



Housing Services Policy Development and Scrutiny Panel

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

8 November 2022

A hybrid meeting of the **Housing Services Policy Development and Scrutiny Panel** of West Lothian Council will be held within the **Council Chambers, West Lothian Civic Centre** on **Tuesday 15 November 2022 at 2:00pm**.

For Chief Executive

BUSINESS

Public Session

1. Apologies for Absence
2. Declarations of Interest - Members must declare any interests they have in the items of business for consideration at the meeting, identifying the relevant agenda items and the nature of their interests.
3. Order of Business, including notice of urgent business and declarations of interest in any urgent business
4. Confirm Draft Minutes of Meeting of Housing Services Policy Development and Scrutiny Panel held on Thursday 20 October 2022.(herewith)
5. Tenant and Customer Participation Strategy 2022-2027 - report by Head of Housing, Customer and Building Services (herewith)
6. Private Landlord Registration Enforcement - Implementation of Third-Party Reporting to the First Tier Tribunal (Housing and Property Chamber) - report by Head of Housing, Customer and Building Services (herewith)
7. Introduction of a Private Landlord Accreditation Scheme - report by Head of Housing, Customer and Building Services (herewith)

DATA LABEL: Public

8. Performance Reporting - report by Head of Housing, Customer and Building Services (herewith)
9. West Lothian Strategic Housing Investment Plan 2023/24 to 2027/28 - report by Head of Housing, Customer and Building Services (herewith)
10. Property Turnover July to September 2022 - report by Head of Housing, Customer and Building Services (herewith)
11. Workplan (herewith)

NOTE **For further information please contact Lorraine McGrorty on 01506 281609 or email lorraine.mcgrorty@westlothian.gov.uk**



CODE OF CONDUCT AND DECLARATIONS OF INTEREST (2021)

This form is a reminder and an aid. It is not a substitute for understanding the Code of Conduct and guidance.

Interests must be declared at the meeting, in public.

Look at every item of business and consider if there is a connection.

If you see a connection, decide if it amounts to an interest by applying the objective test.

The objective test is whether or not a member of the public with knowledge of the relevant facts would reasonably regard your connection to a particular matter as being so significant that it would be considered as being likely to influence your discussion or decision-making.

If the connection does not amount to an interest then you have nothing to declare and no reason to withdraw.

If the connection amounts to an interest, declare it as soon as possible and leave the meeting when the agenda item comes up.

When you declare an interest, identify the agenda item and give enough information so that the public understands what it is and why you are declaring it.

Even if the connection does not amount to an interest you can make a statement about it for the purposes of transparency.

More detailed information is on the next page.

Look at each item on the agenda, consider if there is a “connection”, take advice if necessary from appropriate officers in plenty of time. A connection is any link between the item of business and:-

- you
- a person you are associated with (e.g., employer, business partner, domestic partner, family member)
- a body or organisation you are associated with (e.g., outside body, community group, charity)

Anything in your Register of Interests is a connection unless one of the following exceptions applies.

A connection does not exist where:-

- you are a council tax payer, a rate payer, or a council house tenant, including at budget-setting meetings
- services delivered to the public are being considered, including at budget-setting meetings
- councillors’ remuneration, expenses, support services or pensions are being considered
- you are on an outside body through a council appointment or nomination unless it is for regulatory business or you have a personal conflict due to your connections, actions or legal obligations
- you hold a view in advance on a policy issue, have discussed that view, have expressed that view in public, or have asked for support for it

If you see a connection then you have to decide if it is an “interest” by applying the objective test. The objective test is whether or not a member of the public with knowledge of the relevant facts would reasonably regard your connection to a particular matter as being so significant that it would be considered as being likely to influence your discussion or decision-making.

If the connection amounts to an interest then:-

- declare the interest in enough detail that members of the public will understand what it is
- leave the meeting room (physical or online) when that item is being considered
- do not contact colleagues participating in the item of business

Even if decide your connection is not an interest you can voluntarily make a statement about it for the record and for the purposes of transparency.

The relevant documents are:-

- [Councillors’ Code of Conduct, part 5](#)
- [Standards Commission Guidance, paragraphs 129-166](#)
- [Advice note for councillors on how to declare interests](#)

If you require assistance, contact:-

- James Millar, Interim Monitoring Officer and Governance Manager, 01506 281613, james.millar@westlothian.gov.uk
- Carol Johnston, Chief Solicitor and Depute Monitoring Officer, 01506 281626, carol.johnston@westlothian.gov.uk
- Committee Services Team, 01506 281604, 01506 281621
committee.services@westlothian.gov.uk

January 2022

MINUTE of MEETING of the HOUSING SERVICES POLICY DEVELOPMENT AND SCRUTINY PANEL held within COUNCIL CHAMBERS, WEST LOTHIAN CIVIC CENTRE, LIVINGSTON, on 20 OCTOBER 2022.

Present – Councillors George Paul (Chair), Alison Adamson, Robert De Bold, Jim Dickson, Craig Meek (substituting for Councillor Andrew McGuire), Cathy Muldoon and Tony Pearson

Apologies – Councillor Andrew McGuire

In attendance

Julie Whitelaw – Lead Officer, Head of Housing, Customer & Building Services, West Lothian Council

Graeme Struthers – Depute Chief Executive, West Lothian Council

Marjory Mackie – Housing Strategy Manager, West Lothian Council

Sarah Kelly – Customer Service Manager(Housing Needs), West Lothian Council

Kirsty Weir – Service Development Officer, West Lothian Council

Alison Smith - Customer Services Manager, West Lothian Council

Jessie Duncan – Tenants' Panel

Donald Stavert – Joint Forum of Community Councils

1 DECLARATIONS OF INTEREST

There were no declarations of interest made.

2 ORDER OF BUSINESS

The Chair ruled that agenda item 6 (*Chartered Institute of Housing – Scottish Housing Awards 2022*) would be withdrawn from the agenda as it was being considered elsewhere in the council.

3 MINUTES

The panel approved the minutes of its meeting held on 16 August 2022 as a correct record.

4 PROPERTY TURNOVER APRIL TO JUNE 2022

The panel considered a report (copies of which had been circulated) by the Head of Housing, Customer and Building Services informing members of property turnover for Quarter 1 of 2022/23 (1 April to 30 June 2022).

It was recommended that the panel note the current levels of activity relating to property turnover for Quarter 1 of 2022/23 and in particular note:

1. The increase in property lets for Quarter 1 2022/23 compared to the same period the previous year;

2. That of the 49 communities in West Lothian, 15 had had no properties available for let throughout Quarter 1 of 2021/22; and
3. That 57% of lets throughout the quarter had been allocated to people who were homeless.

Decision

To note the terms of the report.

5 2021/22 ANNUAL RETURN ON THE CHARTER

The panel considered a report (copies of which had been circulated) by the Head of Housing, Customer and Building Services advising members of the service's performance against the Annual Return on the Charter and of the intent to seek approval of Council Executive of the Annual Assurance Statement following the recent submission of the ARC to the Scottish Housing Regulator on 31 May 2022.

It was recommended that the panel note the content of the 2021/22 Annual Return on the Charter, the commentary and improvement actions identified during our data verification and benchmarking. Also to note the service intention to proceed to the Council Executive for approval/signature to our Annual Assurance Statement for submission to the Scottish Housing Regulator by 31 October.

Decision

1. To note the terms of the report.
2. To agree that the report be presented to a future meeting of Council Executive for approval.

6 PERFORMANCE REPORTING

The panel considered a report (copies of which had been circulated) by the Head of Housing, Customer and Building Services inviting members to note the current performance on Housing, Customer and Building Services key performance indicators and determine if further action or enquiry was necessary.

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 was necessary.

Decision

To note the terms of the report.

7 HOUSING RENT CONSULTATION 2023/24 TO 2027/28

The panel considered a report (copies of which had been circulated) by the Head of Housing, Customer and Building Services advising members of the proposed future rent charge consultation process for the period 2023/24 to 2027/28 and the range of tenancy support services and potential capital investment that could be funded by each rent increase option.

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

1. The intention to consult with tenants and persons on the Common Housing Register on the rent strategy options for the period 2023/24 to 2027/28;
2. The range of tenancy support services and potential capital investment required to meet legislative, compliance and quality standards on existing housing stock and surrounding estates;
3. The rent charge increase options which were proposed to be set out in the consultation;
4. The scale of capital investment that could be funded by each of the rent charge increase options; and;
5. The proposed consultation plan and indicative timeline for approval of the rent strategy, Housing Revenue Account budget and Housing Capital Investment Programme for the period 2023/24 to 2027/28.

Decision

1. To note the terms of the report.
2. To agree that the report be presented to a future meeting of Council Executive for approval.

8 WORKPLAN

A workplan had been circulated for information.

Decision

To note the workplan.

DATA LABEL: PUBLIC



SERVICES FOR THE HOUSING SERVICES, DEVELOPMENT AND SCRUTINY PANEL

TENANT AND CUSTOMER PARTICIPATION STRATEGY 2022-2027

REPORT BY INTERIM HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

To present a Tenant and Customer Participation Strategy for the period 2022 - 2027.

B. RECOMMENDATION

It is recommended that the Panel notes and provides comment on the terms of the Tenant and Customer Participation Strategy 2022 - 2027;

C. SUMMARY OF IMPLICATIONS

I Council Values	Focussing on our customers' needs; Being honest, open and accountable; Making best use of our resources; Providing equality of opportunities and working in partnership.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	Local authority development of a Tenant and Customer Participation Strategy is required by the Housing (Scotland) Act 2001 and 2010.
III Implications for Scheme of Delegations to Officers	None.
IV Impact on performance and performance Indicators	There is no direct impact; however, tenant and customer participation supports tenant scrutiny of service performance.
V Relevance to Single Outcome Agreement	None.
VI Resources - (Financial, Staffing and Property)	None.
VII Consideration at PDSP	Not applicable.
VIII Other consultations	Tenants Panel and the wider tenant community.

D. TERMS OF REPORT

D.1 Background

The Housing (Scotland) Acts 2001 and 2010 give tenants legal rights concerning participation and places a duty on Local Authorities and Registered Social Landlords (RSLs) to consult with tenants on various housing issues.

Tenant participation is about West Lothian Council communicating, consulting and, most importantly, taking on board the views and opinions of council tenants and using these to influence decisions that shape services. The Tenant and Customer Participation Strategy 2022 – 2027 (the Strategy) is reviewed every five years and sets out how we will consult on issues such as:

- housing policy (changes to policies and procedures), for example, rent and allocation of council housing;
- housing conditions, for example, repairs, energy efficiency, and the capital programme works; and
- other related services, for example, anti-social behaviour and environmental issues.

A key change in the Strategy relates to how tenant participation will aim to engage tenants via digital platforms. The Strategy will also focus on supporting existing engagement methods while opening new opportunities to increase the volume and diversity of tenant participation.

The Strategy has been developed following consultation with tenants and identifies the different ways tenants can be involved and play an active role in improving services provided by Housing, Customer and Building Services and their partners. Tenant scrutiny is vital to the effective development of services and the council benefits hugely by listening to the ideas and opinions of tenants who use our services. The Strategy is supported by six priorities and an action plan that has been agreed upon in conjunction with tenant representatives.

Strategy Consultation

D.2 Consultation on the Strategy took place over two months with

the following key groups :

- Tenant Members
- Wider tenant community through social media

New 'look and feel' with a written strategy with a supporting short

Strategy Priorities

The following priorities have been developed to support the delivery of the Strategy:-

1. Develop and strengthen the range of opportunities to participate that are available to all West Lothian Council Tenants.
2. Improve the communication and promotion of the range of participation opportunities available to all West Lothian Council tenants.
3. Develop a programme of training, support and capacity for involved tenants.
4. Increase the number of tenants participating to ensure our services are

D.3

- genuinely tenant-led.
- 5. Develop and grow specific participation of young people.
- 6. Move towards a culture of participation across the organisation

The Strategy outlines the positive steps to be taken towards developing tenant participation further within West Lothian over the next five years. The Strategy will clarify the roles tenants can take and introduce innovative ways tenants and their representatives can be involved in the service.

E. Conclusion

The Strategy will provide tenants and customers with a positive participation culture which will help support and build upon our tenants' digital capacity and skills for a world that is moving digital by default..

F BACKGROUND PAPERS

Tenant Participation Strategy 2017 – 2021

Housing (Scotland) Act 2001 and
Housing (Scotland) Act 2010

Appendices / Attachments: 1

Appendix 1 [Tenant and Customer Participation Strategy 2022-2027](#)

Contact Person: Jodie Fullerton
Service Development Officer (Customers and Communication)
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Julie Whitelaw
Interim Head of Housing, Customer and Building Services

15 November 2022

Tenant & Customer Participation



Strategy 2022 – 2027

Tenant & Customer Participation Strategy 2022–2027

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Introduction

West Lothian Council aims to provide the best possible service to our housing tenants.

We recognise that participation and local accountability, along with the feedback we receive from all our stakeholders, are essential tools for assessing how we operate, deliver change and adapt to ensure services are provided to everyone residing within the communities we serve. The tenant and customer participation and strategy sets out what the council plans to do, in cooperation with council tenants and service users, working together towards a common aim of better housing and housing-related services.

We wish to encourage people to become involved in the activities of West Lothian Tenant Participation in a way that suits them. We recognise that some tenants are involved through their local community or digitally; however, we aim to ensure that everyone has the opportunity to have their say in the delivery and development of our services.

The council encourages and supports tenant participation over the next five years.

West Lothian is recognised as being one of the leading councils in Tenant Participation (TP).

Tenants have worked in partnership with staff to produce this strategy, which we hope will

encourage you to take part. There is a variety of ways in which you can get involved. Please join us and find a way to participate, that suits you. Taking part will give you the opportunity to influence change by being involved in decision making. You will gain a good understanding of the services being delivered.

You will be proud that you have been involved in making changes and improvements for both yourself and others. We can all make a difference by having a strong voice.



**A message from
George Paul, Executive
councillor for Housing
Services and tenants
panel chair.**

I fully support this strategy, which emphasises the strength of the council's commitment to improving and encouraging effective tenant participation throughout West Lothian. Much has been achieved, and tenants make positive differences in our services every year. We hope to continue building on what has already been achieved. We will continue to provide opportunities for tenants to be involved

and influence decisions at the highest possible level concerning the development of housing services.



Rights and Duties

All landlords have a legal duty to involve tenants and service users. The Housing (Scotland) Act 2001 introduced the first legal framework for tenant participation by giving tenants the right to participate and be consulted. The Act also put new duties on all Local Authorities and Registered Social Landlords (RSLs) in Scotland.

Your Rights

- To form registered tenant groups and apply for funding;
- Access information about housing policies and related services;
- Be consulted on issues that affect your homes;
- Participate in the decision that affects the services you receive and have enough time to consider draft proposals and put forward views.

Landlord Duties

- Develop a Tenant and Customer Participation Strategy in consultation with tenants and service users, ensuring that it complies with equal opportunity requirements;
- Put the Tenant and Customer Participation Strategy into practice and measure performance against the agreed action plan;
- Provide resources and support to make sure tenant participation is effective;
- Regularly review how well tenant participation is working;
- Set up arrangements for registering tenants groups;
- Consult individual tenants' and residents' groups before making any decision that would change any of the following;
 - How do we manage our housing properties.
 - The standard of service we provide.
 - Any proposals to sell, transfer or demolish our housing.
- Take on board tenants' views before decisions are taken on any housing policy and procedures.

The Housing (Scotland) Act 2010 further strengthened landlord duties around tenant engagement through the establishment of the Scottish Housing Regulator and the Introduction of the Scottish Social Housing Charter.

The Scottish Housing Regulator (SHR) is an independent regulator directly accountable to the Scottish Parliament. Its statutory objective is to safeguard and promote the interests of current and future tenants, homeless people and others who use the services provided by social landlords. The Regulator assesses and reports how social landlords perform their housing services through the Scottish Social Housing Charter (SSHC). The Charter sets out the standards and outcomes that all social landlords should aim to achieve when performing their housing activities.

Each year all Landlords must publish their performance against the Scottish Social Housing Charter, and they must demonstrate how tenants have been involved in the assessment process. Tenant Scrutiny is the main driver for tenant involvement in monitoring performance.

Tenant Scrutiny

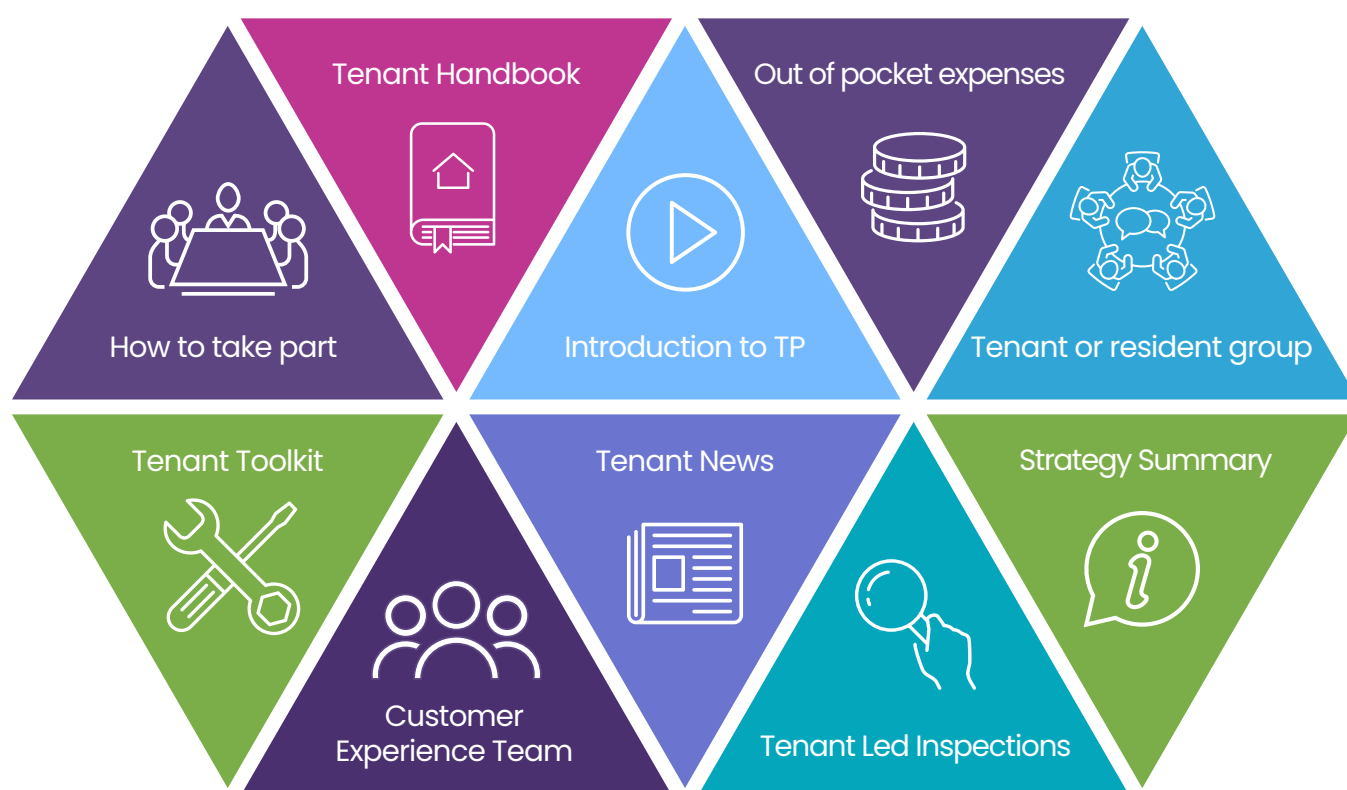
Tenant Scrutiny is about encouraging tenants and other customers actively involved in the Landlord's selfassessment process. It allows tenants and other customers to independently review how services are being delivered, identify what works well and recommend what could be improved.

