking Framework (LGBF) is focused on providing a consistent approach to benchmarking local authority performance, with an evolving dataset reported each year to the public. The comparative performance of the 32 Scottish local authorities is published in a national report each year that identifies national trends across eight thematic categories of council activity.

The indicators which make up the LGBF housing performance framework are taken directly from the ARC. The 2020/2021 data is due to be published and a report on the Council's comparative performance to LGBF will be taken to the Performance Committee following publication.

Post-Submission Regulation Assurance

The service will submit our Annual Assurance Statement to the regulator before October 31st 2021. This is a statement providing assurance as signed off by the interim Head of Housing, Customer & Building Services and the Leader of the Council, that the service is satisfied that the information provided is accurate, robust, and can be fully evidenced should this be required.

This statement confirms that the service complies with the regulatory requirements set out in Chapter 3 of the Scottish Housing Regulator's Framework. This includes that we:

- Achieve all of the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services.
- Comply with all but the following legal obligations related to housing and homelessness, equality and human rights, and tenant and resident safety

The statement also includes our intentions in terms of action to address self-identified areas of improvement in 2021/22. The service will seek permission for the Leader of the Council to sign this at the September Council Executive meeting. The statement is included as appendix 2 to this report.

HCBS remains in the lowest category of risk in terms of regulatory compliance and assurance of our management of service activity. There are no further plans to engage with the service for additional scrutiny at this time. The service has a good working relationship with the regulator, and any queries or requests for clarity have been provided post submission.

E. Conclusion

The service submitted our Annual Return on the Charter in advance of the 31 May 2021 deadline. The appendix to this report provides detail on the indicators that formed part of our submission.

Performance overall is positive, but the service acknowledges that improvement plans are required in terms of homelessness, customer satisfaction performance and Void property turnaround. Where improvements are required, this will be addressed by the implementation of action plans during 2021/22. We will use the SHR's complete dataset, once available in late 2021, to benchmark our full results and provide more context to service managers.

The service asks Panel to note the content of this report, and the associated appendices, and the intent to proceed to Council Executive for the Leader of the Council to sign our Annual Assurance Statement for submission to the Scottish Housing Regulator.

F. Background References – Scottish Social Housing Charter framework
https://www.scottishhousingregulator.gov.uk/landlord-performance/national-reports/national-reports-on-the-scottish-social-housing-charter

Appendices/Attachments: 2

1 - 2019/20 Annual Return on the Charter data & comparative analysis

2- Annual Assurance Statement

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

Marjory Mackie
INTERIM HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

Date of Meeting: 17 September 2021

West Lothian Council – Annual Return on the Charter 2020/2021

S- All Scotland average incl. RSLs (initial benchmarking information from SNH as for 22 June 2021)
P – SHN Peer Group (Medium LAs) Aberdeenshire, Dundee City, East Ayrshire, Falkirk, Highland, North Ayrshire, Renfrewshire, West Dunbartonshire and West Lothian

Summary of Movement

Improved Performance- 14 **Declined Performance- 13** **No Change- 6** **NA- 2 (Pandemic related)**

Indicator	2019/20 Results	2020/21 Targets	2020/21 Results	Performance 2019/20 to 2020/21	Commentary/Actions
Indicator 1 Percentage of tenants satisfied with the overall service provided by their landlord	83.56% S- 88.7% P- 85.6%	88%	**83.56%** S - 88.66% P - 86.63%	**No Change**	**Comparison:** No change – see comments **Comments: Note for all indicators relating to customer satisfaction:** There has been no biennial survey as planned in 2020/2021. The service is moving to thematic, digital surveys. The Customer Experience team will generate increased frequency of customer satisfaction surveys, and these will run all year round, ensuring the questions asked in the survey are asked every year as part of our CX programme. Additionally, the service will shift recording of customer experience and satisfaction; concentrating on "point of delivery surveys" where customers receiving services will be surveyed on point of receipt and in direct relation to the area of the service they are accessing rather than one survey covering all services.
Indicator 2 Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions	78.47% S- 91.4% P- 84.7%	86%	**78.47%** S - 89.96% P – 87.70%	**No Change**	**See Indicator 1 comments**
Indicator 3 The percentage of all complaints responded to in full at: • Stage 1 • Stage 2	97.26% 87.87%	80% 80%	**100%** S - 96.39% P – 92.09% **98.95%** S – 92.18% P – 89.99%	**2.74% Improve** **11.08% Improve**	**Comparison: Please note SHR changed this indicator in 2020/21.** • 2.74% improvement on stage one complaints • 11.08% improvement on stage 2 from 2019/20. **Comments**: Complaints management within the service was reviewed, with daily dashboards, quality assurance checking on responses and training delivered to over 600 staff throughout the past 2 reporting years.
Indicator 4 The average time in working days for a full response at: • Stage 1	3.86 days LA Av - 6.6	5 Days	**3.41 days** S – 5.39 P – 5.47	**0.45 days Improve**	**Comparison:** Target for response at stage two is 20 days, there was a decline on last year of 3.89 days, this was due to a level of complaints that were at stage 2 and significant influx of requests regarding waiting list positions delaying complaints resources. This is scoped into internal review work.

• Stage 2	14.29 days LA Av- 20.9	20 Days	**18.18 days** S – 19.36 P – 21.66	**3.89 days Decline**	**Comments**: Some complaints had a significantly longer completion time than others due to issues relating to Covid-19 where staff were transitioning to home working. The service is reviewing internal processes to mitigate this, and adapting our approach to ensure that complaints are answered swiftly within agreed targets and that requests incorrectly labelled as complaints are re-categorised and handled under the correct protocols.
Indicator 5 Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes	59.70% S- 86.9% P- 78.1%	72%	**59.70%** S – 84.43% P – 81.63%	**No Change**	**See Indicator 1 comments**
Indicator 6 Percentage of stock meeting the SHQS at the end of the reporting year	94.24% S- 94.6% P- 96.3%	100%	**88.14%** S – 91.27% P – 89.97%	**6.1% Decline**	**Comparison: Decline in performance from 2019/20** **Comments**: It should be noted that EESSH has replaced element 35 of the SHQS, and has been subsumed into this standard from 01/01/2021. It is also important to note that there is a lower standard on element 35 of SHQS as opposed to the EESSH, therefore properties may have passed this SHQS but failed the EESSH. In terms delivery of the improvement required to meet the standard, of The Impact of the pandemic on EESSH programme has resulted in a lower than anticipated number of properties meeting the SHQS than planned. In 2019/20 the service reviewed the treatment of properties where tenants previously refused us access. This resulted in 747 properties being reported as being in abeyance. We have made some progress and gained access to some of these properties (150) through discussion with tenants, or by using the void period when tenants have moved on, but we have been unsuccessful in our attempts to gain access to all of them. The ongoing pandemic has further compounded this issue in that those difficult to access properties became significantly harder to access during this time, and contractors not in operation for extended periods. Whilst we have increased the overall number of properties meeting EESSH, we have had to apply legal exemptions for those which we could not access due to the legal restrictions on accessing properties during the pandemic. There also remains 46 properties scheduled for demolition at Deans South and 6 long term voids due to significant fire damage occurring during the year.

					SHQS failure on one particular element would mean that the property as a whole will fail; all elements are equally weighted unless general disrepair. Trends across both national and peer groups has dropped similarly as Covid-19 legislation restricted progress on this activity. Recovery plans are in place and there will be work carried out with Building Services, this is reflected in abeyances projected for next year. Building services have an additional resource in place to augment work required for EESSH.
Indicator 7 Percentage of tenants satisfied with the quality of their home	77.88% S- 87.3% P- 84.2%	84%	**77.88%** S – 86.97% P – 83.75%	**No Change**	**See Indicator 1 comments**
Indicator 8 Average length of time taken to complete emergency repairs (Hours)	5.96 hrs S- 3.7 hrs P- 4.8 hrs	6 hours	**5.94 hrs** S – 4.23 hrs P – 5.67 hrs	**0.02 hrs Improve**	**Comparison:** Consistent improvement on previous years. It should be noted that WLC calculate this literally as we consider the end point when the repair is completed fully - not to "make safe" increased time. There is variance across the sector in how this is calculated, but HCBS is confident our stance on this is customer focussed and fair. **Comments:** It should also be noted that the average number of jobs has increased by approximately 3000 for "emergency" repairs. This could be attributed to COVID impact due to restrictions impacting on the service ability to complete of non-emergency repairs. If customers stated repairs as "emergency" they felt this would increase likelihood of action, accounting for significant increase. From the period between April – June only emergency repairs were being carried out; therefore, there was a greater emphasis on emergency works, and resources were allocated to respond accordingly within restrictions.
Indicator 9 Average length of time taken to complete non-emergency repairs (days)	7.01 days S- 6.5 days P- 6.6 days	7 days	**7.74 days** S – 6.98 P - 8.25	**0.73 days Decline**	**Comparison:** Increase in time can be attributed to COVID as average days taken last year was 7.01. **Comments:** Repairs decreased by approximately 4000/5000 on last year balanced by the shift to an increase in emergency repairs though as stated above. Covid legislation led restrictions on number of operatives in properties ensured an increase in length of time, and customers self-isolating therefore requiring rescheduling or works. Although repairs were delayed for various reasons; these were logged at the point of contact/requirement; and this is reflected in the length of time taken to action.
Indicator 10 Percentage of reactive repairs carried out in the last year completed right first time	96.76% S- 91.9% P- 88.9%	92%	**93.10%** S – 91.43% P – 88.57%	**3.66% Decline**	**Comparison:** Declined, but despite pandemic impacts, this is still within target and compared favourably with peer group and the national average. **Comments:** It should be noted that any repairs over target are classified as not being completed right first time. This means that the impacts of restrictions and delays the service encountered as a result of the pandemic have a significant impact on performance in this