Including All Our Customers

West Lothian Council recognises that while our statutory duty is to provide participation opportunities to social rented tenants, we are committed to ensuring participation opportunities are available to all our customers. For this document where the phrase "tenant participation" or "tenants" is used, this will include council tenants, residents, customers and service users where appropriate.

We provide the tools to take part...

This toolkit has been created to help you fully understand the fantastic work you can take part in if you become involved in tenant participation and provides you access to a summary of this strategy.



Please select the tool you would like to access.
Paper copies can be provided upon request.

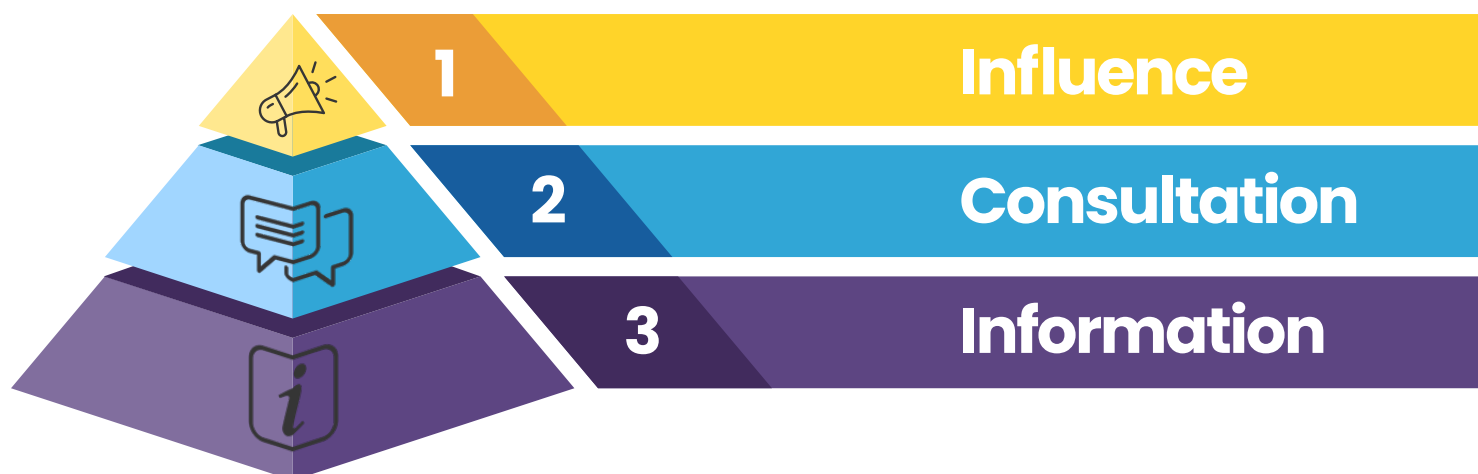
Email **TP@westlothian.gov.uk** or call **01506 280000**.

What is Tenant Participation?

Participation describes all the different ways the tenants can influence and shape housing and related services their Landlord provides.

Tenant Participation is about West Lothian Council communicating, consulting and most importantly taking onboard the views and opinions of tenants and using these to influence decisions that shape services.

Participation opportunities can be grouped using a model often referred to as a Participation Pyramid:



At the top of the pyramid sits influence – here is where customers take part in the decision making processes and influence housing policies and services. This level is a two-way process, with customers and staff working together to improve the standard of housing conditions and services.

In the middle of the pyramid sits consultation – consultation allows our tenants to tell us what they think about our ideas for our services, allowing us to shape these in response to feedback, comments and suggestions.

At the bottom of the pyramid sits information – keeping our tenants informed about our services is very important. Still, it is a one-way process and does not demonstrate effective participation.

We want to ensure that our tenants can participate at a level that suits them. We recognise that access to relevant and current information made available in a range of formats and places for many of our tenants will be enough to support them to enjoy their homes and the other services we provide. However, this strategy also sets out how we will help individuals take a more active role in influencing and shaping our services.

The Benefits of Tenant Participation

The benefits of effective participation for tenants, staff and West Lothian Council have been widely established and documented. Our commitment to participation recognises these benefits, and this strategy reflects how we will go about developing and strengthening these. These benefits include:



Building On Success – Our Achievements & Successes



We were the first landlord in Scotland to introduce Tenant Led Inspections.

We developed the Street Environmental Project (now known as West Lothian Community Choices) and continue to work in partnership with the Capital Programme Working Group.



Development of the Tenant Participation Facebook group, run by tenants and staff for West Lothian Council tenants, currently with 360 members.

Tenants' Panel winner of the Tenant Information Services 'Most Inspiring Scrutiny Group'

Winner of the Tenant Information Service 'Tenant Participation Excellence Award'

One of our Tenant Panel representatives won the Frances Nelson Excellence Award presented by the Tenants Information Service.



Involvement of tenants at local, regional and national levels including working with Scottish Government and the Scottish Housing Charter.

Engagement Opportunities

This strategy builds on a strong foundation of engagement activities and reflects our commitment to continued development and improvement. Some of our activities are detailed below. This is not exhaustive but demonstrates the range of engagement opportunities grouped by participation 'type':



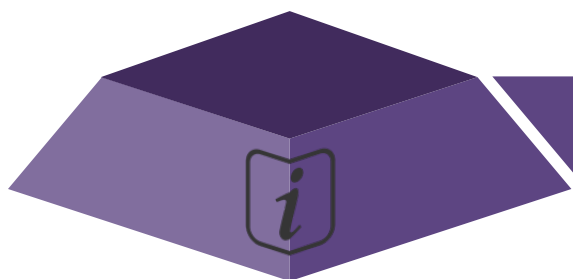
Influence

- Tenant Led Inspections
- Tenants Panels
- Tenants Groups
- Scrutiny Panel



Consultation

- Regular Surveys
- Questionnaires
- Annual Rent Setting
- Focus Groups and Discussions



information

- Tenant News
- Website
- Social Media
- Staff – information and responding to queries

Our Priorities

1

Develop and strengthen the range of opportunities to participate that are available to all West Lothian tenants.

Recognising that not everyone wants to get involved in the same way or to the same extent, we will look to build on our previous successes and continue to make available a wide range of methods to be involved within Tenant Participation; allowing tenants to be involved in a way, and at a level that suits them.

Action	Description
1	Develop a register of interested tenants to include information about their preferred method and level of involvement. This register will regularly be fed into the Tenant Participation Development Working Group (TPDWG).
2	Utilise the services of the Housing, Customer, and Building Services Customer Experience team to obtain feedback from tenants and coordinate all surveys to avoid duplication and survey fatigue.
3	Develop a digital network of tenants using appropriate technology and digital communication tools.
4	Develop a tenant digital engagement guidance to support virtual attendance at events, meetings, and other sessions.
5	Involve tenants in the planning of tenant events.
6	Introduce 'drop-in' sessions. Face-to-Face at locations across West Lothian as well as online.

2

Improve the communication and promotion of participation opportunities available to West Lothian Council tenants

The development of this strategy demonstrated that while we have worked hard to develop a range of participation opportunities, not all tenants know that these exist or how they might get involved with them.

Action	Description
7	Promote all available opportunities via printed and digital mediums.
8	Support tenant involvement in the selection of content for the Newsletter.
9	Develop and strengthen the use of social media to promote events.
10	Develop tenant participation logo and theme for the use of all promotional material and events.
11	Publish a calendar of planned participation events and consultation exercises each year.
12	Work with the HCBS communication champions to develop communication structures and tools so that all staff are well placed to provide information about opportunities to participate.

Our Priorities

3

Develop a programme of training, support & capacity for involved tenants

While our tenants might be happy to complete a survey or give feedback to staff, we recognise that getting involved in structured activities, such as our Tenant's Panel, can be challenging for some tenants who might be concerned that they don't have the confidence to take part.

Digital Capacity Building

The pandemic has changed how people interact with each other. Tenant Participation quickly recognised

the increased value of digital communication tools to keep people connected during times of social distancing. However, while we recognise that digital connectivity can be instrumental in overcoming some of the barriers residents face, the growing use of digital technology mustn't create more barriers by preventing those without the technology, connectivity, or digital confidence from accessing participation opportunities. The tenant participation meetings will be held either digitally or face to face.

Action	Description
13	Work with the Tenant members to identify training priorities and create a skill building menu.
14	Identify specific training and support needs of ALL tenants wishing to be involved.
15	Signpost tenant groups and individuals to available resources/schemes that support digital devices and equipment access.
16	Identify available digital training and support for tenants and staff.
17	Identify Best Practices and innovation used elsewhere via continued peer networking and attendance at seminars and events.

4

Increase the number of tenants who participate to ensure our services are genuinely tenant-led.

Our participation activities have grown in their variety and effectiveness over recent years. As we continue to build on these successes, we hope to increase the number of tenants who get involved and look to influence our services.

Action	Description
18	Deliver several tenant participation enrolment campaigns throughout the year.
19	Promote the benefits of getting involved at all levels and highlight the training and support that can be made available.
20	Review and develop appropriate incentives to increase tenant participation.
21	Work to tackle identified barriers of involvement to increase traditionally hard-to-reach groups.
22	Provide training and support to tenants, and identify external programmes that they might be able to access to support their wider interests/needs.

Our Priorities

5

Develop and grow the specific participation of young people.

We are keen to develop and grow the participation of young people. We have developed several actions aimed at increasing the opportunities that we provide young people not only to influence and shape our services but so that they might gain valuable training and skills.

Action	Description
23	Work with the Tenant members to identify training priorities and create a skill building menu.
24	Undertake an audit of the training and support needs of Young People to facilitate involvement.
25	The review of participation incentives (action 22) should include tailored incentives to increase the involvement of Young People.
26	Create, develop and implement a Young Persons Focus Group which will feed into Tenants Panel.

6

Move towards a culture of participation across West Lothian Council.

To be effective, participation should be at the heart of everything we do as an organisation, with all staff and Senior Management being clear about why, when, and how Tenant participation should be supported.

Action	Description
27	Introduce a mandatory e-learning module for Housing, Customer, and Building Services Staff with annual refresher training.
28	Promote the benefits of getting involved at all levels and highlight the training and support that can be made Work with our communication champions for each service area to ensure effective communication and coordination of planned events.
29	Work with housing operational staff to assist in the promotion of Tenant Participation.

Monitoring and Evaluation

The Tenant Participation Developing Working Group (TPDWG) will oversee the delivery of the action plan.

The group will meet every 4 weeks and will be responsible for assigning tasks, monitoring progress, identifying problems as they arise, and making adjustments where required.

An annual report of progress including any proposed changes in response to the evaluation process will be prepared and shared with the Senior Management Team, tenants and staff.

Working with our Customers

The Customer Experience team will partner with the Tenant Participation team to achieve the actions within this strategy.

Working in partnership will provide a positive customer experience that reflects good customer service interactions. We want to ensure that customers and tenants are at the heart of what we do. To truly know what type of experience our customers and tenants have, we need to measure the experience. We will do this by:

- Capturing customer satisfaction levels through various forms of engagement.
- Using consistent methods to measure satisfaction.
- Encourage open and honest discussion.
- Assessing the ease of effort to access services.

The tenant's panel will monitor the progress of the Customer Experience team through quarterly reports.

Equal Opportunities

- We value involvement that reflects the whole of our tenant population.
- We are committed to treating people respectfully, fairly and equally, tackling discrimination and harassment and ensuring our services are accessible irrespective of race, religious belief, disability, gender, sex, age or sexual orientation.
- We will ensure all groups and individuals have equal access and opportunity to engage in activities.
- We require all individuals involved with tenant participation to act to promote equality and welcome participation from all of our community.
- We aim to ensure that our involvement opportunities are accessible, that our written material is clear and easy to understand, available in other languages and formats and that we do not present any other barriers of involvement.
- We will provide information for tenants in other languages and formats such as audio or large print where tenants need it.
- We will provide information in ways that are easy to understand for tenants with limited or no reading skills where tenants need it.
- We will ensure that all of our groups recognise the importance of equal opportunities and seek to involve all those who are eligible to join them.

Taking part

We would love to hear
your feedback on our
strategy.

Please click [HERE](#) to
complete our survey



This strategy is available on request as a paper copy, including in large print and easy read, in braille, and BSL DVD.

Please contact the customer service centre on **01506 280000** to make this request or alternatively email **TP@westlothian.gov.uk**



DATA LABEL: PUBLIC



HOUSING SERVICES POLICY DEVELOPMENT AND SCRUTINY PANEL

PRIVATE LANDLORD REGISTRATION ENFORCEMENT - IMPLEMENTATION OF THIRD-PARTY REPORTING TO THE FIRST TIER TRIBUNAL (HOUSING AND PROPERTY CHAMBER)

REPORT BY INTERIM HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

This report presents proposed enhanced enforcement process for raising proceedings at the First Tier Tribunal (Housing and Property Chamber).

B. RECOMMENDATION

It is recommended that the Panel consider and provide comments upon the enhanced enforcement process proposals.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; working in partnership.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	The Anti-Social Behaviour etc. (Scotland) Act 2004 placed a duty on local authorities to maintain a public register of private landlords.
III Implications for Scheme of Delegations to Officers	An addition will be made to the Scheme of Delegation to reflect the exercise of the power and use of the procedure.
IV Impact on performance and performance Indicators	None.
V Relevance to Single Outcome Agreement	None.
VI Resources - (Financial, Staffing and Property)	None.
VII Consideration at PDSP	N/A
VIII Other consultations	

Legal Services; Environment
Health; Housing Need Service,
Police Scotland.

D. Terms of the Report

D.1 Background

The primary aim of Landlord Registration is to make sure that all private landlords and agents are *'fit and proper'* to let residential property. This requirement enables councils to act on disreputable landlords, ensure landlords comply with their legal obligations, and, if required, remove landlords from the register where these conditions are not met.

The Council implements enforcement policies and procedures to ensure that landlords who fail to comply with the legislation and regulations can be dealt with appropriately. These procedures also ensure that the Council is compliant with the legal requirements of Landlord Registration as set out within the *Anti-Social Behaviour etc. (Scotland) Act 2004* (the 2004 Act).

A recurring issue for the Council is that some Landlords are not fully aware of their responsibilities under the legislation. This results in properties failing to meet the Repairing Standard, or a poor standard of property management. The Repairing Standard, contained within *Chapter 4 of the Housing (Scotland) Act 2006*, covers the legal and contractual obligations of private landlords in ensuring that a property meets the minimum physical standard. This impacts the Council through increased complaints traffic, requests for advice and assistance and in Homeless Application requests.

D.2 Current Position and Enforcement Process

When a concern is received in relation to a private rented property failing to meet the Repairing Standard, the matter is investigated by the Technical Officer with the Landlord Registration team.

The tenant is required to provide evidence that they have notified the landlord of the repairs and to provide photographic evidence of the repair(s). Once the evidence has been received, a decision will be made if an inspection of the property is required. If the concern relates to dampness and mold, an inspection will always be carried out.

The focus throughout the investigation is on providing advice to both the tenant and Landlord from point of contact until the Repairing Standard is met. Should a Landlord fail to bring the property up to the standard within the agreed timescale, a meeting is set with the landlord and the Landlord Registration Team. If a resolution is not then achieved, consideration would be given to referring the Landlord to the Licensing Committee.

In the period 2021/22 there was a total of 70 complaints received regarding repairing standards. 68 of these were completed without the need for further enforcement action. The remaining cases required further action to be taken due to non-compliance from the landlord. This can lead to the tenant of the property living in unsuitable conditions until the issues are resolved.

Under the 2004 Act, the Licensing Committee only has the powers to refuse an application or to remove a landlord from the register which prevents the landlord from operating all their properties within the council area. A landlord may have more than

one property, where only one may not meet the Repairing Standard. Should the Licensing Committee refuse or revoke an application, all tenants within the Landlords portfolio would be made homeless. This applies additional pressure to the homeless service as the tenants would require to find alternative accommodation.

D.3 Proposed Enhanced Enforcement process

A 3-stage process is proposed, which would give a landlord a total of 20 days to make contact/engage with the Council. The process will ensure there is a consistent approach for dealing with all cases. The process is as follows;

The landlord will be contacted in writing outlining the Technical Officers findings and advise of the works required to bring the property back up to the Repairing Standard. 10 working days will be given for a response to be received. If there is no contact or response received from the landlord within the timescale, the case will move to stage two and a further letter will be issued giving a further 5 working days for a response to be received. Should the landlord fail to contact the Council, the case will move to stage 3, a further letter will be issued requesting the landlord to attend a meeting with the Council to discuss the case, a final 5 working days will be given for the landlord to respond/make contact.

It is proposed that once the enforcement process has been exhausted, if a landlord still fails to make required repairs to meet the Repairing Standard, the case will be considered for submission as a Third-Party Application to the First Tier Tribunal (Housing and Property) Chamber under Rule 48 of the Act.

The Landlord Registration Team would then submit that application as a Third Party, clarifying the position of the tenant as an Interested Person, or Participating Party. It is noted that the tenant also has the right under the 2006 Act to submit an application to the First Tier Tribunal, however, many chose not to do so due to fear of repercussions from their landlord.

D.4 Tribunal Process

The Repairing Standard, contained within Chapter 4 of the Housing (Scotland) Act 2006, covers the legal and contractual obligations of private landlords in ensuring that a property meets the minimum physical standard. Should a landlord fail to meet this standard, tenants have the right to refer the matter onto the First Tier Tribunal (Housing and Property) Chamber.

Local Authorities can also act as a Third Party under Section 22(1A) of the Housing (Scotland) Act 2006, as amended by the Housing (Scotland) Act 2014, if it is believed that a landlord has failed to comply with Section 14(1) of the Housing (Scotland) Act 2006 to meet the Repairing Standard. As a Third Party, Local Authorities would apply to the First-Tier Tribunal (Housing and Property Chamber) under Rule 48.

The tenant of the property may choose to act as a Participating Party to the proceedings, or be treated as an Interested Person and this will be cited on the application made by the Local Authority. As a Participating Party, the tenant can submit evidence to the Tribunal. As an Interested Person, the tenant would not be required to supply evidence but could attend the Hearing.

Once an application is submitted and the President of the Tribunal is satisfied that the application should be referred to the Tribunal, the landlord has the opportunity to be represented by a solicitor in proceedings before the Tribunal and can contest the application before a hearing date is set.

Applications will not be withdrawn if a tenant chooses to terminate their tenancy prior to the hearing. The decision to abandon or proceed lies with the Tribunal.

D.5 Repairing Standard Enforcement Order (RSEO)

A Repairing Standard Enforcement Order (RSEO) is an order from the First Tier Tribunal (Housing & Property Chamber) following an inspection and hearing. The Tribunal will specify a period (a minimum of 21 days) in which the required work must be carried out. The RSEO may specify what particular steps the Tribunal requires the landlord to take, or the Tribunal may allow the landlord to decide how to carry out the repairs.

If an RSEO is issued, it is registered against the Title of the house. This is only removed on completion of the works, as confirmed by the Tribunal. If the landlord fails to complete the required works, a notice is served to the Local Authority.

It is a criminal offence under Section 28(5) of the Housing (Scotland) Act 2006 if the landlord enters into a new tenancy or occupancy arrangement in relation to a property at any time during which an RSEO has effect on the property. It is also a criminal offence for the landlord to not comply with the RSEO.

D.6 Rent Relief Order (RRO)

If a landlord fails to comply with An RSEO, the Tribunal will then decide if a Rent Relief Order (RRO) should be applied. This is an order which reduces any rent payable under the tenancy by whatever amount the Tribunal decide, up to a maximum of 90%.

An RRO comes into effect 28 days after the last date on which the decision to make the order may be appealed and cannot be backdated. If works are completed after an RRO is made or the Tribunal decide that rent relief is no longer appropriate, then the RRO will be revoked.

Once revoked the tenant will not be asked to repay the reduction in rent applied by the RRO. The tenant will only have to resume paying full rent 28 days after the last date on which the decision to revoke the RRO may be appealed.

D.7 Key Considerations

Implementing the proposal has benefits in terms of improving performance and compliance in our Private Rented Sector. However, it is recognised that the implementation is not without challenges and joint working with other council services. This will include partnership working with Environmental Health and Legal services.

Tenants- The proposal intends to put procedures in place which will increase the early intervention measures which are currently in place to ensure tenants are living in suitable properties. As there is currently no enhanced enforcement, if a Landlord fails to engage with the Technical Officer, or to rectify the identified repairs, the tenant is faced with continued residence in a property that does not meet the legal standard.

Adopting a process to enable for Third Party applications to be made would most likely increase compliance with the Repairing Standard and would provide legal recourse should the Landlord fail to comply. Legal action could then be taken given that failure to comply with Tribunal Orders is a criminal offence.

Private Rented Sector- Implementing this process is to ensure that the private rented sector within West Lothian is legally compliant.

Since the implementation of the current enforcement process, the Landlord Registration team have successfully taken three cases to the Licensing Committee and had the three landlords removed from the register. However, not all cases of non-compliance meet the requirements for a report to go to the Licensing Committee. Thus, having a process in place to submit Third Party applications would allow the landlord to be given a further opportunity to rectify the issues and, as this is a legal process, it is more likely to ensure further compliance. Additionally, this will ensure that West Lothian Council has a robust process for managing failure to comply with clear steps to be taken.

E CONCLUSION

Implementing the use of Third-Party applications would strengthen the enforcement tools available to the Council when dealing with matters in relation to the landlord's Repairing Standard.

It would enhance engagement within the private rented sector and ensure compliance with legislation.

F. BACKGROUND REFERENCES

- Anti-Social Behaviour etc. (Scotland) Act 2004- [Antisocial Behaviour etc. \(Scotland\) Act 2004 \(legislation.gov.uk\)](#)
- Housing (Scotland) Act 2006- [Housing \(Scotland\) Act 2006 \(legislation.gov.uk\)](#)
- [The First-tier Tribunal for Scotland Housing and Property Chamber - mygov.scot](#)

Appendices/Attachments: 0

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Julie Whitelaw

Interim Head of Housing, Customer & Building Services

Date of Meeting: 15th November 2022

DATA LABEL: PUBLIC



HOUSING SERVICES POLICY DEVELOPMENT AND SCRUTINY PANEL

INTRODUCTION OF A PRIVATE LANDLORD ACCREDITATION SCHEME

REPORT BY INTERIM HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

The report presents a draft Private Landlord Accreditation Scheme which is intended to support an increase in engagement from private sector landlords and to promote landlords who take a responsible approach to letting their properties.

B. RECOMMENDATION

It is recommended that the Panel note and provide comment on the draft Private Landlord Accreditation Scheme.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; working in partnership.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	The Anti-Social Behaviour etc. (Scotland) Act 2004 placed a duty on local authorities to maintain a public register of private landlords.
III Implications for Scheme of Delegations to Officers	An addition will be made to the Scheme of Delegation to reflect the exercise of the power and use of the procedure.
IV Impact on performance and performance Indicators	None.
V Relevance to Single Outcome Agreement	None.

VI	Resources - (Financial, Staffing and Property)	None.
VII	Consideration at PDSP	N/A
VIII	Other consultations	Housing Needs Service

D. Terms of the Report

D.1 Background

The Scottish Government and Communities Scotland recognise Landlord Accreditation Schemes as an effective way of raising the standards within and recognising good practice for private rented housing. It is proposed that the Council introduces a Private Landlord Accreditation Scheme which would require accredited landlords and letting agents to comply with a voluntary Code of Standards relating to the management and physical condition of their property.

D.2 West Lothian Private Landlord Accreditation Scheme

The draft West Lothian Private Landlord Accreditation Scheme would give recognition to landlords who are complying with their legal requirements and the Council's Landlord Accreditation Scheme Code of Standards (the Code of Standards), as set out in Appendix 1. Acceptance as an accredited landlord would rely on self-certification by the landlord or letting agent, confirming that their property and management practice meet the Code of Standards. Random property and tenant inspections will be carried out by the Council's Landlord Registration Team, to ensure these standards are being maintained.

Landlords have a legal duty to ensure that their properties meet the Repairing and Tolerable Standard under the Housing (Scotland) Act 2006. The Code of Standards would be a voluntary code which the landlord agrees to adhere to, which would enhance the basic standards required by the legislation. The Code of Standards will be largely based on the National Core Standard and Good Practice Guidance for Private Landlords and Local Accreditation Schemes by Communities Scotland- these were designed to assist Local Authorities in the development of voluntary Landlord Accreditation Schemes.

The introduction of a Landlord Accreditation scheme would support frameworks to ensure that we encourage a thriving and compliant private housing sector in West Lothian. The service regularly holds forums to ensure that landlords are up to date with any legislative changes. Through these forums, landlords have expressed that they feel there is little recognition for the landlords who meet their legal requirements. The accreditation scheme would, therefore, promote best practice within the sector and provide recognition to those meeting the legal requirements.

Accredited landlords would have the option to give their consent for the Council's Housing Option service to advertise their empty properties to customers who present as homeless. The list of empty properties would be maintained by the Council and therefore poses no additional burden on landlords.

Whilst there will be stipulations imposed on the landlords (such as attending at least one training event per year) and maintaining their standard of property, the Landlord Accreditation Scheme will be operated and managed internally, by the Landlord Registration Team. The costs will wholly be covered by the income from landlord registration fees. Becoming an Accredited Landlord will, therefore, have no cost implication on the landlord.

D.3 Operation of the Landlord Accreditation Scheme

In order to be accepted on to the Landlord Accreditation scheme, landlords and letting agents will be required to apply to the Landlord Accreditation Scheme and submit the required evidence. This application would then be assessed to ensure legal compliance and the property(s) would be inspected by the Technical Officer (Private Rented Sector) to ensure that they were meeting the legal standards. Once the property checks had been undertaken, the landlord/ agent would be advised of the outcome.

Before being approved, a questionnaire will be issued to the landlord's current tenants to allow them to give feedback as to how the landlord manages their property(s) and tenant(s).

If approved, landlords would be issued with a copy of the "Councils Code of Standards to Private Renting" to sign and return. On receipt of this signed document, an "Approved Landlord Accreditation" card would be issued alongside an advisory leaflet detailing the benefits of being an accredited landlord/ agent.

Any Landlord who is not approved for inclusion on the Landlord Accreditation Scheme will be given feedback as to how to meet the Accreditation Standards with an invitation to re-apply once their property meets the required standards.

E. CONCLUSION

The implementation of a Landlord Accreditation Scheme will help increase landlord engagement with the Council and promote landlords who take a responsible approach to letting their properties.

BACKGROUND REFERENCES

- <https://www.landlordaccreditationscotland.com/wp-content/uploads/Scottish-Core-Standards-for-Accredited-Landlords-and-Letting-Agents-2019.pdf>

Appendices/Attachments: 1

Appendix 1- Draft Code of Standards

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Julie Whitelaw

Interim Head of Housing, Customer & Building Services

Date of Meeting: 15th November 2022

WLC Landlord
Accreditation Scheme
Code of Standards
For Private Renting in
West Lothian

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Introduction

West Lothian Council's Landlord Accreditation Scheme has adopted this Code of Standards largely based on the National Core Standards produced in consultation with landlords and consumer groups by Communities Scotland and the Scottish Executive.

The aim of these standards is to assist landlords and letting agents by providing guidelines for good practice and to promote awareness of landlord and tenants' obligations.

The standards reflect a combination of current legislation, good practice and common sense. They are reasonable, realistic and are not designed to be onerous or difficult.

Landlords who already carry out good management practices will find themselves well on the way to achieving the standards set out within this framework.

The standards are organised around 9 categories

1. Communication with the Tenant
2. Equality Issues, Complaints and Disputes
3. Management of the Tenancy
4. Minimum Property Condition
5. Repairing Standard
6. Repairs and Maintenance
7. Facilities and Fittings
8. Energy Efficiency, Insulations and Heating
9. Health, Safety and Home Security Features

For a landlord or letting agent to be accepted onto the accreditation scheme, all the standards must be met and adhered to.

The use of the word 'landlord' throughout this document refers to private landlords and letting agents.

1. COMMUNICATION WITH THE TENANT

- 1.1. The landlord should communicate clearly, promptly and informatively with the tenant on any matter that affects the property, its management and the tenant's safe and peaceful occupation of the accommodation.

2. EQUALITY ISSUES, COMPLAINTS AND DISPUTES

- 2.1. In letting and managing accommodation, a landlord must ensure that no person or group of persons is treated less favourably than any other person or group of persons because of their race, colour, ethnic or national origin, sex, disability or sexual orientation.
- 2.2. A landlord must not unreasonably withhold consent to tenants to adapt rented accommodation to meet the needs of disabled occupants.
- 2.3. The landlord should not discriminate against a tenant or prospective tenant because of their entitlement to Housing or other Benefits and should not advertise vacant properties in a manner that could be described as discriminatory.

Complaints

- 2.4. At the outset of a tenancy, the landlord should advise the tenant in writing of the way or ways that complaints should be registered.
- 2.5. A record should be kept by the landlord of complaints made by the tenant in writing of the way or ways that any complaints should be registered.

Disputes

- 2.6. The landlord should seek to resolve any dispute linked to the tenancy or property involving their tenant, including a dispute with neighbours, promptly and lawfully.

3. MANAGEMENT OF THE TENANCY

'Fit and Proper' to let

- 3.1. The landlord should be registered, along with their rental properties, with the local authorities Private Landlord Registration Scheme. The landlord must include their landlord registration number on all adverts for properties to let (reusable 'To Let' boards are exempt).
- 3.2. The landlord or letting agent should not have a conviction that is relevant to carrying out residential letting.
- 3.3. A landlord letting a property to three or more unrelated individuals should provide evidence of their HMO (House in Multiple Occupation) license.

Pre-Letting Procedures

- 3.4. Permission for the property to be used for letting should be obtained from the mortgage lender, where appropriate.
- 3.5. Landlords should have adequate buildings insurance and must have third party insurance.
- 3.6. Landlords should not let the accommodation where it will result in the property becoming overcrowded and must take reasonable steps to assess this before the tenancy commences. The landlord shall in place ways of monitoring the occupancy of the property.
- 3.7. Prospective tenants should be given clear and accurate details of:
 - The accommodation to let properties
 - The rights and responsibilities of the tenant and landlord

- The rent, service charges, utility and Council Tax liabilities of both parties and any other charge the tenant is responsible for.

- 3.8. No payment must be taken from a prospective tenant to have their name placed on an accommodation list.
- 3.9. The first rent payment must be taken from a prospective tenant to have their name placed on an accommodation list.
- 3.10. Any administration charges to a new tenant must reflect only actual costs incurred.
- 3.11. A landlord shall not make any charge to a tenant in relation to a tenancy agreement being created.

The Tenancy Agreement

- 3.12. From December 2017 the only tenancy type which can be created is a Private Residential Tenancy Agreement.
- 3.13. The Scottish Government provide a Model Tenancy Agreement which includes, a tenancy agreement and all the terms you are required to give a tenant under the legislation.
- 3.14. Landlords can include additional terms within the agreement as long as they are reasonable, fair and lawful terms.

Rent and other Charges

- 3.15. The tenancy agreement should set out:
 - The rent due;
 - The period of payment
 - The method of payment; and

And the responsibility of the tenant for:

- Any service charges;
- Council tax
- Utility costs; and
- Any other charges

Deposit

- 3.16. The landlord can't discriminate against a prospective tenant who intends to obtain a deposit, rent or rent guarantee, from a recognised scheme designed to help low income tenants to gain access to private rented accommodation.
- 3.17. Where a deposit is required, it must be no more than the equivalent of 2 months rent and the tenant should receive a written statement of what the deposit (or guarantee) covers, a statement of what will require to be done, or in place, for the full deposit to be returned at the end of the tenancy.
- 3.18. The tenant should be provided with a receipt for a deposit.
- 3.19. The landlord will pay the deposit into a tenancy deposit scheme with the timescales laid out in the Tenancy Deposit Schemes (Scotland) Regulations 2011. The tenant will be given notification of the scheme their money has been lodged with.
- 3.20. The deposit or part of the deposit, if any, will be refunded to the tenant within the timescales as laid out in the Tenancy Deposit Schemes (Scotland) Regulations 2011.

Inventory

- 3.21. At the start of the tenancy, the tenant should be provided with an inventory. The tenant should be given up to 7 days to check and agree with the inventory.
- 3.22. A revised inventory should be given to the tenant when there is an agreed change to the contents of the original inventory.

- 3.23. At the end of the tenancy, the landlord should check the inventory. The tenant should be invited to attend the inventory check and, if they wish to, arrange a mutually suitable time

4. MINIMUM PROPERTY CONDITION

- 4.1. The tenant's accommodation, or the house in which it is located, must meet the Tolerable Standard outlined within the Housing (Scotland) Act 1987. It must meet each of the following criteria;

- Be structurally stable
- Be substantially free from rising or penetrating damp
- Have satisfactory provision for natural and artificial lighting, for ventilation and heating.
- Have adequate piped supply of wholesome water available within the house.
- Have a sink provided with a satisfactory supply of both hot and cold water within the house.
- Have a water closet available for the exclusive use of the occupants of the house and suitably located within the house.
- Have a fixed bath or shower and a wash-hand basin, each provided with a satisfactory supply of both hot and cold water, suitably located within the house.
- Have an effective system for the drainage and disposal of foul surface water.
- Have satisfactory facilities for the cooking of food within the house.
- Have satisfactory access to all external doors and outbuildings.
- Has satisfactory provision for detecting fires and for given warning in the event of a fire or suspected fire.

- 4.2. The minimum size of properties to be let will be decided on their individual merits.

5. REPAIRING STANDARD

- 5.1. A private rented property must meet the Repairing Standard as follows;

- The house is wind and watertight and in all other respects reasonably fit or human habitation.
- The structure and exterior of the house (including drains, gutters and external pipes) are in a reasonable state of repair and in proper working order.
- The installations in the house for the supply of water, gas and electricity and for sanitation, space heating and heating water are in a reasonable state of repair and in proper working order.
- Any fixtures, fittings and appliances provided by the landlord under the tenancy are in a reasonable state of repair and in proper working order.
- Any furnishing provided by the landlord under the tenancy are capable of being used safely for the purpose for which they are designed.

- 5.2. The landlord must inspect the property before the tenancy starts for the purpose of identifying any work necessary to comply with the Repairing Standard and notify the tenant of any such work.

- 5.3. The landlord shall undertake a risk assessment of each property detailing potential risks, measures to mitigate against risks and any tenant responsibilities to prevent such risks manifesting. The risk assessments shall be available to the tenant at the start of the tenancy.

6. REPAIRS AND MAINTENANCE

- 6.1. Access to the property by the landlord or letting agent (or anyone acting on their behalf) for a repair inspection or for carrying out a repair should be the subject of mutual agreement between the landlord and the tenant.
 - 6.1.1. The tenant must give the landlord reasonable access to the property but failing mutual agreement. Landlords must give 24 hours advance notice in writing of their intention to enter the property – except where an emergency repair is required.
- 6.2. The landlord or letting agent should provide the tenant with a contact name and phone number for emergency and non-urgent repair requests to be made. If appropriate, emergency numbers for tradesmen should be made available to the tenant.
- 6.3. The tenant shall be informed what types of repairs constitute emergencies and that such repairs will be carried out within 24 hours of being reported.
- 6.4. Where the landlord carries out major repairs or improvements to the property during the tenancy that restricts the occupancy of a room(s) or the use of facilities for a period of time, an appropriate rent restriction should be applied for the period of the disruption.