					indicator. This included appointments pushed back outwith timescale for tenants self-isolating, in order to ensure tenant and staff safety. As is practice across the sector, HCBS discount cases where the repair was delayed at the tenant's request.
Indicator 11 How many times in the reporting year did you not meet your statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check	0 S- 380 P- 33	0	**557** P – 440 S - 138	**557** **Decline**	**Comparison - Please note SHR changed this indicator in 2020/21.** **Comment:** Covid influenced performance on gas safety checks heavily as at the start of the pandemic as all non-emergency servicing ceased completely due to Scottish Government emergency Covid-19 legislation introduced mandatory repairs/maintenance type work restrictions. Additionally, all forced entry work stopped for a period of time as the safety of tenants and staff could not be guaranteed when the required diagnostic questions could not be asked of tenants regarding their covid-19 status. Forced access for gas safety checks has recommenced. And as of March, all servicing is up to date, with Building Services supplying evidence to confirm that contact was made with all 557 tenants who has gas safety checks delayed during lockdown.
Indicator 12 Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	98.53% S- 91.3% P- 92.3%	98%	**99.83%** S – 90.04% P – 91.46%	**1.3%** **Improve**	**Comparison:** • 1.3% improvement on 2019/20 • 10792 responses last year, overall reduction in responses in 2020/21. **Comment**: This information is normally collected following a repair, on site with the tenant, via a handheld device. At the onset of the pandemic, in order to reduce community transmission exposure, senior management acted to issue the instruction to operatives not to give the device to customers to complete survey. As a result, less surveys were completed. This activity has since resumed as restrictions relaxed. Performance still remains well above target, national and peer group averages.
Indicator 13 Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in.	68.25% S- 87.4% P- 80.5%	79%	**68.25%** S – 85.89% P – 83.99%	**No Change**	**See Indicator 1 comments**
Indicator 14 Percentage of tenancy offers refused during the year	27.63% S- 34.4% P-40.6%	35%	**53.62%** **S – 34.20%** **P – 46.60%**	**25.99%** **Decline**	**Comparison:** • A minor incorrect calculation used last year which gives an inflated decline figure this year when compared with 2019/20 • 2019/20 figure was cited as 27.63%; this should have been was 51.31%. • Amended 2019/20 figure gives significantly reduced decline of 2.31% in 2020/21

					Comment: When calculating the return for this indicator in 2019/20, an error was made. Housing Need report the same information into other returns – all of which use different calculations. The wrong calculation was applied which meant staff did not count withdrawals as part of the 2019/20 return. • The percentage of offers withdrawn has slightly increased this year. This is directly related to an increase in sensitive lets created due to the impact of the pandemic. • SK has confirmed that SHR ARC technical guidance states withdrawals are to be included – additional quality assurance support was provided to staff this year to ensure correct figure was arrived at, this will be in place for future returns as multiple reporting add complexity. • SK has reported the correction to the regulator with the rationale provided being accepted.
Indicator 15 Percentage of anti-social behaviour cases reported in the last year which were resolved.	94.12% S- 94.35% P- 87.31%	81%	**87.10%** S – 95.55% P – 85.63%	**7.02%** **Decline**	**Comparison: Decline in performance – Covid related** **Comment** - Due to Covid-19, much of the investigation work during the year was carried out by officers working at home, supporting customers with enquiries/complaints over the phone. The context of how the team had to operate is important to note in reporting on this indicator. The service transitioned to an office/community blended approach which evolved as the risk assessments and safe operational procedures were developed in consultation with staff working in the field. As the work of the team is highly reliant on a very responsive approach, and the capability to mobilise and witness incidents as they occur, the restrictions had a very real impact on the caseload and closure rate. Cases were monitored very closely during this period, and where they were found to be open for a longer period than is normal practice, these were kept under review whilst the working restrictions were in force. On easement of restrictions as the Scottish Government moved through the Covid recovery roadmap, officers were then able to carry out more intensive enquiries. Whilst the cases were open, rolling on from month to month, officers recorded monthly figures of 992 open cases cumulatively over the year (compared to 725 active case over the previous year). As cases were resolved, officers closed 270 cases, equating to 87.09% of the cases that had been opened during the same period. The ASB team received a much larger number of incidents but not all of these become ASB cases, and therefore not included in the ARC reported cases. This trend spiked during lockdown, and understandably, minor disputes escalated unusually more than is normal.

					The service is working to enhance online content in help inform the public of what the ASB team can help with, and what is criminal and should be directed to Police Scotland as this is a frequent area of confusion. This is scoped into the review scheduled for late 2021.
Indicator 16.a Percentage of new tenancies to existing tenants sustained for more than a year	98.37% S-93.16% P-92.66%	96%	**95.80%** S -90.69% P -91.21%	**2.57%** **Decline**	**Comparison**: **16a)** slight decline, target is 96% however is still showing a high level of sustainably when benchmarking **16b)** homeless sustainability has increased slightly – and well within benchmarking **16c)** 92.1% is down slightly, however still higher that target of 90% and benchmarking sources **Comment**: There has been a very slight reduction in the sustainability of existing and new tenants from the housing list in 2020/21 when compared with 2019/20. Performance has improved very slightly for sustainability of statutory homeless applicants housed by the council from 88.89% to 89.97% between 2019/20 and 2020/21 and continues to perform well when compared to the national average Our internal current target remains high at 96%, and benchmarking shows good performance compared with sector, the service is still achieving high levels of stainability. It is anticipated that there will be ongoing pressures/impacts as a result of the pandemic in terms of homelessness, and the Rapid Rehousing Transition Plan review has factored in these issues. However, despite the intense pressure on the service in terms of supporting homeless people through a challenging period, the service ensured additional measures were in place to ensure tenancies were sustained by vulnerable individuals and families.
Indicator 16.b Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	88.89% S-87.9% P-86.1%	88%	**89.97%** S -89.96% P – 88.84%	**1.08%** **Improve**	
Indicator 16.c Percentage of new tenancies to applicants from the landlord's housing list sustained more than a year	93.56% S- 88.10% P-87.45%	92%	**92.08%** S – 89.29% P – 87.45%	**1.48%** **Decline**	
Indicator 17 Percentage of lettable houses that became vacant in the last year	6.91% S- 8.5% P-9.0%	7%	**4.33%** S – 7.08% P – 6.76%	**2.58%** **Decline**	**Comparison:** There has been a decline in the turnover/availability of stock for re-let in 2020/21 **Comment**: There has been a reduction in the number of overall properties becoming available to re-let during 2020/2021. Factors of note are the reduction in planned completions of new build housing during 2020/2021 when compared to previous years and the ripple effect of the programme of new build letting, where the service saw significantly more secondary lets due to our transfer led allocation policy. Additionally, 65 properties at beginning of pandemic were converted into temporary tenancies so less stock overall has been available through the mainstream route. As reported in repairs indicators, void properties were held empty for longer due to Covid related restrictions around number of trades within the property.

Indicator 18 Percentage of rent due lost through properties being empty during the last year	0.81% S- 1.1% P-1.2%	0.9%	**0.73%** S -1.38% P – 1.53%	**0.08%** **Improve**	**Comparison** – improvement on last year, less rent lost through empty properties. **Comment**: There are factors which can be directly attributed to help understand this figure better. Average time to re-let has gone up 16.5 days, therefore vacant properties are empty for longer – and therefore they cannot generate rental income. However, some covid related factors have rebalanced this figure - people have moved around less during the pandemic, less abandonments, and less overall turnover of stock can be attributed to this improved figure.
Indicator 19 (new) Number of households currently waiting for adaptations to their home.	**36**	NA	**106** S – 38 P – 130	**70** **Decline**	**Comparison:** 36 households were waiting in 2019/20, 2020/21 has seen an increase of 70 households – a decline in performance **Comment:** It should be noted that this figure relates to properties – not individual adaptations all within a single property. Any number of individual works can be ongoing in a single property to make it accessible, and this takes longer - wet floor showers for example are complex works. Duncan advised that work ongoing in the 106, some with multiple complex works taking longer to complete due to restrictions on number of operatives in the property and the vulnerability of some tenants.
Indicator 20 (new) Total cost of adaptations completed in the year by source of funding (£).	**£298,322**	NA	**£69,827**	**£228,495** **Improve**	**Comparison**: Significantly less spend than the £298000 spent in 2019/20 **Comment:** There has been a significant reduction in overall adaptions during Covid related restrictions, and more accessible new build properties coming on stream, meaning less adaptations required to existing stock, resulting in less expenditure.
Indicator 21 The average time to complete adaptations.	10.31 days S-39.5 days P-44.5 days	No Target Set	**9.58 days** S – 52.52 P – 44.48	**0.73 day** **Improve**	**Comparison:** 10.3 days to complete adaptations in 2019/20, so the 2020/21 performance has improved **Comment:** As reported, there have been significantly less adaptations overall, therefore critical adaptations were prioritised and delivered as soon as practicably possible.
Indicator 22 Percentage of the court actions initiated which resulted in eviction	10.22% S-16.58% P-12.19%	NA	**0%** S – 21.55% P – 36.36%	**10.22%** **Decline**	**Comparison**: **Nil return** **Comment:** Due to emergency Scottish Government Covid-19 legislation the use of evictions by landlords was suspended, and additionally, for a significant period within the year, there were no Scottish courts sitting.
Indicator 24 Homelessness (LAs only) – the percentage of homeless households	29.31% S-13.57% P-17.24%	NA	**14.37%** S – 15.41% P – 14.71%	**14.94%** **Decline**	**Comparison:** • An error was made in collating the data for this figure in 2019/20, leading to an inflated decline in this year's figure – when correct it is a decline of 3.2% • The figure that should have been reported in 2019/20 was 17.63%.