7. FACILITIES AND FITTINGS

- 7.1. Sink, baths, showers, wash hand basins (with hot and cold water) and water closets must:
 - Met the requirements of the Tolerable Standard;
 - Be in good working condition; and
 - Be sufficient for the number of occupants required to use them within the house.
- 7.2. Where cookers are part of the let, they shall be in good working order and sufficient for the number of occupants required to use them.
- 7.3. The landlord or letting agent should ensure that there is adequate space within the property for the storage of refuse.

8. ENERGY EFFICIENCY, INSULATION AND HEATING

- 8.1. The landlord must provide the tenant with an Energy Performance Certificate (EPC) for the property and indicate the energy performance indicator for the building on all adverts.
- 8.2. The property should provide a basic level of thermal insulation and incorporate where necessary and practical, such as measures as draught insulation of doors and windows (or secondary or double glazing), lagging of immersion heaters and hot water pipes and insulation of roof spaces.
- 8.3. The accommodation should be provided with energy efficient hot water supply.

9. HEALTH, SAFETY AND HOME SECURITY

Water

- 9.1. There should be no lead pipes within the property feeding the internal drinking supply.

Gas

- 9.2. The landlord must comply with current Gas Safety (Installation and Use) Regulations (which require Liquid Propane Gas Installation) by:
 - Arranging for annual gas safety checks to be carried out by a Gas Safe registered contractor and a gas safety certificate obtained.

- Ensuring all servicing, repairs and replacements to be carried out by a Gas Safe registered contractor.
- Providing tenants with a copy of the safety certificate
- Retaining records of safety checks for at least two years

- 9.3. The landlord should provide the tenant with clear, written instructions of how to operate the central heating system safely and what action to take with a suspected gas leak or faulty gas appliance.
- 9.4. Where gas, including liquid propane gas, is supplied to the accommodation, the landlord must provide suitably located, carbon monoxide alarm(s).
- 9.5. Before the start of the tenancy, and at regular intervals thereafter, the landlord should test that the carbon monoxide alarm(s) is operating properly.

Electricity

- 9.6. The landlord should ensure that all responsible steps are taken to ensure that all electrical appliances supplied as part of the let are safe to use.
- 9.7. The landlord should arrange for a qualified electrician to carry out
- An annual, portable electrical appliance safety test (PAT)
 - A regular 5-year check of electrical wiring circuits and mains board
- 9.8. In each case, an electrical safety report should be obtained from an approved electrical contractor to ensure equipment or circuits conform to current relevant Electrical Regulations. In the case properties with a HMO license in place, the landlord must comply with all safety certification conditions as stipulated by the relevant local authority HMO Licensing Team.

Furnishing and Furniture Safety

- 9.9. All furnishing and furniture supplied as part of the let must comply with relevant part of the Furniture and Furnishings (Fire) (Safety) Regulations.

Fire Safety

- 9.10. The Landlord shall have ensured that the property has satisfactory equipment for detecting fire and giving warning in the event or suspected fire.
- One smoke alarm installed in the room most frequently used for daytime living purposes (normally the Livingroom/lounge).
 - One smoke alarms in every circulation space on each storey, such as hallways and landings.
 - All smoke and heat alarms to be ceiling mounted and;
 - All smoke and heat alarms to be interlinked.
- 9.11. The landlord should provide the tenant with published guidance on fire safety issues.

Home Security

- 9.12. The accommodation should have secure window locks and secure front and rear access doors (where appropriate) that do not prejudice means from escape in the case of a fire.

Landlord Accreditation Scheme

West Lothian Council Landlord Accreditation Scheme provides a series of training course in partnership with Landlord Accreditation Scheme Scotland to ensure that landlords have the ability to comply with the standards. Landlords do not have to attend a training session prior

to becoming accredited. However, once accredited landlords are quired to attend at lease one Core Standards Training sessions in every year of accreditation.



HOUSING SERVICES POLICY DEVELOPMENT AND SCRUTINY PANEL

PERFORMANCE REPORTING

REPORT BY INTERIM 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 Housing Services 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	None.
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 – Q2 2022/23

Overseeing and challenging council performance is contained within the remit of every Policy Development and Scrutiny Panel (PDSP). Scrutiny of performance by elected members in PDSPs forms a key part of the council's wider scrutiny and public performance reporting arrangements.

To support this, each PDSP is allocated areas of the Corporate Plan, strategic priorities and key council performance, relevant to the focus areas of the Panel, and receives quarterly and annual performance reports.

The relevant performance report for this PDSP is included within Appendix 1. Of the 10 performance indicators, 3 are categorised as green, 1 is amber and 6 are 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 below:

- **P:HQSHOM004_9a Quarterly spend on additional homeless service costs**
Q2 2022/23 costs increased to £669,246.86 which is council tax bill £290,315.49, voids £118,841.08, furniture Storage £40,175.62, property £163,661.19 and transport costs £41,592.76.
The Q2 22/23 spend charged to the ledger for Hotel accommodation was £961,321.28 and is reported in a separate performance indicator. This quarter includes the council tax bill and shows a large increase in property storage costs as the result of increasing demand for storage facilities and increasing time in temporary accommodation. The Housing Need service will be undertaking an improvement programme in 2022/23-2023/24 and one area will be reviewing the furniture process to ensure efficiencies are made. work remains ongoing to reduce homeless demand and improve homeless throughput.
- **P:HQSHOM2097_9b The percentage of Homeless Applications Assessed within 28 days**
Performance has increased slightly this quarter however work is still continuing in reviewing processes across the service. Resourcing has increased significantly and it is hoped that a targeted approach to performance will improve performance.
- **P:HQSLETS001m_9b Average length of time taken to re-let mainstream properties**
Reasons are attributed to factors associated with the overall number of lets in the period, deployment of resources, restrictions in how the service was operating due to the pandemic and the time applicants took in considering offers of housing. Building Services resource prioritisation continues to have houses repaired to lettable standard and the service monitors weekly void performance. During September resources were diverted to temporary tenancies void turnover to alleviate B&B and hotel usage.
- **P:HQSCOM008q_6b HCBS - Total number of complaints received by Housing, Customer and Building Services**
Q2 2022/23- 382 Complaints were received within this quarter. Although the number of complaints will fluctuate quarter to quarter this can be impacted by seasonal factors. Generally, the highest complaint generators are Building Services, Housing Needs and Housing Operations. Customer and Communities and Customer Service Centre receive a lower level of complaints. The service is

currently reviewing complaint improvement actions to try and reduce the likelihood of recurrent complaints.

- **P:HQSSAT2006_6a Housing Options Survey - rate the overall quality of the service**

Performance reduced from 57.15% to 54.6%, based on 22 responses. The number of responses increased by 1 from the previous quarter. The current customer questionnaire is being reviewed to ensure that it reflects the current service provision, including reintroduction of the drop in service and to meet the CSE/CSS standard questions. In addition, equalities questions will be included to ensure we are targeting applicants from across all sectors within our communities. The review will also see consider how we can increase survey response rates

- **P:HSD311_9b Cumulative Number of New Build Council Houses Completed**

During Quarter 2, there were an additional 24 council new build handovers across two sites - Mossend (10) and Wellhead Farm (14), bringing the total for the year to 51. The target for 2022/23 completions is set at 197 units.

E. CONCLUSION

The performance information provides the Panel with a summary and status of the performance indicators which are the responsibility of this PDSP and actions being taken to address where current performance is below target.

F. BACKGROUND REFERENCES

None.

Appendices/Attachments: 1: HCBS Performance Q2 Report Appendix

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JULIE WHITELAW, INTERIM HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

Date of Meeting: 15 November 2022

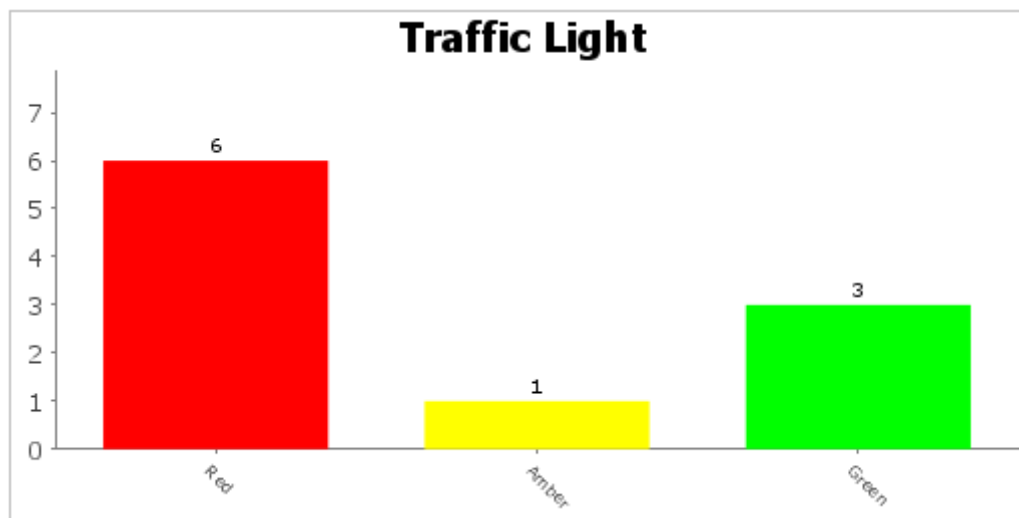
HCBS PDSP Report

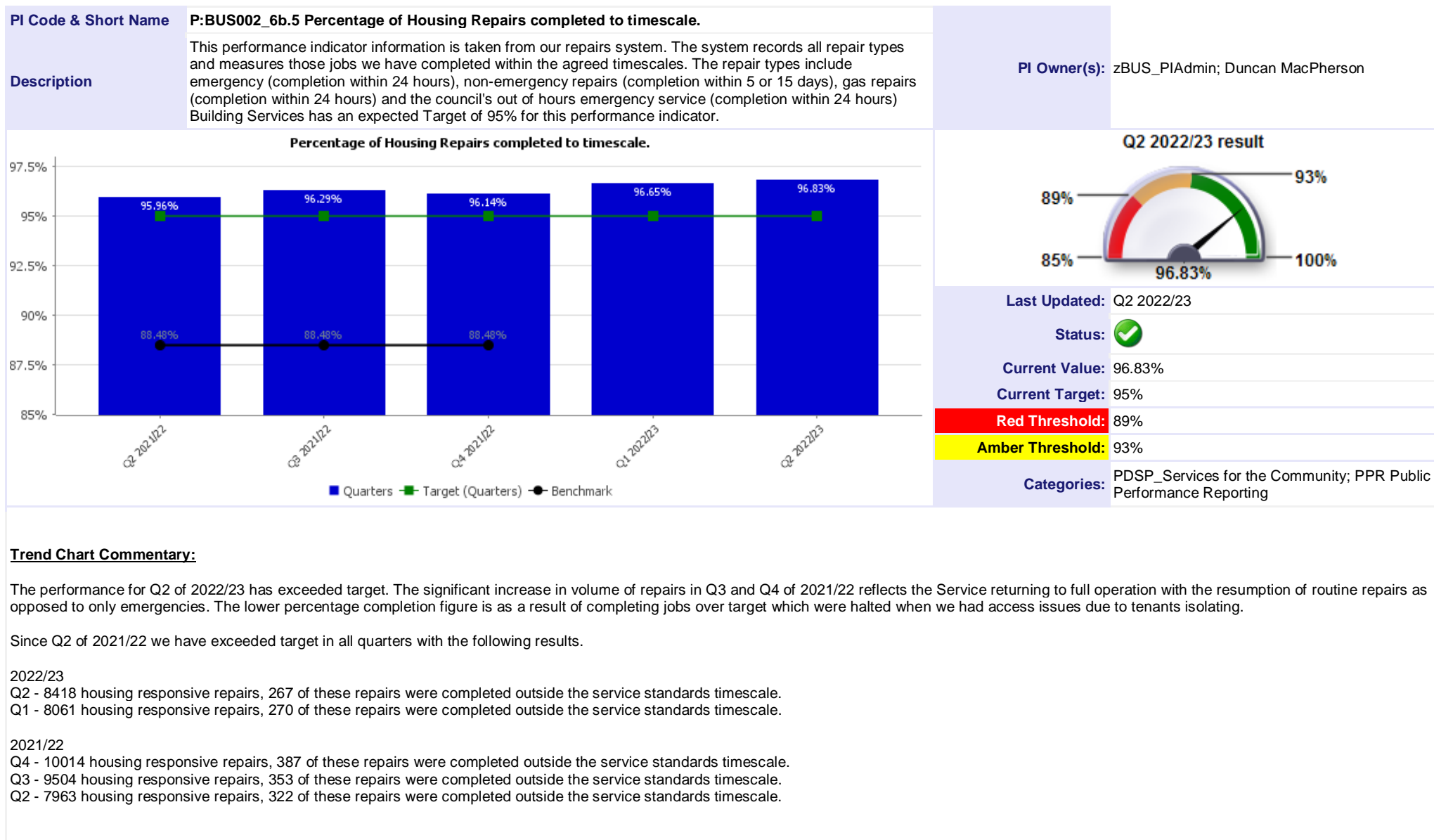
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Report Author: Kirsty Weir

Generated on: 26 October 2022 12:45

Report Layout: .NEW. PDSP_PIs_All(Detail)_Grid





The trend chart shows that the performance since Q2 in 2021/22 has exceeded target for each quarter. This is due to the process of analysing any repairs with timing issues and implementing improved procedures.

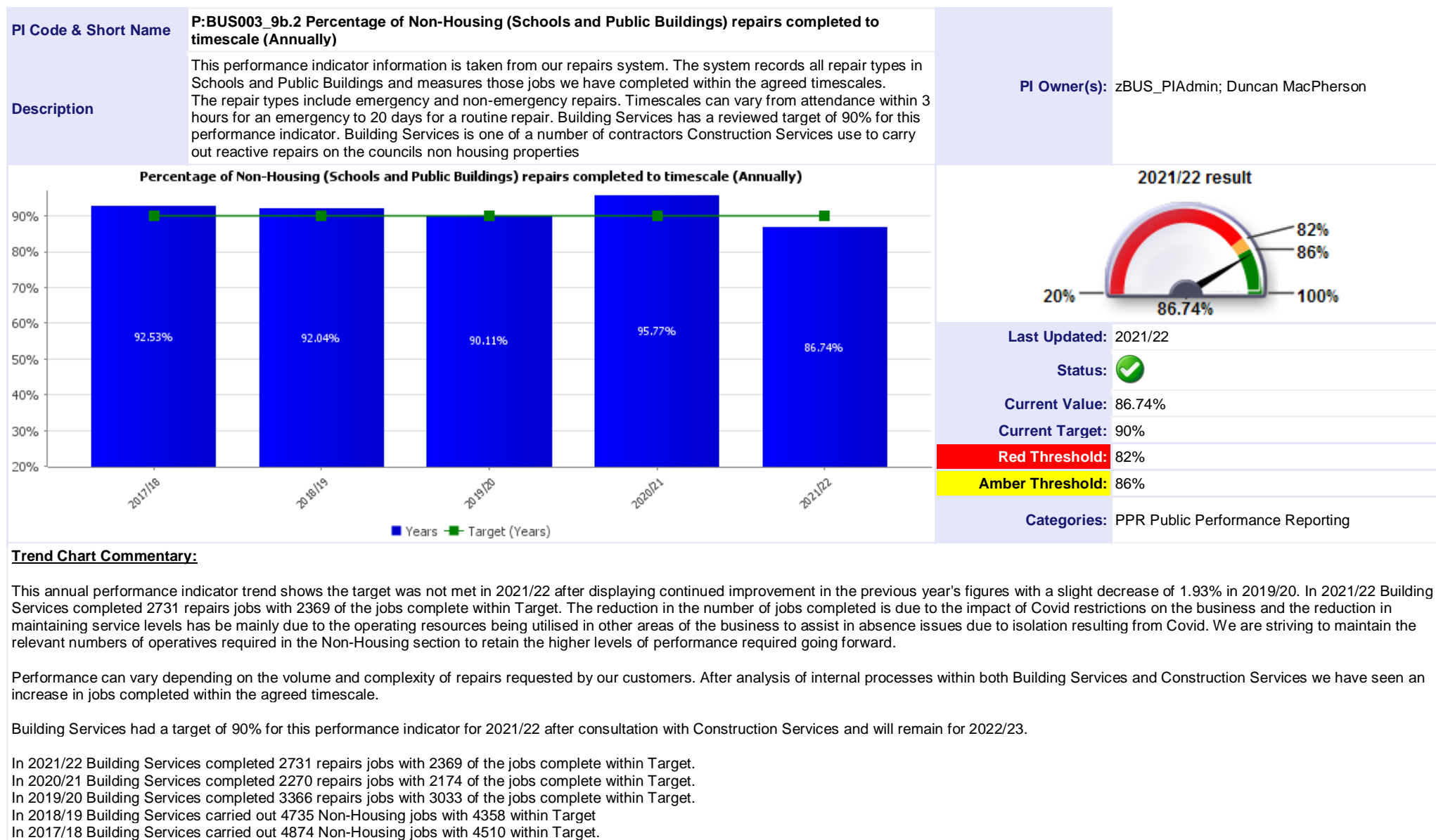
The benchmarking figure used in the chart is the Scottish Housing Network (SHN) average for the year for similar sized Local Authorities which is collated at the end of each financial year.

In 2021/22 the Scottish Housing Network (SHN) average for the year was 88.48% for similar sized Local Authorities of which we were placed second highest of the 8 providing data. The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

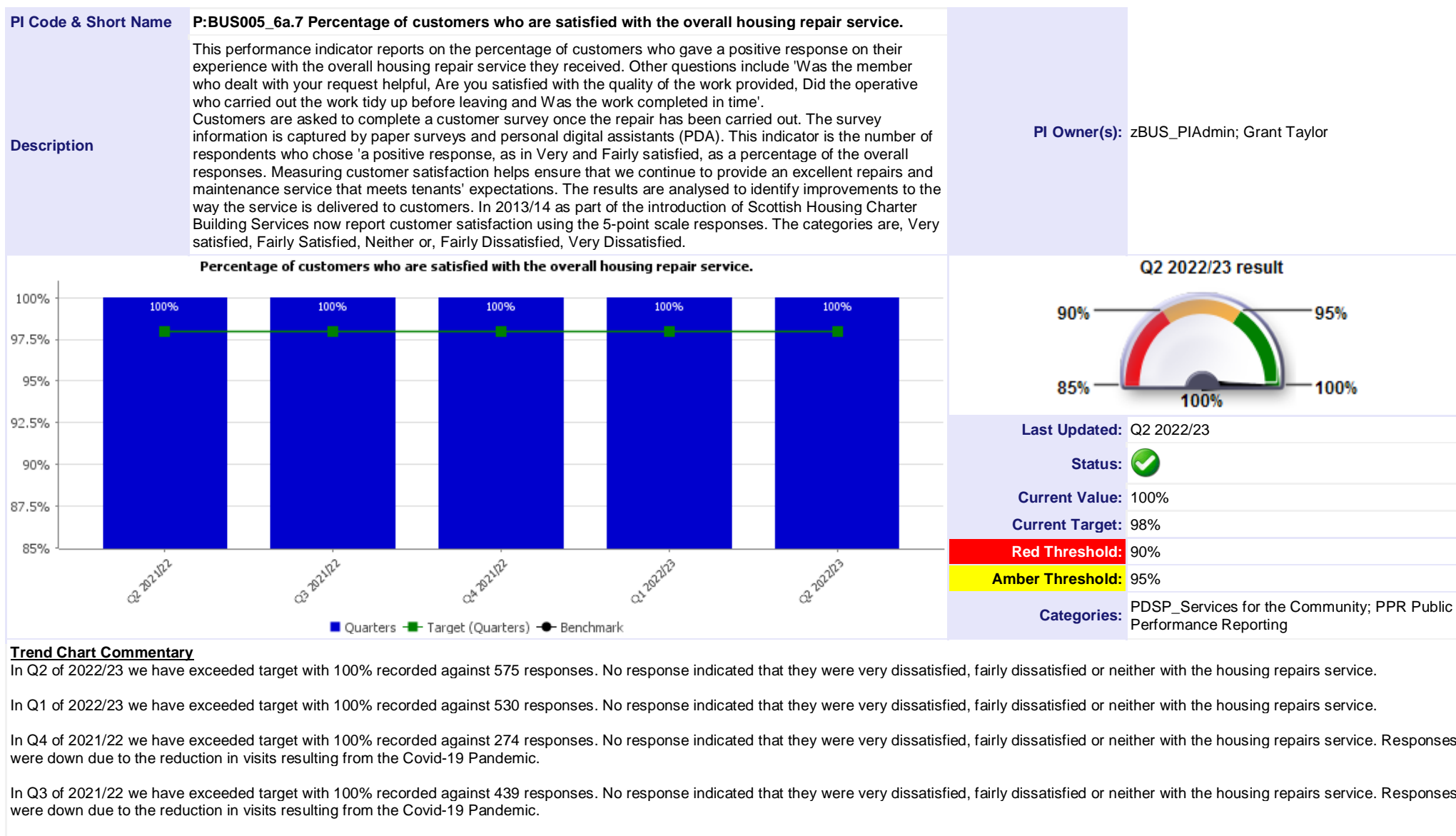
In 2020/21 the Scottish Housing Network (SHN) average for the year was 94.21% for similar sized Local Authorities of which we were placed highest of the 8 providing data. The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

In 2019/20 the Scottish Housing Network (SHN) average for the year was 95% for similar sized Local Authorities of which we were placed second highest of the 8 providing data. The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

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 2022/23. .



Benchmarking data for this Performance Indicator is not available as Annual Returns do not include this information.

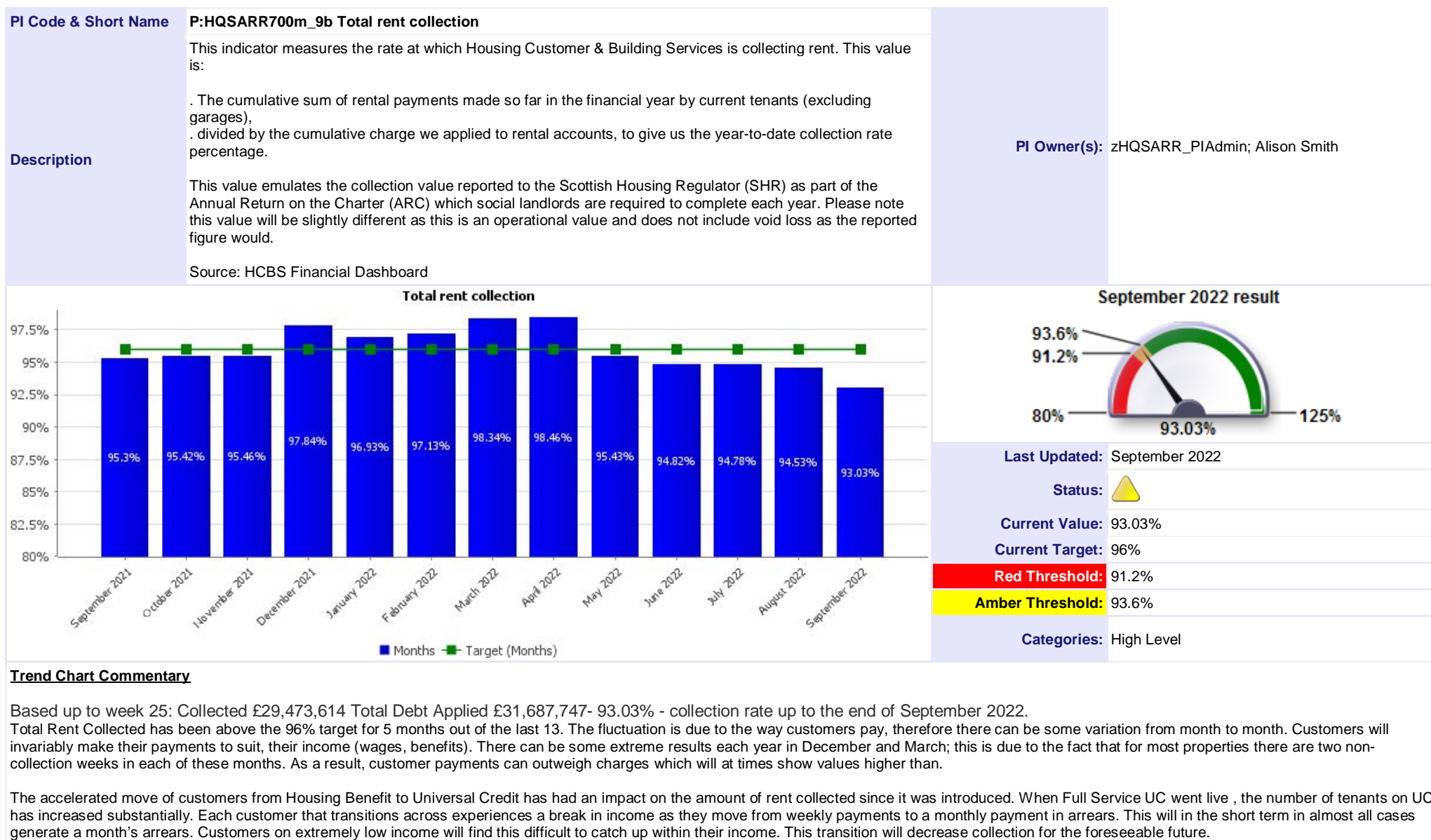


In Q2 of 2021/22 we have exceeded target with 100% recorded against 537 responses. No response indicated that they were very dissatisfied, fairly dissatisfied or neither with the housing repairs service. Responses were down due to the reduction in visits resulting from the Covid-19 Pandemic.

In 2021/22 the Scottish Housing Network average customer satisfaction figure for a comparable medium sized Local Authority was 83.5%. The Local Authorities included Aberdeenshire Council, Dundee, Falkirk, East Ayrshire, North Ayrshire, Renfrewshire, Highland, West Dunbartonshire.

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

The target has been agreed at 98% after review with the Tenant's Panel and will remain for 2022/23.

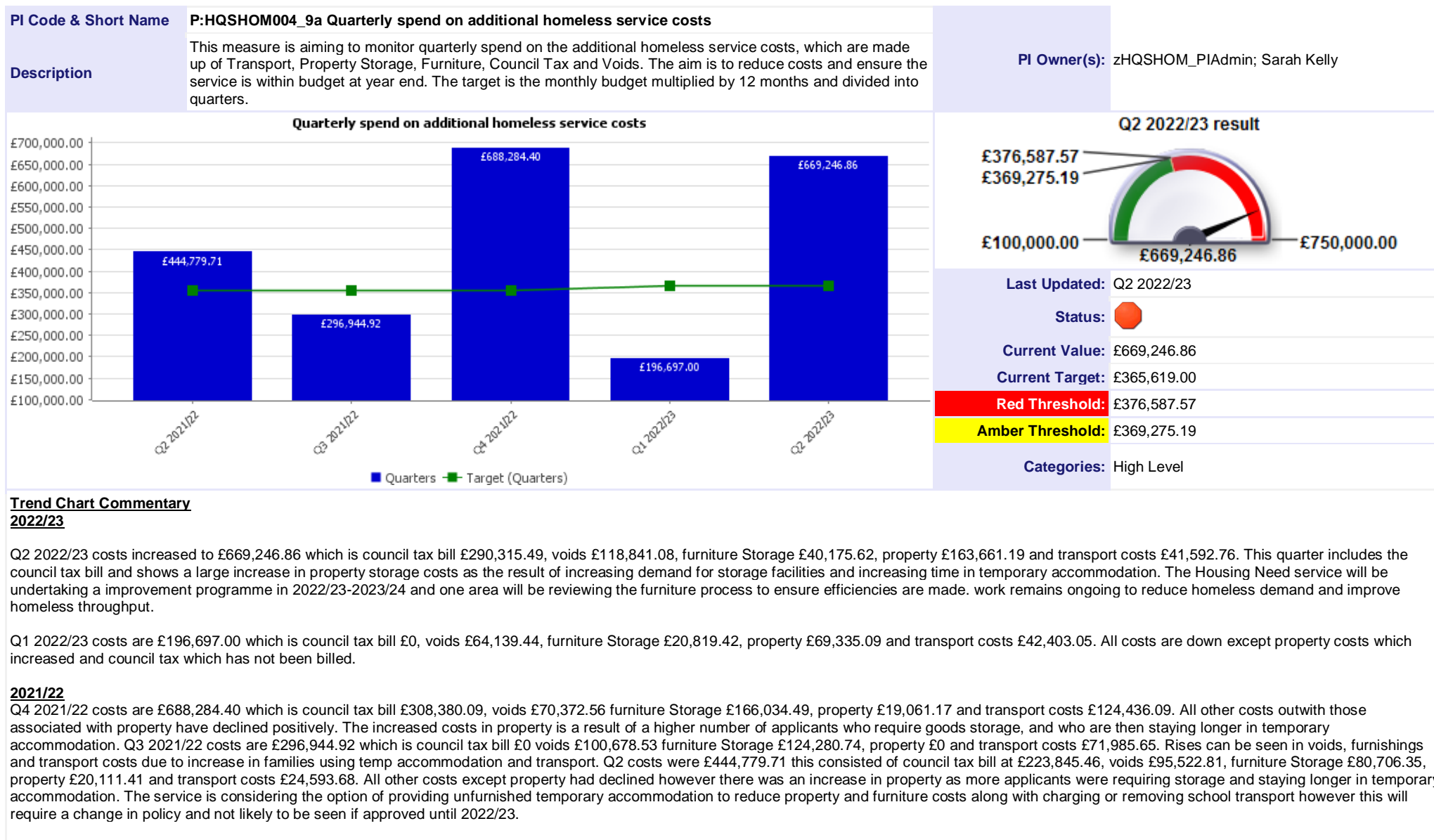


The service is also seeing an impact following recovery period after Covid19 and actions are being progressed through the recovery process for arrears, however the cost of living crisis is a concern and the service is doing as much engagement, support and recovery actions practically possible to maximise rental income.

Benchmarking information published by Scotland's Housing Network (SHN) shows that we performed marginally higher compared to the Scottish average of 99% and our SHN Peer Group average of 98.9%.

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%)
The 2022/2023 target will remain at 96%.



Trend Chart Commentary

2022/23

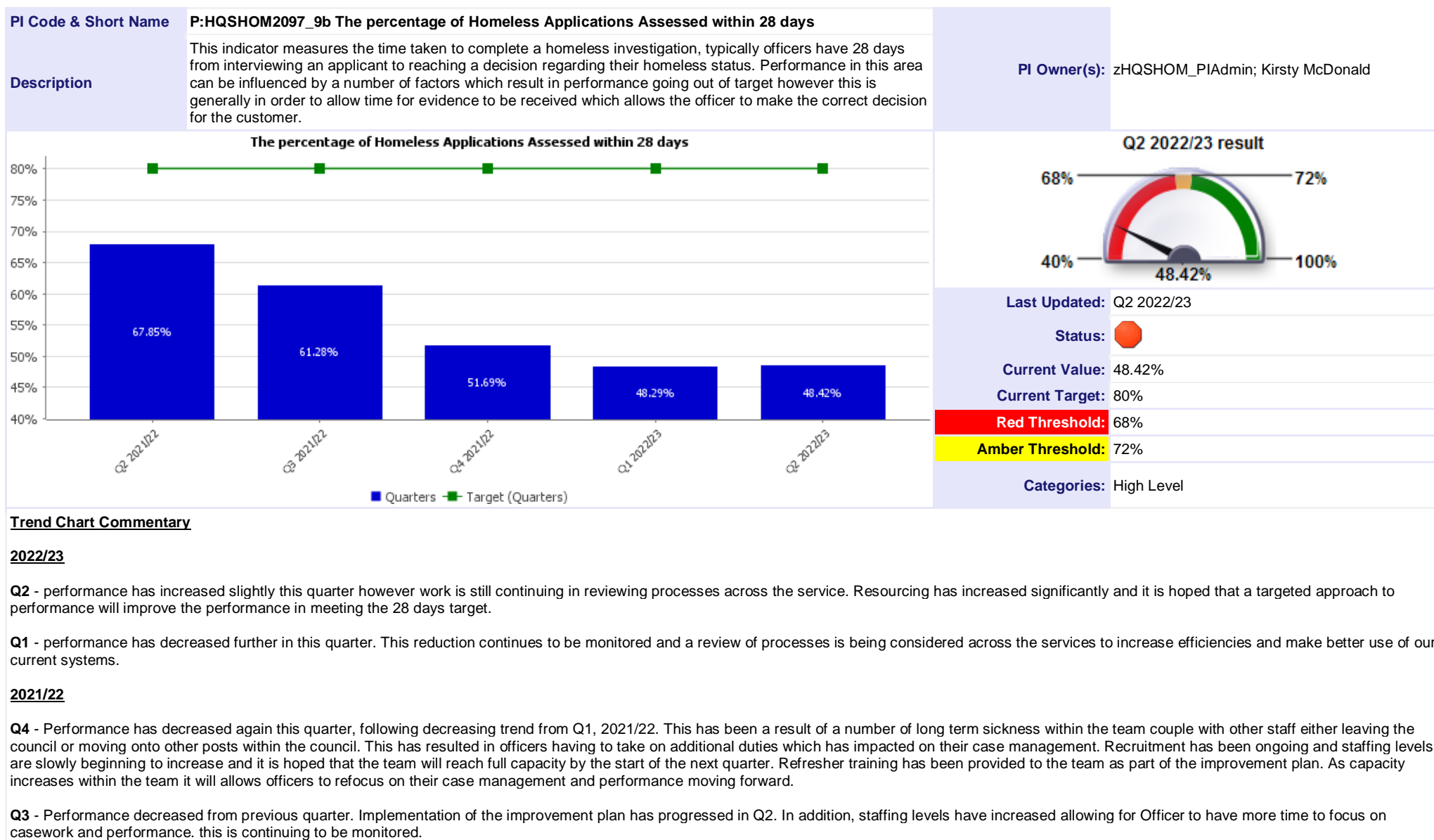
Q2 2022/23 costs increased to £669,246.86 which is council tax bill £290,315.49, voids £118,841.08, furniture Storage £40,175.62, property £163,661.19 and transport costs £41,592.76. This quarter includes the council tax bill and shows a large increase in property storage costs as the result of increasing demand for storage facilities and increasing time in temporary accommodation. The Housing Need service will be undertaking a improvement programme in 2022/23-2023/24 and one area will be reviewing the furniture process to ensure efficiencies are made. work remains ongoing to reduce homeless demand and improve homeless throughput.

Q1 2022/23 costs are £196,697.00 which is council tax bill £0, voids £64,139.44, furniture Storage £20,819.42, property £69,335.09 and transport costs £42,403.05. All costs are down except property costs which increased and council tax which has not been billed.