referred to RSLs under section 5 and through other referral routes.					• The figure for 2020/21 is 14.37%, this represents a reduction on the figure reported last year, however, the variance is significantly less at only 3.2% less than last year **Comment:** During our annual audit of our own ARC verification process it was discovered that a minor error has been made in the collection method of the data 2019/20 return. This indicator was introduced in 2019/20, and to provide the data for Homeless Applications with a statutory duty to provide accommodation a snapshot report was taken from our system, and the figure given was as of the 31st March 2020 at a single point in time. The correct way to calculate this indicator would have been to provide a total number for the year for the same group. This calculation has been rectified for this year's return. The performance in 2020/21 was a result of an overall reduction in the number of available lets in the social rented sector in West Lothian throughout the year. However, the service has continued to see a sustained high level of homeless applicants with a statutory duty to provide permanent accommodation. As restrictions ease, it is anticpated the market will begin seeing more movement.
Indicator 25 Percentage of tenants who feel that the rent for their property represents good value for money	80.66% S- 83.3% P- 84.0%	85%	**80.66%** **S – 82.99%** **P – 83.71%**	**No Change**	**See Indicator 1**
Indicator 26 Rent collected as percentage of total rent due in the reporting year	98.23% S- 99.2& P- 99.1%	99%	**99.13%** S – 98.96% P – 98.92%	**0.9%** **Improve**	**Comparison -** 98.23 up to 99.13 this year is a slight improvement **Comment** – income collection remains one of the areas of strength from strategy through to operational delivery and this represents exceptional performance during a challenging year. Improvements to process, automation and systems have all contributed to improvement in performance.
Indicator 27 Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	6.4% S- 6% P-6.5%	8.6%	**7.77%** S – 5.81% P – 7.50%	**1.37%** **Decline**	**Comparison:** 7.77% is a slight increase from the previous year **Comment:** The service has not been able to process evictions or secure decree for arrangements to repay arrears via the court system during the pandemic, and less former tenant debt has been written off throughout the year, therefore increasing the overall debt/arrears caseload carried.
Indicator 28 Average annual management fee per factored property	£77.40 S-£110.26 P-£23.30	NA	**£0.00** S - £105.81 P – £22.91	**NA**	**Comparison: No fee** **Comment**: A service senior management decision was taken not to charge for factoring costs this year due to the impacts of the pandemic on the range of activities that could be

					delivered under the factoring scheme, and as such the average cost is being reported as £0 for this year.
Indicator 29 Percentage of factored owners satisfied with the factoring service they receive	59.09% S- 66.3% P- 59.5%	50%	**68.42%** S – 66.84% P – 58.30%	**9.33%** **Improve**	**Comparison:** Significantly improved performance on 2019/20 figure **Comment**: Due to the removal of the charging, and cessation of handling of all paper to reduce community transmission of Covid, no paper surveys were issued this year. Those who use email have returned largely positive responses. The service registered as a factoring authority in 2017, and has sought to improve satisfaction since this point. Part of these plans are that surveys will be replaced with Customer Experience feedback interviews and discussions with factored owners regarding what they value, and what could be improved.
Indicator 30 Average length of time taken to re-let properties in the last year	36.92 days S- 32.5 days P- 40.9 days	32 Days	**53.35 days** S – 56.62 P – 66.22	**16.43 days** **Decline**	**Comparison:** Covid related decline in performance in 2020/21 when compared with our own performance in 2019/20. I t should be noted however, the service still performs significantly better than the rest of our peer group of medium sized local authorities, and is better than the national average. **Comment**: There has been a reduction in the number of overall properties becoming available to re-let during 2020/2021. Factors of note are the reduction in planned completions of new build housing during 2020/2021 when compared to previous years and the ripple effect of the programme of new build letting, where the service saw significantly more secondary lets due to our transfer led allocation policy. As reported throughout the year, the restrictions of the emergency Covid-19 legislation had a significant effect on void performance. This saw a number of vacant properties held longer at the void stage. Due to the nature of the restrictions, the service was unable to deploy the required resources to complete the essential repair, health and safety related work or accompanied viewings with prospective applicants. Risk assessments and safe operating procedures were developed in consultation with trades unions and the service had resources organised and deployed a programme designed to resume this work, whilst strictly following the Scottish Government guidance. The service also prioritised targeted resources to ensure a flow of temporary emergency accommodation was available for people presenting as roofless and in need of emergency accommodation. Our Building Services operatives were restricted in terms of numbers permitted to undertake work within a void property at any one time which caused operational delays in time taken to turn properties over to the required void standard. Additionally, we found that applicants were not always willing to view and accept offers of housing during this period, added to which external organisations such as utility companies

					or specialist contractors also were working in a restricted way which also impacted on overall timescales. These factors have all contributed to the result this year of our properties being void for an increased period of time than expected. The work to progress the Central Void Team which was achieving improved results pre-pandemic is underway, and should see performance improve in this activity.
C4 The number of properties abandoned during the reporting year	81	NA	**55**	**26** **Improve**	**Comparison:** Significantly less abandonments in 2020/21 **Comment:** Due to Covid-19 restrictions, there was no investigative work in the first quarter of the year as staff were working from home. Abandonments investigations resumed in July 2020, and then halted again in March 2021 due to a review for good practice. The assumptions are that there have been less abandonments than last year because tenants are staying in their home due to the pandemic. The sector has seen less movement overall from tenants.
C7 Amount and percentage of former tenant rent arrears written off at the year end	31.45% S- 32.6% P- 33.5%	NA	**29.75%** S – 30.51% P – 26.48%	**1.7%** **Improve**	**Comparison**: Slight decrease in value of debt written off for former tenants **Comment** – The overall value of former tenant arrears has gone up as no eviction under emergency Covd-19 legislation and courts were not sitting – resulting in less write-off activity.
C17 Lettable self-contained units - Total - Average weekly rent	£73.53	NA	£75.85	**Increase of 3%**	**Comparison:** increase of 3% **Comment**: This increase was in-line with the 5-year rent strategy as agreed in consultation with tenants of WLC.

West Lothian Council – Annual Return on the Charter 2021 Action Plan

Action Required	Comments
Conclude Central Void Team Pilot	• **Pilot Central Void Team to be brought to a formal conclusion to try to reduce re-let times. Void Improvement Plan has identified issues and potential actions to be put in place. Delayed due to Covid-19 Pandemic**
Customer Survey to be expedited	• **Surveys will be covered by CX and customer satisfaction questions reported in the ARC should be prioritised. Consideration should be given to reporting to avoid duplicated results being reported.**
Void and Let Spreadsheet use to be reconsidered	• **Rationale for continued use of Void and Let Spreadsheet. Discussion explained that system reports are used then transferred into spreadsheet so unlikely there is a need to continue with Spreadsheet.**
EESSH Action Plan to Commence	• **Housing Strategy & Development have created a detailed Action Plan to tackle EESSH with Building Services which includes an augmented resource to deal with backlog. This is inclusive of monthly monitoring report**
Stock Conditioning Work	• **Stock Condition Surveys are being undertaken and will be targeting "unknowns" and "failures" to try and bring them up to standard** • **Stock Conditioning Module to be included in new Housing Management System**
Annual Assurance Statement	• **Creation of Annual Assurance Statement for submission prior to 31/10/21**

Our Annual Assurance Statement

West Lothian Council's Council Executive confirms that we comply with the regulatory requirements set out in Chapter 3 of the Scottish Housing Regulator's Framework. Regular scrutiny of service performance and improvement plan are undertaken via our governance structure of committees and tenant scrutiny. This assurance includes that we:

- Achieve all of the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services.
- Comply with all but the following legal obligations related to housing and homelessness, equality and human rights, and tenant and resident safety.
- Recognise the risks and pressures associated in delivering on the standards and outcomes in relation to homelessness, and improvements in this area of the service is one of the key areas of focus for the service as we deliver the reviewed Rapid Rehousing Transition Plan in 2021/22.
- Understand the ongoing impacts of UK Government welfare reforms on our tenants, and in particular, those most vulnerable to social deprivation. The service has made practical support and guidance a cornerstone of our service development programme, in order to help mitigate future impacts and pressures on tenants and our ability to respond. The planned migration of legacy benefits and ongoing impacts of Universal Credit remain the biggest threat to stable household income and service revenue collection.
- Are prioritising the recovery and renewal of services as Scotland and the housing sector moves out of Covid-19 related restrictions on our activities. The service has spent considerable time and resources on mitigating the worst impacts of the pandemic on tenants in 2020/21, and is understands the pressure this has placed many of our tenants under. Ensuring support and easing access to key services remains a service priority, and the progress made on embedding digital service delivery is built upon in the coming year.
- Are focussing on improvements in void performance in order to maximise our stock availability to relieve pressures felt in the service in terms of turnover
- Have an ARC improvement plan in place to ensure continuous improvement is a key focus for all service areas.

We confirm that we have seen and considered sufficient evidence to give us this assurance.

We approved our Annual Assurance Statement at the meeting of our Council Executive on xx September 2021.

Cllr Lawrence Fitzpatrick	Marjory Mackie
Chair of West Lothian Council Executive	Interim Head of Housing, Customer & Building Services

DRAFT

DATA LABEL: PUBLIC

SERVICES FOR THE COMMUNITY POLICY & DEVELOPMENT SCRUTINY PANEL

AFFORDABLE HOUSING DELIVERY UPDATE

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

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

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

3. Notes projected delivery estimated at 89% 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 30 March 2021.
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 1 2021/22, 2,279 affordable homes have been built and/or acquired which represents 76% 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	234	45	279
WLC Sub Total	**1,745**	**349**	**2,094**
RSL:			
New build	514	391	905
Open Market Acquisitions	20	0	20
RSL Sub Total	**534**	**391**	**925**
Overall Total	**2,279**	**740**	**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 (end of Q1 2021/22)	Scheduled to complete 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	122
Loans Fund New build	0	32	32
Other New Build	33	0	33
Open Market Acquisitions	234	45	279
WLC Sub Total	**1,745**	**161**	**1,906**
RSL:			
New build	514	243	757
Open Market Acquisitions	20	0	20
RSL Sub Total	**534**	**243**	**777**
Total	**2,279**	**404**	**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 89% of the target 3,000 units by March 2022, with the remaining 11% 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 fifteen sites across West Lothian. Nine of the sites are part of the council's new build programme, which also includes the sites at Eliburn and Wellhead, Livingston, financed through the WLC Loans Fund. The remaining six being developed by RSL's. A total of 554 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 overleaf:

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	2022/23
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
Hopetoun Street, Bathgate	WLC	4	2021/22
Eagle Brae	WLC	29	2022/23
Deans South	WLC	29	2022/23
Mossend	WLC	69	2022/23
Wellhead, Murieston	WLC	42	2022/23
Polbeth Farm, Polbeth	West Lothian Strategic Alliance	25	2021/22
Total		**554**	

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

Six affordable housing sites, totalling 257 houses, are expected to commence during 2021/22. A breakdown of these sites is provided in Table 4 below:

Table 4

Site	Housing Provider	No. of Units	Est. Compl.
Former Swimming Pool, Bathgate	WLC	5	Feb 2023
Former Community Centre, Bathgate	WLC	6	Feb 2023
Craiginn Terrace, Blackridge	Cairn Housing Association	26	April 2023
Wellhead, Murieston	Places for People	28	March 2023
Calderwood	Places for People	172	TBC
Crusader Rise, Livingston	Ark HA	20	Apr 2022
Total		**257**	

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 & Community Centre have submitted for planning approval. The third replacement site, at Wester Inch, has undergone 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 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 late 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 planned with full completion in September 2021.