2021/22

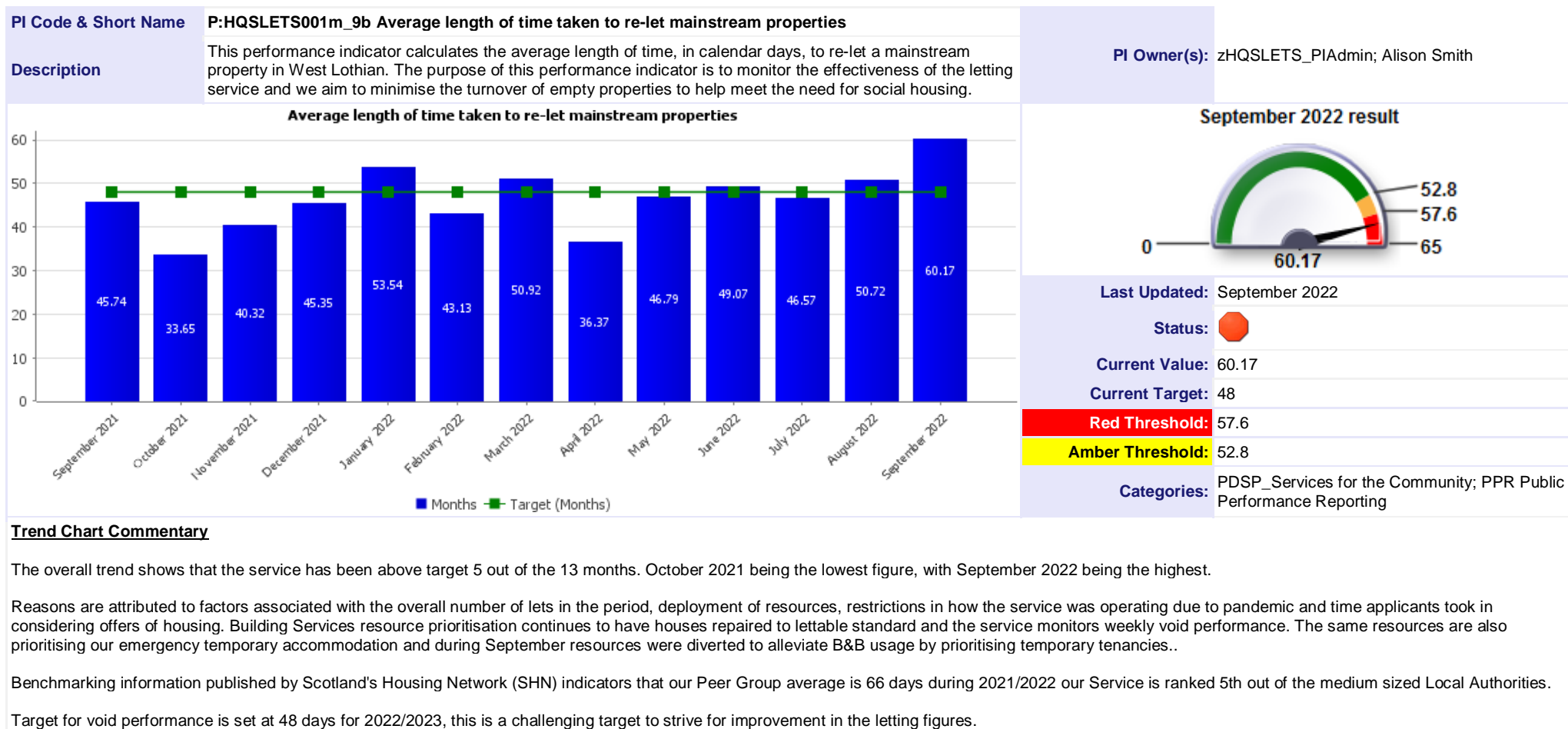
Q4 2021/22 costs are £688,284.40 which is council tax bill £308,380.09, voids £70,372.56 furniture Storage £166,034.49, property £19,061.17 and transport costs £124,436.09. All other costs outwith those associated with property have declined positively. The increased costs in property is a result of a higher number of applicants who require goods storage, and who are then staying longer in temporary accommodation. Q3 2021/22 costs are £296,944.92 which is council tax bill £0 voids £100,678.53 furniture Storage £124,280.74, property £0 and transport costs £71,985.65. Rises can be seen in voids, furnishings and transport costs due to increase in families using temp accommodation and transport. Q2 costs were £444,779.71 this consisted of council tax bill at £223,845.46, voids £95,522.81, furniture Storage £80,706.35, property £20,111.41 and transport costs £24,593.68. All other costs except property had declined however there was an increase in property as more applicants were requiring storage and staying longer in temporary accommodation. The service is considering the option of providing unfurnished temporary accommodation to reduce property and furniture costs along with charging or removing school transport however this will require a change in policy and not likely to be seen if approved until 2022/23.

Target for 2022/23 is £365,619 per quarter and £1,642,476 budget provided by finance



Q2 - Performance declined in quarter as work priorities were realigned to allow front line officers to focus on other tasks. An improvement plan has now been developed with increased resources focused on improving casework, communication and performance.

Target will remain at 80% for 2022/23



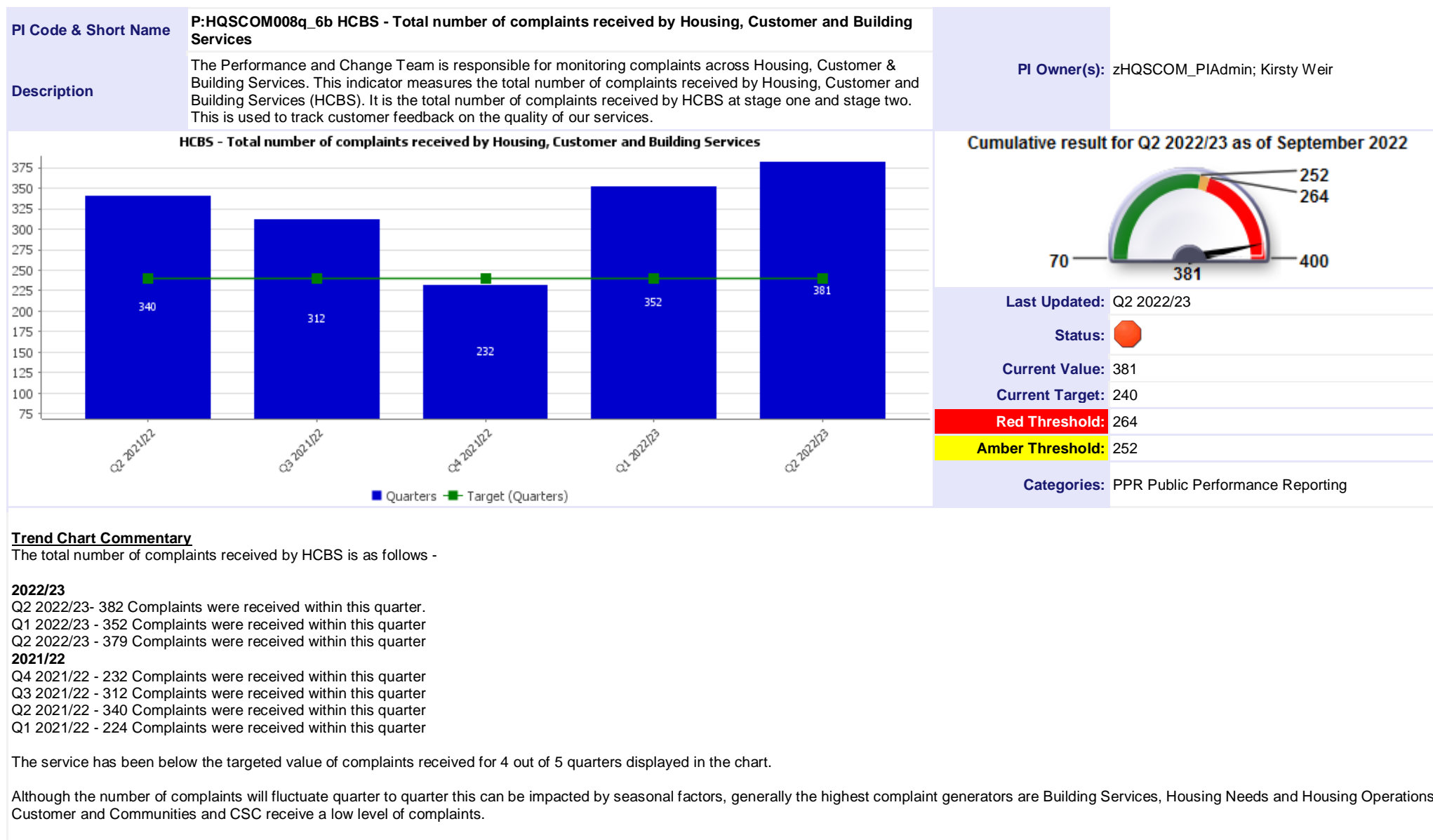
Trend Chart Commentary

The overall trend shows that the service has been above target 5 out of the 13 months. October 2021 being the lowest figure, with September 2022 being the highest.

Reasons are attributed to factors associated with the overall number of lets in the period, deployment of resources, restrictions in how the service was operating due to pandemic and time applicants took in considering offers of housing. Building Services resource prioritisation continues to have houses repaired to lettable standard and the service monitors weekly void performance. The same resources are also prioritising our emergency temporary accommodation and during September resources were diverted to alleviate B&B usage by prioritising temporary tenancies..

Benchmarking information published by Scotland's Housing Network (SHN) indicates that our Peer Group average is 66 days during 2021/2022 our Service is ranked 5th out of the medium sized Local Authorities.

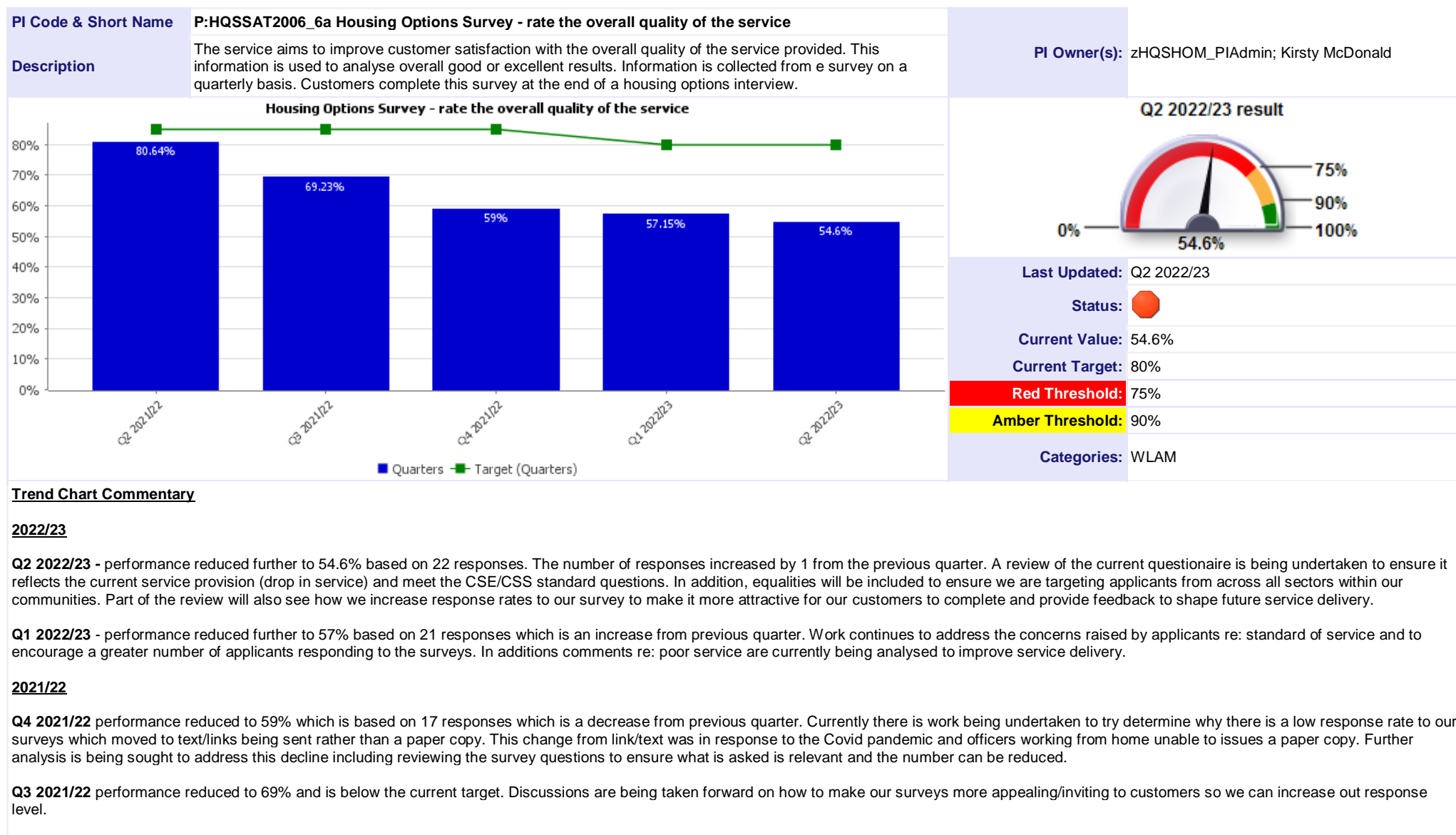
Target for void performance is set at 48 days for 2022/2023, this is a challenging target to strive for improvement in the letting figures.



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 “

Target: the target was reviewed and left at at 240 for complaints to be received within a quarter. This will be reviewed again in April 2023.



Trend Chart Commentary

2022/23

Q2 2022/23 - performance reduced further to 54.6% based on 22 responses. The number of responses increased by 1 from the previous quarter. A review of the current questionnaire is being undertaken to ensure it reflects the current service provision (drop in service) and meet the CSE/CSS standard questions. In addition, equalities will be included to ensure we are targeting applicants from across all sectors within our communities. Part of the review will also see how we increase response rates to our survey to make it more attractive for our customers to complete and provide feedback to shape future service delivery.

Q1 2022/23 - performance reduced further to 57% based on 21 responses which is an increase from previous quarter. Work continues to address the concerns raised by applicants re: standard of service and to encourage a greater number of applicants responding to the surveys. In additions comments re: poor service are currently being analysed to improve service delivery.

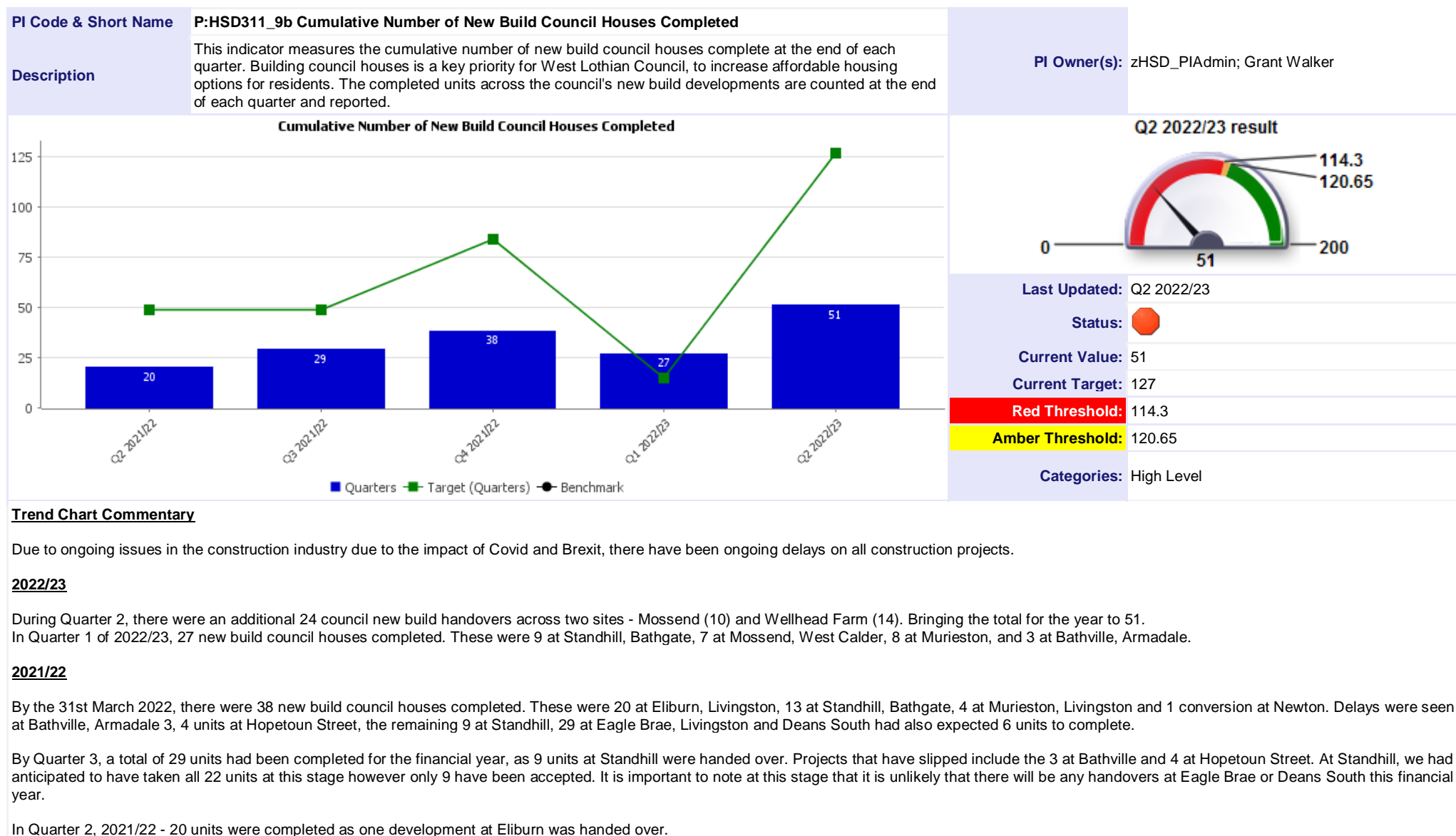
2021/22

Q4 2021/22 performance reduced to 59% which is based on 17 responses which is a decrease from previous quarter. Currently there is work being undertaken to try determine why there is a low response rate to our surveys which moved to text/links being sent rather than a paper copy. This change from link/text was in response to the Covid pandemic and officers working from home unable to issues a paper copy. Further analysis is being sought to address this decline including reviewing the survey questions to ensure what is asked is relevant and the number can be reduced.

Q3 2021/22 performance reduced to 69% and is below the current target. Discussions are being taken forward on how to make our surveys more appealing/inviting to customers so we can increase out response level.

Q2 2021/22 performance improved to 80.64% which is based on an increased response rate of 31 responses. This is attributed to an improvement in resources which has resulted in more communication and enhanced communication with customers.

Target will remain at 80% for 2022/23



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,

The target for 2022/23 completions is set at 197 units.

These 197 units are made up of 3 at Bathville, 9 at Standhill, 4 at Hopetoun Street, 29 at Eagle Brae, 29 at Deans South, 69 at Mossend, 16 Cawburn Road and 38 at Murieston.

DATA LABEL: PUBLIC



HOUSING SERVICES POLICY DEVELOPMENT AND SCRUTINY PANEL

WEST LOTHIAN STRATEGIC HOUSING INVESTMENT PLAN 2023/24 to 2027/28

REPORT BY INTERIM HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

To report to the Panel on the main points of West Lothian Council's Strategic Housing Investment Plan (SHIP) 2023/24 to 2027/28.

B. RECOMMENDATION

It is recommended that the Panel

1. Note the terms of the Strategic Housing Investment Plan (SHIP) attached as Appendix 1;
2. Note that over a 10-year period from 2012 to 2022, the council and RSL partners delivered the 3,000 affordable homes programme with the majority being council houses.
3. Note that the council is planning a future new build programme over the next five years, the scale of which will be dependent on the outcome of the rent consultation and available funding, and that indicative sites for 495 homes have been identified and are included in this SHIP;
4. Note that the level of grant funding for affordable housing delivery for the period 2022-2027 has increased from previous years and that in 2021/22 West Lothian received additional grant funding of more than £6.776 million for the affordable homes programme and;
5. Note that the SHIP requires to be submitted to the More Homes Division of the Scottish Government following consideration by Council Executive on 6 December 2022.
6. Note that the SHIP will be presented to Council Executive for approval

C. SUMMARY OF IMPLICATIONS

- | | |
|--|---|
| I Council Values | Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; developing employees; making best use of our resources; working in partnership |
| II Policy and (including Environmental Assessment, Legal Strategic Equality | A Strategic Environmental Assessment pre-screening report and Integrated Impact Assessment were carried out on the SHIP. |

Issues, Health or Risk Assessment)

III	Implications for Scheme of Delegations to Officers	N/A
IV	Impact on performance and performance Indicators	Performance indicators have been included in the SHIP
V	Relevance to Single Outcome Agreement	We live in resilient, cohesive and safe communities.
VI	Resources - (Financial, Staffing and Property)	<p>The SHIP sets out potential opportunities to deliver affordable housing. The actual level of delivery will depend on the level of council resource and government grant available.</p> <p>The Housing Capital Investment Programme 2022/23 approved by West Lothian Council on 21 June 2022 includes £29.256 million for new housing supply programme.</p> <p>Scottish Government grant of £15.420 million will be available to support the delivery of affordable housing in West Lothian in 2022/23</p> <p>The Resource Planning Assumptions for years 2023/24 to 2026/27 total £46.491million for West Lothian.</p>
VII	Consideration at PDSP	N/A
VIII	Other consultations	Consultation has taken place with Registered Social Landlords operating in West Lothian, with Scottish Government More Homes Division, Tenants Panel, Planning Services and Finance and Property Services.