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

A contractor has been appointed to undertake the works which commenced on site start in May 2021 with completion in December 2021.

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

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)**

A contractor has been appointed, and work commenced on site in May 2021 with a projected completion in May 2022.

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

Negotiations have been completed with the developer for the direct purchase of the completed affordable housing units. The site commenced construction in June 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 has been made 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 has been submitted. The project is programmed to complete in 2022/23.

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

Bellway Homes will 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 have been concluded with the developer for the direct purchase of completed affordable housing units and the project has commenced on site. 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, 2,279 affordable homes have been delivered and a further 554 are currently under construction. 257 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 89% of the target 3,000 units by March 2022, with the remaining 11% 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

Contact Person: Grant Walker, Development Manager

Email: grant.walker@westlothian.gov.uk

Marjory Mackie
Interim Head of Housing, Customer and Building Services
7 September 2021

DATA LABEL: PUBLIC

West Lothian Council

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

SCHEME OF ASSISTANCE, S72 HOUSING (SCOTLAND) ACT 2006

REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

The purpose of this report is to update the panel on a review of the Council's scheme of assistance or section 72 statement under the Housing (Scotland) Act 2006. Services have collaborated to refresh the scheme to reflect current council policy, practice and align with the Local Housing Strategy (2017-2022) and Housing Capital Investment Programme 2019/20 – 2022/23, in relation to dealing with repairs and improvements in the mixed tenure estate.

B. RECOMMENDATION

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

1. Notes the proposed changes to the scheme of assistance, as outlined below;
2. Notes that amendments include reference to the Tenement Management Scheme and clarity around when the council will use the Tenement (Scotland) Act 2004 to progress works within mixed tenure blocks;
3. Notes that the revised Scheme of Assistance will supersede the scheme approved by Council on 25 June 2019 and;
4. Notes the updated scheme of assistance attached at Appendix 1.

C. SUMMARY OF IMPLICATIONS

I	**Council Values**	Being honest, open and accountable; making best use of our resources; working in partnership
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	None – an Integrated Impact Assessment was completed on the initial review and there are no material changes to the Scheme in the revised version.
III	**Implications for Scheme of Delegations to Officers**	None
IV	**Impact on performance and performance Indicators**	Will assist in improving the condition of the general housing stock.

V	**Relevance to Single Outcome Agreement**	None
VI	**Resources - (Financial, Staffing and Property)**	The approved 2021/22 to 2022/23 Housing Capital and Revenue budgets include provision to support grants for aids and adaptations.
VII	**Consideration at PDSP**	Services for the Community last considered a report on the scheme of assistance on 11 June 2019.
VIII	**Other consultations**	Anti-Poverty and Welfare Advice Service, Environmental Health, Property Management and Development, Legal Services, Financial Management Unit.

D. TERMS OF REPORT

D.1 Introduction

The Council is required to have a statutory statement ("the Scheme of Assistance") to describe the type of support and advice available to private home owners for repairs and maintenance and information about disabled people's adaptations (children and adults). The scheme requires to be updated to reflect current council policy, including the current Local Housing Strategy, and Capital Investment Programme. It is also important to update the scheme with further information on the council's approach to the mixed tenure estate and provide further information on the Tenement Management Scheme (TMS) to reflect operational practice. The scheme was last approved by Council on 19 June 2019.

D.2 Context

The Housing (Scotland) Act 2006 and the Housing (Scotland) Act 2006 (Scheme of Assistance) Regulations 2008 require a local authority to detail how they will provide support or advice to private homeowners and include in the statement details of any support available to private homeowners to carry out repairs on their property, and the council's approach to repairing their own properties within mixed tenure estates.

The Council has a duty to maintain, and is committed to making sure effective repair and maintenance of its properties is a priority and has been working to maintain the Scottish Housing Quality Standard.
.
The impact of the Right-To-Buy scheme, has had a significant impact on the repairs and improvement programmes for the 14,000 properties which are still owned by the Council, particularly in a large number of flats with common parts.

It is therefore essential that as a responsible landlord, the Council engages with and secures the agreement and co-operation of owners in mixed tenure flatted properties to common repairs and improvements.

The situation works well when all landlords in communal buildings agree to work being undertaken to maintain and repair the property. However, there are circumstances where individual owners refuse to participate in, and pay their share of the costs of common repairs and this can cause delays to necessary repair and maintenance work being carried out.

As a result, the Council developed a Mixed Tenure Estates Policy in 2015 which includes a commitment to:

- Comply with legislation and good practice on common repairs
- Provide clear information on how the Council manages common repairs in mixed-tenure properties
- Explain how the Housing Repairs and Improvement Service will engage and consult with owners on common repairs and improvements
- Explain the rights and responsibilities of respectively the Council and owners

However, over time the legal position changed and in 2019, the policy was deemed no longer robust, therefore was subsumed and superseded by the council's Scheme of Assistance update approved in June 2019.

Whilst the current Scheme of Assistance explains that the Tenement Management Scheme (TMS) as set out in the Tenements (Scotland) Act 2004 can be used for the maintenance and management of common repairs in each individual block, this update provides more detail and updates the scheme of assistance by outlining the how the council will use the Tenement Management Scheme.

The updated scheme of assistance was reviewed by Housing Services' Tenant's Panel on 4 April 2019. It was well received and acknowledged as a statement confirming the council's robust approach to recovery of debts in mixed tenure estates and that where practicably possible private homeowners will be excluded from common repairs or capital investment works by the council.

D.3 CHANGES TO SCHEME OF ASSISTANCE

The Council will make use of the Tenement Management Scheme set out in the 2004 Act, to manage common repairs proposed by the Council in mixed tenure blocks.

The Tenement Management Scheme: Procedure which is currently being developed by officers will set out in detail how this will be managed.

The revised Scheme of assistance provides for:

1. Clearer information about the use of the Tenement Management Scheme funded by the council;

2. Improved web-links to online information available to people wanting to set up a Tenement Management Scheme, or advice on repairing their homes;

3. Clarifying the council's approach to repairs in mixed tenure estate buildings and including this within the scheme of assistance.

E. CONCLUSION

The revised Scheme of Assistance is a welcome update for an important statement about the services and support available from the Council to dealing with issues in the mixed tenure estate. The Scheme supports continued repairs and works to mixed tenure estates, excluding private sector homeowners where possible or ensuring recovery of costs for works from private homeowners, in line with the Council's Corporate Debt Policy.

The Scheme will be made available online, with an Easy Read version and leaflet to summarise the key points contained in the scheme and contact numbers for relevant services. Services will continue to work together to support homeowners keep their properties in repair and adapted for independent living.

F. BACKGROUND REFERENCES

Scheme of Assistance S72 Housing (Scotland) Act 2006 to Council Executive 19 June 2019

Mixed Tenure Estate Report to Council Executive on 15 October 2015

Written Statement of Services under the Property Factors (Scotland) Act 2011

Housing Capital Investment Programme 2019/2020 to 2022/

Appendices/Attachments: One

Contact Person: Robert Smith, Housing Investment Manager 01506 28386, robert.smith@westlothian.gov.uk

Marjory Mackie

Interim Head of Housing, Customer and Building Services

7 September 2021

WEST LOTHIAN COUNCIL **Appendix 1**

SCHEME OF ASSISTANCE

SECTION 72 STATEMENT UNDER THE HOUSING (SCOTLAND) ACT 2006

Version: August 2021
Due for review: [three years from approval of Council Executive]

1. INTRODUCTION

The Scheme of Assistance (**the Scheme**) sets out what advice and support the council provides for adaptations to support people with disabilities in their homes.

Homeowners including landlords are responsible for maintaining and improving their homes. The council provides some advice and assistance to owners to help them with their responsibility.

Part 2 of the Housing (Scotland) Act, 2006 replaced the system of improvement and repair grants set out in the 1987 and 2001 Housing (Scotland) Acts. The 2006 Act provided councils with powers to help owners repair, maintain, improve and adapt their homes by providing information, advice and practical help. These are the main ways the council helps owners under the Scheme. In November 2008, The Housing (Scotland) Act 2006 (Scheme of Assistance) Regulations 2008 were approved by the Scottish Parliament. These regulations introduced new duties and powers from 1 April 2009.

This scheme also aligns with the Council's Local Housing Strategy and the Housing Contribution Statement linking to Health and Social Care Integration.

2. ASSISTANCE FOR PRIVATE HOMEOWNERS WITH DISABILITIES

2.1 Getting Assessed

The council is committed to helping people remain in their own homes and in their own communities for as long as possible. Both private tenants and home owners are entitled to receive a grant for necessary major adaptations, as outlined below.

For people with disabilities the council offers various types of assistance and advice. The first point of contact should be Children and Families in Livingston, Broxburn or Bathgate or Adult Social Care Enquiries Team (see Appendix 1 contacts for details). We will consider if a needs assessment is required to identify what, if any, aids or adaptations may be required to support individuals and if they are eligible for these or any financial support e.g. a mandatory grant as detailed below.

The process for this is outlined in a leaflet about social care for adults available online or on request or in council offices or you can contact the Child Disability Service for children.

2.2 Grant

Once an individual's needs have been assessed within the private home, which is their main residence and a care plan identifies a need for an aid or adaptation, within the terms of the Council's Eligibility Policy, funding known as a grant, may be available for essential adaptations.

Where the council is required (under the Housing (Scotland) Act 2006 or associated legislation) to fund adaptations by a grant this is known as a mandatory grant. All adaptations will be assessed as part of a needs assessment, but where those are not funded by mandatory grant the council may use its discretion to provide a grant to private home owners, or to fund the adaptation as part of an individual's care plan.

The council will:

- provide information and advice to help individual's return any adapted property to its original condition;
- not fund any extra work that is assessed as being needed by a grant. For example, tiling more of the bathroom than assessed as being required will be for the individual to fund. Any extra work which is elected to be carried out must not change the suitability of any adaptation. Grants are not provided for higher specification or luxury materials, for large space standards or more desirable layouts than is necessary to meet assessed needs. This work may however be funded privately;
- consider funding incidental works to a property as part of the approved works, where they may benefit an individual in the longer term and it is determined as the best way to meet the individual's foreseeable needs;
- only provide a second grant within 10 years of the first, if that work was not reasonably foreseeable at the time of the first assessment;
- offer information, advice and practical support to help an individual carry out additional work if this is the best way to meet an individual's assessed needs;
- extra living accommodation e.g. bedroom work is ineligible for a mandatory grant. Assistance may include information about options to get funding for the work and practical help to oversee the work.

In the case of adaptations for disabled children the family's financial circumstances are taken into account to determine the percentage of grant awarded.

A leaflet "*Your Questions Answered*" is made available to applicants to explain the grant process.

2.3 Grant Conditions

The council has a statutory obligation to register all grant awards on the titles to the property, the cost of which must be paid for by the applicant. The cost for registration is set by the Registers of Scotland and may vary, as at 1st April 2021 it is £80. The council may ask for this to be paid directly before the grant is awarded or deduct it from the sum of grant awarded to an individual.

To ensure that public funds are used effectively and for the purpose intended, the following statutory conditions apply to all grants for 10 years from the date the grant is paid:

1. Condition A is that the house must be used as a private dwelling; but that does not prevent the use of part of the house as a shop or office or for business, trade or professional purposes.

2. Condition B is that the house must not be occupied by the owner or a member of the owner's family (within the meaning of section 83 of the 1987 Act) except as that person's only or main residence.
3. Condition C is that the owner of the land or premises must take all practicable steps to keep it in a good state of repair.
4. Condition D is that the owner of the land or premises must, if required to do so by the local authority, certify that the conditions A to C are, in so far as they apply, being observed.

Any breach of grant conditions will result in the grant having to be repaid in full to the council. Any associated costs incurred by the council in recovering the grant will be applied to the final balance that is recovered.

The council will not provide the same adaptation again in the same property within a 10 year period unless:

1. The need for the work to which the further application relates was not reasonably foreseeable when the original application was approved.
2. It would not have been reasonably practicable to carry out that work at the same time as the work to which the original application related.
3. That the work to which the further application relates was not considered by the local authority to be eligible for a grant or subsidised loan when the original application was approved.
4. The application is made in response to an invitation from the authority to the applicant under section 90(1) of the Housing (Scotland) Act 2006, i.e. work to improve energy efficiency and safety.

2.4 Mandatory Grant

This type of grant will cover 80% or 100% of the total cost of the adaption and its associated expenses. The council will fund at least 80% of the cost of an adaptation which is deemed essential, for the provision of or for access to a standard amenity or if it is permanent or structural in nature. This will be in line with the Council's Eligibility Policy and further to a needs assessment.

If an individual or anyone in terms of s77 (2) of the Housing (Scotland) Act 2006 e.g. applicant's spouse or civil partner is in receipt of any of the income benefits noted below then the council will fund 100% of the costs of the adaptation. Relevant income includes:

- Income Support
- Income based jobseeker's allowance
- Pension credit (Guarantee element)/Guarantee Credit
- Employment support allowance (income related)

Persons in receipt of Universal Credit will be assessed in relation to individual circumstances and benefits.

The types of adaptations which may attract a grant include:

Adaptation	Mandatory Grant Funded Adaptations
Wet floor shower/bathroom extension	√
Through lift	√
Stair lifts	√
Widening doors	√
Closomat	√
Ramps	√

2.5 Other Adaptations

Further to an Occupational Therapist's assessment other adaptations may be identified as necessary. Grant funding is generally available for major adaptations. In terms of the Council's Eligibility Policy and Contributions Policy smaller adaptations may be subject to a financial assessment and contribution. Adaptations such as rehanging doors, grab rails, banisters, hand rails etc may be subject to a financial contribution.

Further information about this will be provided by the Occupational Therapist who carries out an assessment, and the types of support that are available for individuals, regardless of their tenure.

2.6 Grant Process

If an adaptation requires grant funding authorisation will be sought as soon as possible for this by the occupational therapist/care assessor. Work to adapt a house without approval for a grant, may later mean that the council cannot provide a grant to fund the cost of the adaptation. The council requires documentation to prove ownership of the property. A grant is noted on the property's title for 10 years. Individuals are responsible for paying their 20% contribution directly to any contractor who carries out the adaptation work. Detailed advice will be provided on the grant process, if it is to be provided.

On completion of the agreed work the Grants Section will advise the Occupational Therapist to check the work meets the client's assessed need and may provide additional equipment to use with the adaptation.

Individual's who have difficulty in raising their contribution may request a review of their circumstances in terms of the Council's Review Process for Adult Social Care Charges.

2.7 Repairs & Maintenance

Ongoing servicing of an adaptation or maintainable equipment is not eligible for grant assistance. Support and information is provided on sourcing a suitable repair

or maintenance provider when the adaptation is completed. Requests for assistance with servicing will be considered by social work services on a case by case basis with a referral to the West Lothian Advice Shop where appropriate, for example to assist with income maximisation or a benefits check.

2.8 Private Tenants

People living in private rented property may require an adaptation to their property. They should contact the council and ask for a needs assessment in the first instance.

A landlord's permission for the adaptation may be required, and this is requested by the tenant. A landlord cannot unreasonably withhold permission for the adaptation. Information and advice will be provided to private tenants or their landlord to assist in the reinstatement of any property that has previously been adapted.

There are basic standards that apply to all private rented properties known as the Repairing Standard.

Information for private tenants is available on the Scottish Government website Scottish Government Guidance and in relation to adaptations at Funding Adaptations Scottish Government Guide.

2.9 Tenanted Homes

Tenants should contact their landlord further to being assessed as requiring an adaptation to their home.

2.10 Additional Living Accommodation

As stated above there is no funding available for the provision of additional living accommodation e.g. an additional downstairs bedroom. If it is agreed the best way to meet an individual's assessed needs is to provide additional living accommodation the council will provide information, advice and practical assistance to help the applicant carry out the work themselves or to try and find suitable alternative accommodation for them.

2.11 Alternative Accommodation

Where a property cannot be suitably adapted or where extra living accommodation is essential to that individual's needs, then the individual will be advised of this outcome after an assessment and grant funding may not be made available for adaptations.

A home may be assessed as being unsuitable in meeting an individual's needs for various reasons: it is not practicably possibly to do all required adaptations to meet the individual's needs; the amount of work required e.g. unreasonable expenditure/number of adaptations; length of time that adaptation may be practically used for by the individual. The assessment will take account of the use of adaptations to support longer term independent living.

Where the individual is eligible for support in terms of the Council's Eligibility Policy the council may offer alternative support and advice. This support may include but not be limited to:

1. A mandatory grant to fund a standard amenity adaptation within a new home, to make it accessible to meet an eligible assessed need.
2. Referral to appropriate Registered Social Landlord for application for shared equity housing.
3. Referral to Housing Options Scotland to find an appropriate housing solution.
4. Financial assessment with an income maximisation check from the West Lothian Advice Shop to check income.

Clients with moderate or low needs may be offered assistance as detailed above, but this will depend on their assessed needs and likely immediate future needs as determined by the Occupational Therapy/social work team who carry out the assessment.

If it is preferable for an individual to move to accommodation more suitable for their needs then there are various options available. For home owners, Housing Options Scotland (see Appendix 1) can provide advice and information on the choices available to people and help with the practical arrangements.

The Council's Housing Options guide provides information on available council Housing and Housing Association properties within West Lothian.

2.12 Small Repairs Support

The council offers advice and assistance to help people repair, improve or adapt their homes so they can live in comfort and safety at home in their own community.

People over 60 and disabled people will be provided with support and assistance. The type of assistance the council may provide includes:

- Providing details of reputable contractors e.g. Trusted Traders
- Approaching other agencies for help e.g. West Lothian Advice Shop

The Occupational Therapy service provides support to private home owners providing signposting to existing services and guidance/assistance where appropriate.

Details of the Occupational Therapy service are available here.

3. ASSISTANCE FOR HOME OWNERS

3.1 Information and Advice

This scheme is about providing information and advice to homeowners to assist them to care for and repair their own property. Links to various documents available

online are noted below and details for services in the council that may be able to help are noted at Appendix 1.

West Lothian Council information available online includes:

- Paying for Building Repairs and Maintenance
- Organising Common Repairs
- Building Maintenance, its your responsibility
- Identifying and Preventing Dampness and Condensation
- How to read your Title Deeds
- Home Security for Pensioners

A broad range of advice and information to homeowners living in tenements or blocks of flats can be found on Under One Roof - www.underoneroof.scot Advice on property condition can also apply to individual homes.

The council provides general housing advice, advice on benefits and energy efficiency at the Advice Shop (see Appendix 1). Environmental Health can provide information on home condition and standards, common repairs and addressing housing disrepair.

3.2 Financial Assistance and Loans

Homeowners should contact their own lenders, other financial institutions or a financial adviser for help and advice. West Lothian Advice Shop (see Appendix 1) can also be contacted for advice.