D. TERMS OF REPORT

D.1 BACKGROUND

The Scottish Government has requested that all Local Authorities submit a 5year Strategic Housing Investment Plan (SHIP) which will augment their current Local Housing Strategies.

This document is reviewed annually and submitted to the Scottish Government. The major objective of the SHIP is for Local Authorities, in conjunction with Registered Social Landlords (RSLs), to ascertain the viability of current and future social housing investment opportunities. The SHIP should relate to the Single Outcome Agreement (SOA) between the local authority and central government. It should be consistent with other strategies within the West Lothian Local Housing Strategy (LHS) on matters such as homelessness, housing support and private sector policy.

The Government's More Homes Division will monitor each SHIP submission and determine in conjunction with Local Authorities the best investment possibilities. This is based on analysis of the relevant merits and potential constraints for the

development options provided by each Local Authority. The council currently works closely with the Government's More Homes Division to support RSLs in West Lothian.

The SHIP also gives the latest progress on the council's new build council housing programme.

The SHIP demonstrates the manner in which West Lothian Council's affordable housing investment priorities will be developed in practice. Consultation has taken place with a number of organisations involved in the development of affordable housing in West Lothian, notably WLC Planning and the RSL community.

The SHIP provides:

- An opportunity to set out key investment priorities for affordable housing and demonstrate how these will be delivered
- Identifies resources which help deliver these priorities
- Sets out the involvement of partners
- Further co-ordination between the LHS and the individual RSL's future development funding plans

D.2 PROGRESS ON THE SHIP

Since the start of 2012/13 to the end of Quarter 4 2021/22, 3,000 homes within the Affordable Housing programme were either complete or under construction, with 81% already occupied. There are currently 504 homes under construction.

Over the 5-year period of the SHIP 2023/24 to 2027/28, sites have been identified by RSLs and the council for 2,460 homes. Other sites included in the SHIP could accommodate up to 286 homes. These sites may be developed by RSLs or in some cases, WLC. Opportunities for 65 open market acquisitions have also been identified by both RSL's and the council, giving a total of 2,811 potential additional affordable homes.

Scottish Government has confirmed funding of £15.420 million for 2022/23 and a total of £46.491 million for years 2023/24 to 2026/27. This is an increase on the previous five-year period and provides certainty of funding going forward. This funding is provided in an environment of increasing costs for construction.

The approved Housing Capital Investment Programme 2022/23 includes £29.256 million for new council housing supply programme.

The updated Rapid Rehousing Transition Plan was submitted to Scottish Government in June 2022. The proposed developments included in this SHIP will increase affordable housing supply in West Lothian and assist in addressing homelessness.

D.3 SHIP PRIORITIES

The main priorities identified in the SHIP are to:

- Develop those projects that are already committed, including the continued development of new build council housing.
- Progress development in the Core Development Areas
- Promote housing regeneration in Deans South

Housing investment projects both approved and speculative are submitted by RSLs and are principally categorised by timescale, locality, house tenure, number of units

and cost. The council will continue to give priority to sites in West Lothian in high demand areas including the Core Development Areas. Funding allocations will be based on best value principles.

Wheatley Group (Dunedin Canmore Housing Association/Lowther Homes) has identified 10 potential sites in West Lothian for 843 homes Places for People/Castle Rock Edinvar have identified 10 potential sites for 446 homes. Almond Housing Association has identified 13 potential sites for development over the period that could accommodate up to 252 homes. Link Housing Association Ltd had identified three projects for 146 homes. Home Group has identified four sites for 158 homes. Cairn Housing Association has identified 3 projects for 100 homes and ARK Housing Association has identified one site for 20 homes.

Since the last SHIP, sites at Elburn, Livingston, Standhill, Bathgate and Bathville, Armadale have been completed. Table 1 below includes the sites currently under construction and due to complete in 2022/23.

Table 1

Site	Number of homes
Mossend, West Calder	69
Eagle Brae Livingston	29
Cawburn Road, Pumpherston	16
Deans South, Livingston	29
Murieston, Livingston	42
Hopetoun Street, Bathgate	4
Total	189

A new programme of sites for WLC is being considered, the scale of which will be dependent on the outcome of the rent consultation and available resources, and table 2 below sets out indicative sites which are included within the SHIP 2023/24 to 2027/28.

Table 2

Site	Number of homes
Mid Street, Bathgate	5
Community Centre, Bathgate	6
Trim Track, Livingston	50
Guildiehaugh, Bathgate	65
Clarendon Farm, Linlithgow	30
Houston Road, Livingston	33
Simpson Parkway, Livingston	36
Almondvale Cres, Livingston	37
Wester Inch, Bathgate	59
Upper Bathville	42
Mossend K	19
Bangour	45
Beatlie School, Livingston	30
Ettrick Drive, Livingston	12
Hen's Nest Road, Whitburn	26
Total	495

A number of other sites have been identified for potential future affordable housing development. These sites could accommodate up to 286 homes should funding be available. The site at Deans South was sold in May 2021 and this will enable the

development of 128 new homes for social rent.

There will also be the opportunity for 15 open market acquisitions by Almond Housing Association and 50 open market acquisitions for WLC over the SHIP period.

E. CONCLUSION

RSL partners have identified a number of development opportunities for the provision of additional affordable homes and the Council also has a programme of new build Council housing, with work underway on the development of a future affordable housing programme, the scale of which will be dependent on the outcome of the rent consultation and available funding from Scottish Government. A further report on the Housing Capital Investment Programme 2023/24 to 2027/28 will be brought forward in due course.

The provision of resource planning assumptions from Scottish Government over the years 2023/24 to 2026/27 enables the Council and RSL partners to develop a more strategic approach to the development of sites in West Lothian. However, the funding available is limited and priorities for the funding will have to be identified.

F BACKGROUND PAPERS

Council Executive 18 January 2022 - West Lothian Strategic Housing Investment Plan 2022-27

Services for the Community Policy Development and Scrutiny Panel 14 December 2021 - West Lothian Strategic Housing Investment Plan 2022-27

Appendices/Attachments: Appendix 1 Strategic Housing Investment Plan 2023/24 – 2027/28

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Julie Whitelaw
Interim Head of Housing Customer and Building Services

15 November 2022



Strategic Housing Investment Plan (SHIP)

2023/24 - 2027/28

DRAFT

November 2022

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1. Executive Summary

West Lothian Council's Strategic Housing Investment Plan (SHIP) identifies priorities for investment over a 5-year period from 2023 – 2028.

A target of 3,000 affordable homes to be provided between 2012 and 2022 was met in Summer 2022 with 2,521 complete and 486 under construction.

A further programme of affordable housing delivery of 3,000 homes between 2023 and 2033 is in development.

In addition to the current programmes, a number of potential development opportunities have been identified should additional funding from the Scottish Government be made available over the next 5 years.

2. Background

Local Authorities are required to produce a Strategic Housing Investment Plan (SHIP) to supplement their Local Housing Strategy. The purpose of the SHIP is to set out how the investment in affordable housing will be directed over a five-year period, in this case, 2023/24 – 2027/28. This SHIP has been developed in line with revised guidance issued by the Scottish Government.

The SHIP informs the Local Development Plan (LDP) through identifying sites that can be developed for affordable housing. It reinforces the role of the local authority as the strategic housing authority and informs Scottish Government investment decisions;

West Lothian Council's SHIP sets out the affordable housing investment priorities for the area as identified in the new draft Local Housing Strategy 2023-2028. It demonstrates how these investment priorities will be delivered and the resources required. The SHIP sets out the national and local context by identifying the council's investment priorities; the approach being taken to the delivery of these priorities; outlines potential risks and constraints; and how these can be mitigated.

Covid-19 Pandemic Recovery

The Covid-19 Pandemic had a major impact on site starts, completions and spend for both WLC and RSL projects. However, during 2022, there has been some recovery with both RSLs and the council increasing affordable housing completions.

A number of factors that may impact on progress over the long term as a result of the Pandemic are listed below;

- Supply chain issues
- Social distancing measures on building sites
- Uncertainty over delivery programmes
- Uncertainty over costs and particularly fuel costs
- Workforce availability
- Developer capacity to deliver
- Potential risk of property crash and impact on affordable housing sites coming forward.

There is also the ongoing challenges as a result of the economic situation, Brexit and the impact that has on construction in terms of the labour market, supply chain and costs.

There has been a significant impact on homelessness due to the Pandemic with numbers increasing.

Strategic Context

A new draft West Lothian Local Housing Strategy (LHS) 2023/24 - 2027/28 will be put to Council Executive in 2023. The current LHS contains a target of 3,000 affordable homes being delivered between 2012 and 2022.

Scottish Government's Housing to 2040 provides the national strategic context to West Lothian's SHIP.

The Need for Affordable Housing in West Lothian

There is an identified need for quality affordable housing in West Lothian.

- As at September 2022 there were 10,700 applicants on the Common Housing Register for social rented housing. Some RSLs operating in West Lothian also hold their own waiting lists.
- Homeless presentations have reduced during 2022 but there continues to be high demand for temporary accommodation including use of bed and breakfast accommodation to provide emergency accommodation for homeless households. The pressure on homelessness households has increased because of Covid 19.
- The council submitted the updated Rapid Rehousing Transition Plan to Scottish Government in June 2022 and work continues on the implementation of the actions identified.

A need for new accommodation has been identified specifically for young people requiring housing support. A site has now been selected and the project is progressing well.

- The council approved a new Housing Allocations Policy in March 2021.

A new Housing Need and Demand Assessment was completed in April 2022 and was approved as robust and credible by the Scottish Government Centre for Housing Market Analysis in July 2022. The six South East Scotland Councils worked collaboratively on this through the South East Scotland Housing Forum. The HNDA3 Core Project Team is accountable to the Regional Housing Board of the Edinburgh and South East Scotland City Region Deal.

Update on West Lothian Local Development Plan

It is West Lothian Council's intention to replace the existing West Lothian Local Development Plan (LDP 1), which was adopted in September 2018 with a new plan, LDP 2. This will set out how West Lothian could grow over a ten-year period.

The council commenced the preliminary preparation of LDP 2 in 2022, all within the context of a new regulatory regime introduced by The Planning (Scotland) 2019 Act, which makes substantive changes to the process for preparing development plans in Scotland and with the overarching aim of making them more effective, with greater community involvement and more focus on delivery.

Many of the features of the new development planning system require secondary legislation and additional guidance to give greater clarity as to how they will work. While secondary legislation to enable implementation of the new Act has begun to come forward (and with some sections of the Act already commenced) much of the guidance has been delayed, due in part to the Coronavirus pandemic.

It is therefore anticipated that the timescale for the preparation of the next West Lothian Local Development Plan (LDP 2) may have to change during the course of 2022 in response to a range of external factors and which may be beyond the control of the council. In the meantime, it is the intention to formally commence the preparation of the new West Lothian LDP as quickly as possible

The National Planning Framework is authored by the Scottish Government and sets out a long-term spatial strategy for the development of Scotland as a whole and identifies what Scottish Ministers consider to be development priorities.

The current NPF3 was published in 2014 but is scheduled to be replaced in 2022 and will cover the time period up to 2045. However, the adoption of what will be NPF4 will ultimately be dependent on parliamentary progress.

Significantly, NPF4 will incorporate Scottish Planning Policy (SPP) which contains detailed national policy on a number of planning topics and for the first time spatial and thematic planning policies will be addressed in one place.

NPF4 has also been made the new vehicle for identifying the housing land requirements for LDPs, taking over this role from the soon to be abolished SDPs.

The public consultation and parliamentary scrutiny period for the draft of Scotland's Fourth NPF has been completed and the consultation attracted over 780 individual responses covering a wide range of interests. The Scottish Government will consider the evidence received as it reviews and refines the NPF4 text and has committed to progressing to a final version as quickly as it can and intends to lay a revised draft for the Scottish Parliament's consideration and approval in Autumn 2022, and to progress towards its adoption by Scottish Ministers thereafter.

3. Progress since the last SHIP

New Build Council Housing

Three sites have been completed since the last SHIP, Elburn, Livingston, Standhill, Bathgate and Phase 4, Bathville, Armadale.

At October 2022, 146 council houses are currently under construction and 31 Open Market purchases are planned for 2022/23

Construction is underway at Eagle Brae Livingston, Deans South, Livingston, Wellhead Murieston and Mossend, West Calder.

A conversion of an existing building in Bathgate (Hopetoun Street) is underway to provide mainstream accommodation. A site for the provision of housing specifically for young people requiring support is being developed in Livingston.

A project for people with complex care needs is being developed in Pumpherston. This will comprise 16 houses for people requiring support and is being led by the council's Social Policy team.

RSL Housing

Since the last SHIP, RSLs have completed the following sites, Jarvey Street, Bathgate, Winchburgh Site O, Polbeth Farm, Polbeth and Blackness Road, Linlithgow

The sites below are currently under construction

Site	RSL	Total Number of Units	Number Complete	Estimated Completion
Almondvale, Livingston	West Lothian Housing Partnership	146	48	Nov 22
Calderwood	Homegroup	69	46	Spring 23
Calderwood	Places for People	66	34	Spring 23
Hunter Road, Livingston	Places for People	28	0	Autumn 22
Wellhead Farm, Murieston	Places for People	28	0	Summer 2023
Craiginn Terrace, Blackridge	Cairn Housing Association	27	0	Spring 2023
Fauldhouse Road, Longridge	Cairn Housing Association	52	0	Spring 2024
Crusader Rise	ARK Housing Association	20	0	Summer 2023
Total		436	128	

a) Homes for West Lothian Partnership

Homes for West Lothian Partnership has been set up to engage with RSLs operating in West Lothian. The purpose of this is to increase the supply of affordable housing. The number of RSLs seeking to develop housing in West Lothian has increased in recent years. RSLs that have agreed to be involved in the Partnership are;

- ARK Housing Association
- Wheatley Group (West Lothian Housing Partnership and Dunedin Canmore Housing and Lowther Homes)
- Places for People and Castle Rock /Edinvar
- West Lothian Development Alliance Almond Housing Association, Horizon
- Housing Association, Weslo Housing Management)
- Bield Housing and Care
- Hanover Housing Association
- Link Group
- Cairn Housing Association
- Trust Housing Association
- Home Group

There is also representation from More Homes Division at the Scottish Government which encourages regular updates on programmes and policy to be discussed. Several meetings have taken place in 2022 and discussions are ongoing with RSLs so that more affordable

housing development in West Lothian can be agreed and supported. There has been ongoing discussion about the development of a West Lothian Standard for housing.

b) Shared Equity Programmes

Previously, many people were assisted through the Open Market Shared Equity Programme (OMSE). In 2019, Scottish Government altered the criteria by changing the arrangements for OMSE purchasers in West Lothian. There were 14 purchased through the OMSE during 2021/22.

c) Other Tenures

RSLs have given greater consideration to Mid Market Rent in West Lothian. Dunedin Canmore/Lowther Homes, Places for People and Link have identified sites for 312 units for mid market rent. Places for People propose to build 120 homes for Mid Market Rent at various sites in West Lothian and 29 for Low Cost Home Ownership and Dunedin Canmore/Lowther Homes propose to build 159 units of Mid Market rent. Link Group are proposing a development of 33 units for Mid Market Rent. Further sites where the landlord is to be confirmed could provide a further 60 units for mid market rent.

d) Further Joint Working

Over a 10-year period from 2023 to 2033, subject to Council Executive approval the proposal will be to deliver 3,000 affordable homes. The council and RSL partners, through Homes for West Lothian Partnership will contribute to the delivery of this scale of housing.

The following projects have been identified as a priority;

- Deans South, Livingston – A scheme for comprehensive redevelopment is currently under development. The sale of land by WLC to Springfield Properties PLC was concluded in May 2021. Springfield PLC intend to develop the site and deliver 128 houses for social rent in partnership with Dunedin Canmore Housing Association. Further detailed engagement is ongoing in regard to delivery of the homes.
- Core Development Areas. Progress is being made on the Core Development Areas (CDAs) at Winchburgh, Calderwood, Mossend, West Calder and Armadale. Developers have approached RSLs and WLC to discuss opportunities for development in the CDAs. In the current SHIP, four large CDA sites are included. These sites will be able to deliver up to 540 homes
- Work is ongoing at a site in Calderwood for 69 units by Home Group with 46 homes completed. Places for People/Castle Rock Edinvar have completed a first phase of 34 units at Calderwood. A further site at Calderwood of 55 homes is proposed for development by Homegroup. Almond Housing Associations are also considering a site for 15 homes there.
- City Deal – Two new secondary schools at Winchburgh have been completed. A site for 20 homes for West Lothian Housing Partnership was completed in 2021/22. Homegroup are also proposing development at another two sites in Winchburgh and Dunedin Canmore Housing Association will develop two large sites there too. There is also the opportunity for development of a site in Winchburgh for WLC.
- Priority will continue to be given to affordable housing delivery in the CDAs over the next five years.

- A number of sites have been brought forward on land that was formerly zoned for employment at Kirkton Campus, Livingston, notably sites at Gregory Road, Simpson Parkway and Houston Road.

4. Prioritising the SHIP programme

There are three strands of future affordable housing provision:

- The council's new build programme,
- RSL programme funded by the Scottish Government
- The council's Affordable Housing Policy.

Priorities for Funding

The draft Local Housing Strategy 2017-2022 identified priorities for affordable housing investment. These are noted below.

Area Priority for Investment
Priority 1: Broxburn, East Livingston & East Calder, Linlithgow, Livingston North, Livingston South, Uphall and Winchburgh
Priority 2: Armadale & Blackridge, Bathgate, Whitburn & Blackburn.
Priority 3: Fauldhouse & Breich Valley.