3.3 Assistance for Common Repairs

The maintenance and repair of many building is shared between all the owners. In a situation where a group of owners has to carry out repairs the council may be able to provide advice or support from Building Standards or Environmental Health. If a repair is a joint responsibility then it is simplest if the responsible owners can agree between themselves how to proceed. The council can offer to provide some practical help in relation to common works:

- relating to the Council's own Investment Programme in relation to council houses and where an owner's property would logically be part of a Council proposed project – Housing, Building and Customer Services.
- where the property is in disrepair or substandard, Environmental Health.
- where the property is in presents a danger to the public or other immediate properties, Building Standards.

3.4 Maintenance Schemes

The majority of owners within a building can agree to carry out maintenance or repairs under:

- Chapter 6 of the Housing (Scotland) Act 2006, or
- the Tenement Management Scheme of the Tenements (Scotland) Act 2004

The council provides advice and support to owners wanting to carry out repairs and maintenance themselves however it does not provide financial assistance or pay missing shares for absent owners. Further information and advice is available from Environmental Health.

4. MIXED TENURE PROPERTIES/ESTATES

The Council owns properties within buildings with other homeowners, meaning it shares the responsibility for common repairs. In some buildings the Council will own all or most of the properties.

As part of maintaining its own properties the council carries out works to repair and maintain those, which may include common areas such as the roof or cladding to a building. Where the council carries out works, which are a common or shared responsibility/cost they will seek to agree with other homeowners the programme of works and cost before proceeding with works. These properties are referred to as mixed tenure (ownership) estates and the Council's Housing Capital Programme (updated annually) details the types of work that have been identified as being required to maintain Council properties. Where agreement cannot be reached with owner occupiers the council may utilise the Tenement Scotland Act, to implement a tenement management scheme.

The Council may also carry out works in buildings where it is the property factor, in which case the Council's Written Statement of Property Factors will apply and the cost of any work will be shared accordingly.

Efforts are made to discuss any programme of works that may affect other owners, and to recover any shared liability for the cost of works prior to them being completed. All reasonable efforts will be made to recover costs for works, and the Council's Corporate Debt Policy will apply.

Where possible the council will seek to exclude private homeowners from common repairs or works, in some circumstances though this may not be possible due to the nature of the works nor of benefit to the building in the longer term.

5. DISREPAIR AND IMPROVEMENT OF HOMES

The council has statutory powers to serve notices where a home is in disrepair, as noted below. The council's approach to supporting and advising homeowners is detailed below.

5.1 Repair and Improvement

Where a house is in disrepair the council will encourage and assist the homeowner(s) to resolve matters informally. This is to make them aware of the condition of the home and remind them of their responsibilities in relation to repair and maintenance.

If an owner fails to take action to rectify and carry out the advised repairs then formal enforcement action may be used including service of statutory notices. The council will only use statutory enforcement powers when deemed necessary and where an informal approach has failed.. The council will consider what actions the homeowner has taken to maintain and invest in their home and any historical importance of preserving the property before considering whether it is appropriate to take action, failing works being carried out by a homeowner. Environmental Health's Enforcement Policy provides more information on the approach to enforcement.

The council has legislative powers under a number of pieces of legislation to serve a notice (a statutory notice) on a homeowner requiring them to carry out work or resolve a problem. Examples include, but are not limited to:

- Work notice under s30 of the Housing (Scotland) Act 2006;
- Defective Building Notice s28 of the Building (Scotland) Act 2003;
- Dangerous Building Notice s29 of the Building (Scotland) Act 2003;
- Abatement Notice under S80 under the Environmental Protection Act 1990;
- Notice on occupier or owner of infected etc. premises or things under Part 5 of the Public health (Scotland) Act 2008; and
- Defective Drainage notice under s15 of the Sewerage (Scotland) Act 1968.

Owners may appeal against the serving of a Statutory Notice. Where a homeowner fails to comply with a statutory notice to carry out work or resolve a problem, the council may, depending on the legislation used:

- take no action;
- report the matter to the Procurator Fiscal with a view to criminal prosecution;
- serve fixed penalty notices; or
- carry out works or other actions to comply with the notice and recover the costs and expenses.

No financial assistance is available to homeowners. Advice can be sought from Environmental Health or the West Lothian Advice Shop/Citizens Advice Bureau.

5.2 Closure and Demolition of Homes

The council has statutory powers to prevent homes from being occupied or for them to be demolished where the home:

- does not meet the statutory 'Tolerable Standard' and 'ought to be demolished;
- is in a Housing Renewal Area and has been identified for demolition; or
- is viewed to be dangerous to occupy under the Building (Scotland) Act 2003.

Where a property fails to meet the Tolerable Standard, officers will make a report to the Council Executive recommending the making of a Demolition Order. Where the home forms only part of a building a Closing Order preventing habitation will be recommended. Only if one or more statutory notices requiring the owner to bring the house up to the Tolerable Standard are not complied with will the Demolition or Closing order be pursued. No financial assistance is available to homeowners.

Advice can be sought from Environmental Health or the West Lothian Advice Shop/Citizens Advice Bureau.

6. HOUSING RENEWAL AREAS

Where it is established that an area has a significant number of houses which are sub-standard or that the appearance or state of repair of any houses are adversely affecting the amenity of that area, West Lothian Council may consider declaring a Housing Renewal Area with the purpose of improving that area. The council will as above work with homeowners to support improvements to homes, and support repairs.

Where a house is in a Housing Renewal Area and included in a relevant action plan as a house, which the council considers being in a state of serious disrepair and ought to be demolished the council may require the owner of the house to demolish it by the serving of a demolition notice.

When considering whether an area is to be declared West Lothian Council will consult with the owners and representative groups within that area in order to:

a) advise on how such an Area operates and what it will mean for that particular area;
b) agree on the boundary of the area to be included;
c) agree on an appropriate action plan that will ensure that any agreed works can be carried out; and
d) advise on what assistance, if any, can be provided.

The statutory process is set out in schedule 1, Housing (Scotland) Act 2006

7. ENERGY AND HEATING ADVICE

7.1 West Lothian Advice Network

There are various organisations which can provide advice on:

- Heating use
- Dampness/condensation
- Negotiating with your fuel supplier
- Billing issues
- Tariff comparison checks
- Insulation and grants
- Home energy efficiency

See the contact list provided or contact:

West Lothian Advice Shop - energy.advice@westlothian.gov.uk

The West Lothian Advice Network - Welfarereformteam@westlothian.gov.uk

7.2 Home Energy Efficiency Programmes for Scotland – HEEPS

The HEEPS Area Based Scheme is a Scottish Government funded programme of energy efficiency measures. They want to make sure that everyone in Scotland, who needs help with their energy costs, is able to save money and keep cosy. Under HEEPS, help can be given to cut bills and make a home warmer.

Whether working, retired or receiving benefits they can provide free energy advice and help by carrying out a free, personalised home energy check.

For more information see the council's internet page or HEEPS website

8. TRUSTED TRADER SCHEME

West Lothian Trusted Trader allows consumers to search for a reputable trader. Consumers can access comments from previous customers and can provide their own feedback through a Comments and Ratings form. Any traders joining the scheme are required to sign up to a code of practice agreeing to trade fairly. Trading Standards monitor their business practices. Trading Standards can offer assistance in the event of complaints through their Dispute Resolution Service.

9. OTHER

We welcome comments on our Scheme of Assistance, please send these to:

Head of Housing, Customer and Building Services *or*
Head of Social Policy at West Lothian Council, Civic Centre, Howden South Road, Livingston, EH54 6FF.

The council is strongly committed to equal opportunities. Equality measures have been incorporated into the Scheme of Assistance, including:

- Providing advice and assistance to any homeowner who needs it, with particular sensitivity to the needs of the most vulnerable including those who are physically, mentally, culturally or financially disadvantaged
- Ensuring that literature is available when required in Braille, large print, on CD and in the main community languages spoken.
- Translation services are available when requested.
- Providing an interpreter when needed.
- Ensuring that our services are accessible to all communities by engaging with community groups and attending external events.
- Regularly reviewing, consulting upon and monitoring our services to ensure that they are non-discriminatory.

Information is available in Braille, on tape, in large print and community languages.
Please contact the Interpretation and Translation Service on 0131 242 8181.

هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية.
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আপনি ব্রেইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষাগুলিতেও পাবেন। অনুগ্রহ করে ইন্টারপ্রেটেশান অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলিঃ 0131 242 8181

這份資料是可以凸字、錄音帶、大字印刷及社區語言的式本提供。請聯絡傳譯及翻譯服務部，電話：0131 242 8181

ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਲ) ਨੇਤ੍ਰਹੀਨ ਦੇ ਪੜ੍ਹਣ ਵਾਲੀ ਲਿਪੀ, ਟੇਪ, ਵੱਡੇ ਪ੍ਰਿੰਟ ਅਤੇ ਸਮਾਜ ਦੀਆ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਕ੍ਰਿਪਾ ਕਰਕੇ ਇੰਟਰਪ੍ਰੈਟੇਸ਼ਨ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਇਸ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ : 0131 242 8181

یہ معلومات بریل (اندھوں کے رسم الخط)، ٹیپ، بڑے حروف کی طباعت اور کمیونٹی میں بولی جانے والی زُبانوں میں دستیاب ہے۔
براہ مہربانی انٹرپرینٹنگ اینڈ ٹرانسلیٹنگ سروس سے ٹیلیفون نمبر 0131 242 8181 پر رابطہ قائم کریں۔

Informacje te moga byc przelozone na jezyk Braille'a, dostepne na tasmie magnetofonowej
lub wydane duzym drukiem oraz przetlumaczone na jezyki mniejszosci narodowych.
Prosimy o kontakt z Uslugami Tlumaczeniowymi pod numerem 0131 242 8181

Appendix 1 to West Lothian Council Scheme of Assistance, S72 Statement Housing (Scotland) Act 2006

CONTACT DETAILS

SERVICE	SERVICE PROVIDED	WEBSITE	CONTACT DETAILS
West Lothian Integrated Partnership Health & Social Care	Health and social care support	http://www.westlothianchcp.org.uk/	West Lothian Health & Social Care Partnership West Lothian Civic Centre Howden South Road Livingston EH54 6FF Tel: 01506 284848
West Lothian Housing, Customer and Building Services	Housing provision and advice Housing Options Guide available online:	www.westlothian.gov.uk http://www.westlothian.gov.uk/article/1891/Housing-Advice	West Lothian Civic Centre Howden South Road Livingston EH54 6FF Tel: 01506 284848
West Lothian Council Environmental Health	Advice on house condition and dealing with issues of disrepair, Pest Control Services	http://www.westlothian.gov.uk/environmental-health	West Lothian Civic Centre Howden South Road Livingston EH54 6FF Tel: 01506 280000
West Lothian - Home Security (telecare)	Free home security for older people	http://www.westlothianchcp.org.uk/telecare	Home Safety Service Team Strathbrock Partnership Centre 189A West Main Street, Broxburn Tel: 01506 771770 HomeSafetyService@westlothian.gov.uk

West Lothian Advice Shop	West Lothian' Advice Shop assist with Income Maximisation, Money, Housing and Energy advice. Advice is available for all tenures: RSL's, Home Owners and Private Tenants.	https://www.westlothian.gov.uk/adviceshop	Bathgate Partnership Centre South Bridge Street Bathgate West Lothian EH48 1TS Email: adviceshop@westlothian.gov.uk Tel: 01506 283000
Trusted Trader	West Lothian Trusted Trader helps people to choose a reputable trader through viewing previous customer feedback. West Lothian Trusted Trader launched in November 2013 and allows consumers to search for a reputable trader.	http://www.westlothian.gov.uk/trustedtrader	Trading Standards West Lothian Civic Centre Howden South Road Livingston EH54 6FF Tel: 01506 280000
Home Energy Scotland	A network of local advice centres covering all of Scotland. Our expert advisors offer free, impartial advice on energy saving, renewable energy, sustainable transport, waste prevention and more. Part of the Energy Saving Trust.	http://www.energysavingtrust.org.uk/	Home Energy Scotland/ Energy Saving Trust Scotland Second Floor, Ocean Point 1, 94 Ocean Drive Edinburgh EH6 6JH Tel: 0808 808 2282
Changeworks	Energy conservation advice and information	http://www.changeworks.org.uk/	Changeworks 36 Newhaven Road Edinburgh EH6 5PY 0800 512 012
Historic	Information on repair and	https://www.historicenvironment.scot/	Historic Environment Scotland

Environment Scotland	maintenance of listed buildings/conservation.		Longmore House Salisbury Place Edinburgh EH9 1SH Tel: 0131 668 8600
Housing Options Scotland	Advice on alternative living accommodation for home owners	http://www.housingoptionsscotland.org.uk/	Housing Options Scotland The Melting Pot 5 Rose Street Edinburgh EH2 2PR Tel: 0131 247 1400
Law Society of Scotland	Information on solicitors, their professional code of conduct, and where to find legal advice, register of solicitors and how to lodge a complaint about a solicitor.	http://www.lawscot.org.uk/	Atria One 144 Morrison Street Edinburgh EH3 8EX Tel:+44(0) 131 226 7411
Shelter	Provision of housing advice and information	http://scotland.shelter.org.uk/	Shelter Edinburgh Advice Service Nearest Shop is: 161 St Johns Road, Edinburgh EH12 7SD Email: CorstorphineShop@shelter.org.uk Telephone: 0131 3346827

Housing and Property Chamber	Housing and Property Chamber (a tribunal) determines rent or repair issues in private sector housing; assistance in exercising a landlord's right of entry; and relatively informal and flexible proceedings to help resolve issues that arise between homeowners and property factors.	https://www.housingandpropertychamber.scot/	Glasgow Tribunals Centre 20 York Street Glasgow G2 8BGT Tel: 0141 302 5900 Fax: 0141 302 5901
Under One Roof	Website that provides online information for self-help.	www.underoneroof.scot	info@underoneroof.scot

West Lothian Council

SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL

2020/21 FINANCIAL PERFORMANCE – MONTH 12 MONITORING REPORT

REPORT BY HEAD OF FINANCE AND PROPERTY SERVICES

A. PURPOSE OF REPORT

To provide the Panel with an update on the financial performance of the Services for the Community portfolio for the General Fund Revenue budget.

B. RECOMMENDATION

It is recommended that the Panel:

1. Notes the financial performance of the Services for the Community portfolio for 2020/21;
2. Notes that the Services for the Community portfolio position for the year formed part of the overall council budget position reported to Council Executive on 22 June 2021;
3. Notes any actions required to be taken by Heads of Service and budget holders to manage spend within available resources.

C. SUMMARY OF IMPLICATIONS

I	**Council Values**	Focusing on customers' needs, being honest, open and accountable, making best use of resources, working in partnership.
II	**Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)**	Local Government (Scotland) Act 1973, Section 95; Local Government in Scotland Act 2003, section 1-14.
III	**Implications for Scheme of Delegations to Officers**	No implications at this stage.
IV	**Impact on performance and performance indicators**	Effective budget management is an essential element of service performance. Additional financial reporting provides elected members with information to allow for proper scrutiny of performance of services.
V	**Relevance to Single Outcome Agreement**	The revenue budget provides resources necessary to help deliver the Single Outcome Agreement. Effective prioritisation of resources is essential to achieving key outcomes.
VI	**Resources – (Financial, Staffing and Property)**	The outturn for the Services for the Community portfolio revenue budget for 2020/21 was an overspend of £1.130 million.
VII	**Consideration at PDSP**	A financial performance report will be presented to the Panel twice yearly on an ongoing basis.

VIII Other Consultations Depute Chief Executives, Head of Housing, Customer and Building Services.

D. TERMS OF REPORT

D.1 Introduction

This report provides an update on the general fund revenue financial performance in respect of the Services for the Community Policy Development and Scrutiny Panel (PDSP) portfolio of services. The council's revenue budget is operationally managed at a Head of Service level, and the financial position included within this report formed part of the overall council position reported to Council Executive on 22 June 2021. This report also includes the position on the delivery of approved budget reduction measures relevant to the Services for the Community portfolio for 2020/21.

The budget monitoring process is undertaken in line with the council's budgetary control framework and procedures, which places particular focus on a risk based and pro-active approach to budget monitoring.

This report focuses on the financial performance of council services which further enhances the information presented to elected members to allow scrutiny of service and financial performance. The report contains reference to key performance measures for service areas which are contained within Service Management Plans and referenced in the 2019/20 Local Government Benchmarking Framework (LGBF) data-set. LGBF data for 2020/21 will be collated by the Improvement Service and will be made available later in 2021.

D.2 Financial Outturn for 2020/21

The table below summarises the position in relation to service expenditure for the portfolio area. The revenue position is an overspend of £1.130 million for the Services for the Community portfolio. As part of the monitoring exercise, a number of key risks and service pressures have been identified and these are noted in the narrative for the relevant service area.

	2020/21 Budget £'000	**2020/21 Outturn £'000**	**Variance £'000**
HOUSING, CUSTOMER AND BUILDING SERVICES			
Community Safety Unit	583	496	(87)
Homelessness	2,617	3,834	1,217
TOTAL	**3,200**	**4,330**	**1,130**

D.3 Summary of Main Issues in Service Expenditure Budgets and Impact on Performance

D.3.1 Housing, Customer and Building Services

Community Safety Unit

The Community Safety Unit had an underspend of £87,000 in 2020/21, due primarily to staff savings within the unit.

Performance information for the Safer Neighbourhood Team indicates that the number of active cases recorded during 2020/21 saw an increase compared to the previous year of reporting. The lowest months were April and May 2020 with 39 and 56 cases respectively, with all other months averaging 90 cases. September 2020 saw the highest number at 106. The reduction in case numbers in the first quarter was attributed to the first Covid19 lockdown when service was restricted to telephone advice being provided by officers working from

home. As the service remobilised at the end of Quarter 2, staff working a hybrid of home/office/community based service delivery enabled more incidents to be investigated, resulting in an increase in overall cases actively being managed, and cases being held open for longer to enable investigations to be carried out.

Homelessness

An overspend of £1.217 million was recorded in Homelessness, primarily as a result of demand for temporary accommodation, including Bed and Breakfast (B&B) accommodation. On average, 100 clients per night were accommodated in B&B accommodation for the period from March 2020 to April 2021. This number has been steadily rising, mainly due to the effects of the pandemic on both mainstream and temporary accommodation and demand for accommodation. One-off budget of £550,000 partially mitigated some of the pressure in B&B spend but pressures elsewhere in the temporary accommodation budget, such as furniture costs and void rent losses, are other main factors in the overspend.

The council's approved Housing Capital programme includes provision for additional housing stock through the new build houses project, open market acquisitions and the mortgage to rent scheme, all of which are intended to mitigate some of the pressures on the homelessness budget as more housing stock becomes available to be let. In addition, the general fund capital programme includes funding for new homeless provision which is anticipated to alleviate some of the pressure. Further actions will also be required to reduce expenditure on a recurring basis and fully mitigate the budget pressure, including changes in the allocations policy, increasing the number of private sector lets and increasing the number of available properties via registered social landlords. These measures will be considered in conjunction with the Rapid Rehousing Transition Plan (RRTP) 2019-2024 to reduce Homelessness, an update on which was reported to Council Executive on 22 June 2021.

Performance information for the homeless area indicates that in 2020/21, the percentage of repeat homeless presentations, meaning the percentage of households who are assessed as being homeless within 12 months of previously being assessed as homeless, rose to 1.8%, from 1.1% in 2019/20, although this was still below the target of 3%.

D.3.2 Monitoring of Approved Budget Reductions

For the Services for the Community portfolio, savings of £296,000 in 2020/21 have been delivered in full.

E. SUMMARISED BUDGET POSITION FOR 2020/21

The month 12 position was an overspend of £1.130 within the General Fund Revenue budget for the Services for the Community portfolio, mainly as a result of demand for temporary accommodation. The overall outturn was reported to Council Executive on 22 June 2021.

F. FUTURE BUDGET ISSUES AND RISKS

There remains significant risks and uncertainties associated with the financial assumptions in the council's budget. The Covid-19 pandemic has had an unprecedented impact on council services and budgets. The continuation of the pandemic, with restrictions to manage the health impacts, and the recovery from it means there will be continued additional costs and reduced income for the council in 2021/22 and beyond.

As council services continue to be delivered in accordance with Scottish Government guidance, there are increases in the cost of service delivery. This will be closely monitored to make sure all associated costs are identified and this will inform discussions with the Scottish Government on additional funding requirements.

The council will liaise with COSLA and the Scottish Government to keep providing additional resources to the council to ensure that the financial implications of Covid-19, and the recovery from it, are fully funded.

In relation to medium term financial planning, whilst acknowledging that the planning assumptions are subject to uncertainty due to the planning time horizon, some of the general risks and uncertainties include annual confirmation of local authority funding from the Scottish Government, pay award, particularly given payroll costs are the councils largest expense, the outcome of trade discussions between the UK and EU, policy changes by the government without adequate funding, demographic demands and inflationary pressures.

Specifically for the Services for the Community portfolio, there are ongoing key risks around levels of homelessness provision. The main issue facing the homeless service both in West Lothian and in Scotland as a whole is the level of demand for accommodation compared to the available supply. The council has seen a sustained period of increased demand for interim or temporary accommodation from homeless applicants and this has resulted in increased temporary accommodation costs well in excess of budget.

In order to reduce the continuing financial and operational pressures, the service is continuing to develop a range of approaches in order to mitigate pressures and improve the position. With more new build council houses due to complete in 2021/22 and a firmer understanding of the demand levels for the service and supply of housing available, there is an opportunity to reduce the requirement to use hotels whilst developing partnership working and shifting the balance of homeless frontline operations to a more preventative approach. This remains a key area in the Rapid Rehousing Transition Plan (RRTP) to reduce Homelessness.

The council's risk based approach to budget monitoring will ensure that effective action is taken to manage risks during the course of the financial year. Officers will continue to provide updates on risks as part of the quarterly budget monitoring reporting to Council Executive at periods 4, 6 and 9.

G. CONCLUSION

The position for the Services for the Community portfolio was an overspend of £1.130 million. As noted, the position for the Services for the Community portfolio is part of the overall out-turn position for 2020/21 which was reported to Council Executive on 22 June 2021.

H. BACKGROUND REFERENCES

2020/21 Financial Performance – Month 6 Monitoring Report – Report by Head of Finance and Property Services to Services for the Community PDSP on 15 December 2020

West Lothian Rapid Rehousing Transition Plan 2021/22 Update – Report by Head of Housing, Customer and Building Services to Council Executive on 22 June 2021

Draft 2020/21 General Fund Revenue Budget Outturn – Report by Head of Finance and Property Services to Council Executive on 22 June 2021

Local Government Benchmarking Framework

Appendices/attachments: None

Contact Person: Pamela Bell, Senior Service Accountant
pamela.bell@westlothian.gov.uk - Tel No. 01506 281282

Donald Forrest
Head of Finance and Property Services
Date: 7 September 2021

	Item	Purpose	SO31 (non-statutory or non-policy	Frequency	Responsible Officer
		Council Executive 07/09/2021 (AS TBC)			
1	Housing Need	Supported Accomodation for Young People	no	**once**	Katy McBride
		Services for the Community PDSP- 07/09/2021 (AGENDA SETTING)			
1	Scottish Fire & Rescue Service	Q1 Performance Report	No	**1/4**	Brian Robertson
2	Housing Operations	Q1Safer Neighbourhood Performance		**1/4**	Alison Smith
3	Police Scotland	Q1 Performance Report	No	**1/4**	Alun Williams
4	Housing Need	Q1 Property Turnover Report	No	**1/4**	Katy McBride
5	Performance & Change	Q1 HCBS Performance	No	**1/4**	Sarah Kelly
6	Performance & Change	Annual Return on the Charter and Assurance Statement	Yes	**Annual**	Sarah Kelly
7	Housing Strategy & Development	Q1 Affordable Housing Delivery Update	No	**1/4**	Marjory Mackie
8	Housing Strategy & Development	Review of the Scheme of Assistance	No	**Once**	Marjory Mackie
9	Finance	Financial Monitoring report – 2020/21	No	**Annual**	Donald Forrest
		Partnership & Resources PDSP (Customer Services) 01/10/2021 (AS TBC)			
1	*Directorate - TBA*	*Q2 Performance report*		***1/4***	*Graeme Struthers*
2	*Directorate - TBA*	*Customer Service Strategy 6 month review*		***1/2***	*Ralph Bell*
		Council Executive 05/10/2021 (AS TBC)			
1	Performance & Change	Annual Return on the Charter & Annual Assurance Statement		**Annually**	Sarah Kelly
2	Housing Strategy & Development	Q1 Affordable Housing Delivery Update	No	**1/4**	Marjory Mackie
3	Housing Strategy & Development	Review of the Scheme of Assistance		**Once**	Marjory Mackie
4	Performance & Change	Scottish Social housing Charter review consultation		**Once**	Sarah Kelly
		Services for the Community PDSP- 19/10/21			

(AGENDA SETTING)					
	Performance & Change	2022/23 Rent consultation	Yes	**Annual**	Sarah Kelly
	Housing Management	Complaints Handling in HCBS	No	**Once**	Sarah Kelly
	Housing Strategy & Development	SHIP	Yes	**Annual**	Marjory Mackie
	Housing Strategy & Development	Affordable Housing Programme Strategic Delivery Options	Yes	**Once**	Marjory Mackie
	Housing Strategy & Development	Housing Needs and Demand Assessment (HoNDA) 3	Yes	**Once**	Marjory Mackie
	Housing Strategy & Development	Fuel Switching	No	**Once**	Robert Smith
Council Executive 26/10/2021 (AS TBC)					
Council Executive 16/11/2021 (AS TBC)					
Culture & Leisure PDSP (Customer Services) 25/11/2021 (AS TBC)					
1	Customer & Community Services	6 month Library & Museums report	No	**1/2**	Anne-Marie Vance
Partnership & Resources PDSP (Customer Services) 03/12/2021 (AS TBC)					
1	*Directorate - TBA*	*Q2 Performance report*		***1/4***	*Graeme Struthers*
2	*Directorate - TBA*	*Customer Service Strategy 6 month review*		***1/2***	*Ralph Bell*
Council Executive 07/12/2021 (AS TBC)					

		(AS TBC)			
		Services for the Community PDSP- 14/12/21 (AGENDA SETTING)			
1	Scottish Fire & Rescue Service	Q2 Performance Report	No	**1/4**	Brian Robertson
2	Housing Operations	Q2 Safer Neighbourhood Performance	No	**1/4**	Alison Smith
3	Police Scotland	Q2 Performance Report	No	**1/4**	Alun Williams
4	Housing Need	Q2 Property Turnover Report	No	**1/4**	Katy McBride
5	Performance & Change	Q2 HCBS Performance	No	**1/4**	Sarah Kelly
6	Housing Strategy & Development	Q2 Update on Affordable Housing Policy	No	**1/4**	Marjory Mackie
7	Housing Strategy & Development	Housing Asset Management Plan Annual Update	Yes	**Annual**	Marjory Mackie
		Council Executive 21/12/2021 (AS TBC)			
		2022			
		Council Executive 18/01/2022 (AS TBC)			
		Council Executive 08/02/2022 (AS TBC)			

Services for the Community PDSP- 08/02/22 (AGENDA SETTING)					
1	Finance	Housing Capital Investment Programme 2019/20 to 2022/23	Annually	**Y**	AnnMarie Carr
2	Finance	Housing Revenue Account and Rent Levels 2019/20 to 2022/23	Annually	**Y**	AnnMarie Carr
Council Executive 22/02/2022 (AS TBC)					
1	Housing Strategy & Development	Q3 Affordable Housing Delivery Update	NO	**1/4**	Marjory Mackie
Culture & Leisure PDSP (Customer Services) 24/02/2022 (AS TBC)					
1	Customer & Community Services	Book Week Scotland Report	No	Annual	Anne-Marie Vance
Council Executive 22/03/2022 (AS TBC)					
Services for the Community PDSP- 29/03/22 (AGENDA SETTING)					
1	Scottish Fire & Rescue Service	Q3 Performance Report	No	**1/4**	Brian Robertson
2	Housing Operations	Q3 Safer Neighbourhood Performance	No	**1/4**	Alison Smith
3	Police Scotland	Q3 Performance Report	No	**1/4**	Alun Williams
4	Housing Need	Q3 Property Turnover Report	No	**1/4**	Katy McBride
5	Performance & Change	Q3 HCBS Performance	No	**1/4**	Sarah Kelly
6	Housing Strategy & Development	Q3 Update on Afforable Housing Policy	No	**1/4**	Marjory Mackie
7	Housing Strategy & Development	West Lothian Draft Local Housing Strategy 2022-27		**Once**	Marjory Mackie

Council Executive 19/04/2022 (AS TBC)					
Council Executive 31/05/2022 (AS TBC)					
Council Executive 21/06/2022 (AS TBC)					
1	Housing Strategy & Development	West Lothian Draft Local Housing Strategy 2022-27		**Once**	Marjory Mackie
Services for the Community PDSP- 21/06/22 (AGENDA SETTING)					
1	Scottish Fire & Rescue Service	Q4 Performance Report	No	**1/4**	Brian Robertson
2	Housing Operations	Q4 Safer Neighbourhood Performance	No	**1/4**	Alison Smith
3	Police Scotland	Q4 Performance Report	No	**1/4**	Alun Williams
4	Housing Need	Q4 Property Turnover Report	No	**1/4**	Katy McBride
5	Performance & Change	Q4 HCBS Performance	No	**1/4**	Sarah Kelly
6	Housing Strategy & Development	Q4 Update on Afforable Housing Policy	No	**1/4**	Marjory Mackie
Culture & Leisure PDSP (Customer Services) 23/06/2022 (AS TBC)					
1	Customer & Community Services	6 month Library & Museums report	No	**1/2**	Anne-Marie Vance

[redacted]