The priorities reflect the approach to housing development set out in the West Lothian Local Development Plan, specifically policy HOU4. Funding allocations will be based on best value principles.

The priority for the SHIP programme is to develop those sites that already have a funding commitment. The council will continue to give priority to sites in West Lothian in high demand areas and Core Development Areas.

The redevelopment of Deans South, Livingston is a key priority over the next five years. A site for 29 homes is under construction. It is important to prioritise the remainder of the Deans South estate for investment so that the site can be fully developed.

4.1 Registered Social Landlord (RSL) Programme

RSL's in West Lothian have identified sites for homes for development over the period 2023/24 -2027/28. The sites are noted at table 1.

The priority has been determined on the basis of location and the sites being capable of development over the short term. Further consideration will be given to sites that can be brought into the programme in the longer term.

The majority of RSL sites are in either Priority 1 or Priority 2 areas. The SHIP has been developed to allow flexibility and ensures that sites can come forward should additional resources become available.

Table 1

RSL	Site	23/24	23/24	24/25	24/25	25/26	25/26	26/27	26/27	27/28	27/28
		Social Rent	MMR/ SE	Social Rent	MMR/ SE	Social Rent	MMR/ SE	Social Rent	MMR/ SE	Social Rent	MMR/ SE
Almond HA	Mill Centre Blackburn Phase 1	20									
Almond HA	Stoneyburn Gap Sites			18							
Almond HA	Glendevon Park Winchburgh	16									
Almond HA	Meadow Crescent, Fauldhouse	12									
Almond HA	Appleton Drive, Livingston	28									
Almond HA	Dechmont, Craiglaw			21							
Almond HA	Simpson Avenue, Bathgate			19							
Almond HA	Langside Gardens, Polbeth					16					
Sub Total	150	76		58		16					

RSL	Site	23/24	23/24	24/25	24/25	25/26	25/26	26/27	26/27	27/28	27/28
		Social Rent	MMR/ SE	Social Rent	MMR/ SE	Social Rent	MMR/ SE	Social Rent	MMR/ SE	Social Rent	MMR/ SE
Almond HA	Willowdean, Bridgend	8									
Almond HA	East Calder					15					
Almond HA	Roosevelt Road, Kirknewton							24			
Almond HA	Gavieside							25			
Almond HA	Southdale CDA, Armadale							30			
ARK HA	Crusader Rise, Livingston	20									
Link Group	Sydney Street, Livingston	49									
Link Group	Raw Holdings	42	33								
Link Group	Alderstone Road, Livingston	22									
Sub Total	268	141	33			15		79			

RSL	Site	23/24	23/24	24/25	24/25	25/26	25/26	26/27	26/27	27/28	27/28
		Social Rent	MMR/ SE	Social Rent	MMR/ SE	Social Rent	MMR/ SE	Social Rent	MMR/ SE	Social Rent	MMR/ SE
Dunedin Canmore/ Lowther Homes	Raw Holdings East Calder	38	25								
Dunedin Canmore	Gavieside			125							
Dunedin Canmore	Gavieside									110	50
Dunedin Canmore	Deans South Phase 1B, Livingston	46									
Dunedin Canmore	Deans South Phase 2, Livingston	41									
Dunedin Canmore	Deans South Phase 3A, Livingston			12							
Dunedin Canmore	Deans South Phase 3B, Livingston					25					
Dunedin Canmore	Deans South Purchase, Livingston					4					
Sub Total	476	125	25	137		29				110	50

RSL	Site	23/24	23/24	24/25	24/25	25/26	25/26	26/27	26/27	27/28	27/28
		Social Rent	MMR/ SE	Social Rent	MMR/ SE	Social Rent	MMR/ SE	Social Rent	MMR/ SE	Social Rent	MMR/ SE
Dunedin Canmore	Winchburgh Site BB	47	34								
Dunedin Canmore	Preston Farm Linlithgow	15									
Dunedin Canmore	Linkston Road, Bathgate			62							
Dunedin Canmore	Sibbalds Brae Bathgate	29									
Dunedin Canmore	Winchburgh HH			150							
Dunedin Canmore	Dechmont	30									
Sub Total	367	121	34	212							

RSL	Site	23/24	23/24	24/25	24/25	25/26	25/26	26/27	26/27	27/28	27/28
		Social Rent	MMR/ SE	Social Rent	MMR/ SE	Social Rent	MMR/ SE	Social Rent	MMR/ SE	Social Rent	MMR/ SE
Castle Rock Edinvar	Calderwood site CWC & OSD	32									
Places for People	Calderwood Site CWC &OSD		17								
Castle Rock Edinvar	Calderwood Site LKG	57									
Castle Rock Edinvar	Valley Park, Calderwood			15							
Places for People	Murieston Livingston		28								
Castle Rock Edinvar	Wilkieston	12									
Castle Rock Edinvar	Gregory Road Livingston	33									
Places for People	Gregory Road Livingston		20								
Sub Total	214	134	65	15							

RSL	Site	23/24	23/24	24/25	24/25	25/26	25/26	26/27	26/27	27/28	27/28
		Social Rent	MMR/ SE	Social Rent	MMR/ SE	Social Rent	MMR/ SE	Social Rent	MMR/ SE	Social Rent	MMR/ SE
Castle Rock Edinvar	Armadales Standhill North	53									
Places for People	Armadales Standhill North		41								
Castle Rock Edinvar	Whitburn Road, Bathgate	14									
Places for People	Whitburn Road, Bathgate		9								
Castle Rock Edinvar	Westfield			12							
Places for People	Westfield				13						
Castle Rock Edinvar	Lower Bathville, Armadale					60					
Places for People	Lower Bathville, Armadale						30				
Sub Total	232	67	50	12	13	60	30				

RSL	Site	23/24	23/24	24/25	24/25	25/26	25/26	26/27	26/27	27/28	27/28
		Social Rent	MMR/ SE	Social Rent	MMR/ SE	Social Rent	MMR/ SE	Social Rent	MMR/ SE	Social Rent	MMR/ SE
Cairn Housing Association	Craiginn Terrace, Blackridge	27									
Cairn Housing Association	Fauldhouse Road, Longridge	53									
Cairn Housing Association	Drumshoreland Road, Pumpherston	20									
Home Group	Calderwood VCA			54							
Home Group	Winchburgh Site O2A	55									
Home Group	Winchburgh P1, P2, P3					30					
HomeGroup	Winchburgh CC-FF	19				19					
Sub Total	258	155		54		49					
<u>RSL Grand Total</u>	1965										

4.2 West Lothian Council Future Sites

The sites in table 2 are identified for potential future development by WLC.

Table 2

Site	Number of Units	Tenure	Timescale for Approval
Mid Street, Bathgate	5	Social Rent	2023/2024
Community Centre, Bathgate	6	Social Rent	2023/2024
Trim Track, Livingston	50	Social Rent	2023/2024
Guildiehaugh, Phase 1 Bathgate	65	Social Rent	2024/2025
Clarendon Farm, Linlithgow	30	Social Rent	2024/2025
Houston Road, Livingston	33	Social Rent	2023/2024
Simpson Parkway, Livingston	36	Social Rent	2023/2024
Almondvale Cres, Livingston	37	Social Rent	2023/2024
Wester Inch, Bathgate	59	Social Rent	2024/2025
Upper Bathville, Armadale	42	Social Rent	2024/25
Mossend K	19	Social Rent	2023/24
Bangour	45	Social Rent	2024/25
Beatlie School, Livingston	30	Social Rent	2024/25
Ettrick Drive, Livingston	12	Social Rent	2024/25
Hen's Nest Road, Whitburn	26	Social Rent	2026/27
<u>WLC GrandTotal</u>	495		

4.3 Other Sites

A number of other sites in table 3 overleaf have been included in the programme. The housing provider for these homes will be confirmed in due course.

Table 3

Site	Number of Units	Tenure	Timescale for Approval
Bangour	156	Social Rent/MMR	2024/25
Charlesfield Lane	45	Social Rent/MMR	2024/25
Charlesfield Road	45	Social Rent/MMR	2024/25
Kettlistoun Mains	40	Social Rent/MMR	2024/25
Total	286		

4.4 Open Market Acquisitions

It is also proposed that there will be a total of 65 homes purchased from the open market to increase affordable housing supply in West Lothian over the period of this SHIP. There were 31 open market purchases in 2021/22 and a further 31 planned in 2022/23 by WLC. It is proposed that there will be a further 50 purchases between 2023 to 2028. Almond have proposals for 15 Open Market purchases in the SHIP period.

4.5 Summary of Affordable Housing Investment in West Lothian

Table 4

	<u>2022/23</u> <u>£'000</u>	<u>2023/24</u> <u>£'000</u>	<u>2024/25</u> <u>£'000</u>	<u>2025/26</u> <u>£'000</u>
Scottish Government Grants – Resource Planning Assumptions	15,420	15,376	15,430	15,685
Developer Contributions	25	TBC	TBC	TBC
Council Tax on Second Homes	70	TBC	TBC	TBC
Capital Receipts	100	TBC	TBC	TBC
Borrowing	28,325	TBC	TBC	TBC
Total	43,940	TBC	TBC	TBC

The above table is based on current Resource Planning Assumptions (West Lothian allocation for the council and RSLs) and assumptions for developer contributions, council tax receipts on second homes, capital receipts and borrowing. WLC is developing a new Housing Capital Investment Programme for the next 5 years. This will be taken to full Council in February 2023.

5. The Economic Climate

The housing market has shown signs of improvement in recent years. Many of the sites that were stalled are now starting to pick up with development continuing on a number of sites, particularly in the Core Development Areas. There were 665 private sector completions in 2021/22 which is high given the issues with Covid-19.

According to the Registers of Scotland, the average house price in West Lothian in July 2021 was £201,086. The average price in June 2022 was £223,100. In Scotland the average price in June 2021 was £196,622 and in June 2022 was £213,743.

There continues to be uncertainty in the labour market and challenges on the supply chain, post Covid. Increasing costs are also impacting heavily on the construction sector.

6. Investment in Affordable Housing

The table below shows Scottish Government historic investment levels in West Lothian (for both RSLs and WLC) between 2013/14 and 2020/21

Table 7

Year	Actual Expenditure (£'000)
2013/14	887
2014/15	4,614
2015/16	10,347
2016/17	10,429
2017/18	10,950
2018/19	13,084
2019/20	16,194
2020/21	13,489
2021/22	24,665
Total	104,659

Additional funding in excess of £6 million was allocated to West Lothian in 2021/22 which enabled projects to be brought forward.

Table 8: Future Resource Planning Assumptions

Year	Indicative Planning Figure (£'000)	Affordable Housing Supply Programme indicative planning figures including slippage (£'000)
2022/23	15,420	19,275
2023/24	15,376	19,220
2024/25	15,430	19,287
2025/26	15,685	19,606
Total	61,911	77,838

West Lothian Council's Investment in new housing supply

West Lothian Council is highly committed to partnership in the delivery of Local Housing Strategy outcomes. This is demonstrated through the provision of new build council housing and direct assistance to RSLs to enable their development proposals to proceed. Scottish Government direct funding remains important across the range of projects.

The approved Housing Capital Investment Programme 2022/23 includes £29.256 million for new council housing supply and the council has delivered 1,807 new build council homes between 2012/13 and Q4 2021/22. The Scottish Government provided £9.852 million to support new build council housing and open market acquisitions in 2021/22.

In 2021/22, £63,807 from Developers' contributions was used to support the new build council housing programme.

Other Funding

Funding from a Charitable Trust supported a development of 25 homes at Polbeth by Almond Housing Association. This is particularly beneficial to the area and enabled funding to be made available for other projects. The site was completed in April 2022. Scottish Government and West Lothian Council have encouraged locally developing RSLs to examine any opportunities where charitable bond scheme investment may be utilised.

7. Development Constraints

The key development constraints centre on the provision of funding for infrastructure such as primary and secondary schools. The City Deal Fund is being used to support new schools at Winchburgh.

While there continues to be funding constraints, it is clear that RSLs are having some success identifying projects. Challenges remain in regard to the availability of private finance for RSLs but some larger RSLs have managed to secure bond funding. In addition, there is opportunity for front funding the purchase of development sites should this be required. The majority of RSL projects coming forward in this SHIP are likely to be for social rent rather than mid-market rent or shared equity. RSLs have identified homes for 312 mid-market rent and 29 homes for shared equity. This is an increase on previous years and demonstrates the willingness to support the development of tenures other than social rent.

Constraints identified by RSLs include abnormal costs, demolition and site clearance and developer contributions. To assist in trying to overcome these constraints, the council will continue to work in partnership with relevant stakeholders in relation to the provision of infrastructure.

8. Collaboration across the Housing Market Area

West Lothian is a member of the South East Scotland Housing Forum. This group includes representation from housing and planning from the six SESPLAN member councils and Scottish Government. The group collaborated successfully to produce housing need and demand assessments HNDA2 and HNDA 3, with HNDA 3 receiving robust & credible status from the Centre for Housing Market Analysis in July 2022.

Homes for West Lothian Partnership was set up in 2018 to engage with RSLs operating in West Lothian. The purpose of this is to create a coordinated strategy of land assembly, finance, construction planning and targeted provision of homes based on need to increase the supply of affordable housing. Several meetings have been held with RSLs and all have been invited to contribute to the SHIP. Joint working with RSLs and the voluntary sector continues in relation to the development of the Rapid Rehousing Transition Plan to address homelessness in West Lothian.

9. Partnership Process for producing the SHIP

West Lothian Council continue to consult with key partners to develop and deliver quality affordable housing. There are regular updates on progress towards meeting the Local Housing Strategy objectives with stakeholders. West Lothian Council hosted a Strategic Housing Event in February 2022 to engage RSLs and developers to increase affordable housing supply in West Lothian. Noted below is a breakdown of the partners involved in the delivery of affordable housing in West Lothian;

- **RSLs**

West Lothian Council and RSL development partners have an ongoing dialogue in relation to the delivery of affordable housing. In regard to the development of the SHIP, the RSL partners were invited to meetings to discuss their input. Meetings were held with Almond Housing Association, the Wheatley Group, Places for People, Home Group, Ark Housing Association, Cairn Housing Association and Link Group. The key points discussed were in relation to identifying potential development opportunities and overcoming constraints to development including funding requirements and infrastructure. With increased level of grant funding anticipated over the period of the SHIP there is a potential to support a variety of housing providers.

- **Private Developers**

West Lothian Council maintains regular dialogue with private developers in determining the most appropriate affordable housing contribution whilst taking significant factors into account for each individual development site.

- **West Lothian Council Service Areas**

West Lothian Council Service Areas including, Planning, Legal Services, Finance and Property Services and Housing maintain a close working relationship to deliver affordable housing and to develop a strategic approach to provision. This assists in the speed of delivery of development and the quality of housing provided.

There is ongoing liaison with Social Policy to identify requirements for specialist housing provision in West Lothian.

We have worked closely with Social Policy in relation to the design of the new build houses to ensure that they are future proofed and limit the need for adaptations in the longer term. There is increasing engagement through the Commissioning Plans to identify future requirements for specialist housing provision.

- **Government Assistance**

The council welcomes the government funding to assist the provision of housing either through its own new build programme or to fund RSLs for site acquisition/off the shelf purchase. This funding has enabled significant numbers of affordable housing to be completed. In 2018/19 West Lothian Council had the highest number of completions of new build council houses of any council in Scotland. The council has endeavoured to make best use of the sites identified to develop council housing that will optimise the use of the sites to meet a variety of housing needs.

10. Investment Outcomes

There are several key outcomes to be achieved in the course of the 5 year period of this SHIP:

- Completion of an agreed number of RSL homes through the Strategic Local Programme (SLP).
- Complete the development of the current council new build programme.
- A further programme of new council house building, subject to WLC approval.
- Maximise employment and training opportunities through the provision of new build housing.
- To assist with the provision of new infrastructure by making appropriate developer contributions through new build programmes.
- Development of a new Local Housing Strategy

11.Scottish Housing Quality Standard Delivery Plan

In 2021/22 West Lothian Council ranked 4 out of 26 Scottish authorities in 2021/22, an improvement of 16 places from 2020/21. The Scottish average performance is 74.26% compared to WLC performance of 89.84%.

At Deans South, a number of blocks have now been demolished to make way for new build council housing. 54 council homes have been completed and a further 29 are under construction at another site in Deans South.

12. Specialist Housing Provision

New Developments of specialist housing provision are planned.

- Cawburn Road, Pumpherston for 16 homes for people with complex care needs;
- Conversion of a former hostel in Bathgate into four self- contained flats;
- Cairn Housing Association are developing bungalows at Blackridge;
- West Lothian Housing Partnership has developed amenity housing in Livingston as part of the Almondvale development (Living Well)
- Ark Housing Association is developing a site at Crusader Rise. Some of these will be suitable for wheelchair users and people who require specialist housing provision.
- Almondvale Crescent development for young people

The new build council housing programme has provided in excess of 140 bungalows including one-bedroom bungalows so that there is a wider range of house types available for people with disabilities. Occupational Therapy staff were involved in developing the housing design and mix and there has also been input from staff from NHS Lothian.

12.1 Wheelchair Accessible Housing

Targets for wheelchair accessible housing were set out in the West Lothian Local Housing Strategy 2017-2022. A target of 30 wheelchair accessible homes per annum was set over the duration between 2017/18 and 2021/22. Targets for wheelchair housing across all tenures will be proposed in the new Local Housing Strategy 2023/24-2027/28, this could include 10 - 15% of all homes built being wheelchair accessible. Table 10 overleaf includes completions of wheelchair accessible homes.

Table 9 - Wheelchair accessible house completions

Provider	Wheelchair Accessible Bungalow Completions					
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
WLC	16	30	41	60	8	0
Almond Housing Association	0	6	0	1	0	0
Totals	16	36	41	61	8	0

During 2022/23, it is anticipated that there will be 15 WLC wheelchair bungalows completed and handed over.

RSLs and WLC have submitted proposals in the SHIP for at least 103 homes that would be suitable for wheelchair users and 255 homes that could be suitable for older people or people who require amenity housing. RSLs are also considering models of housing for older people including the use of technology.

Funding for adaptations continues to be supported through the HRA for council tenants and through Scottish Government grant for homeowners, private tenants and through Scottish Government grants to RSLs.

West Lothian Council has developed the draft West Lothian Standard to encourage more accessible, adaptable and flexible housing to be built across all tenures. The aim is to ensure that homes can be easily adapted should the needs of anyone in the household change. Work is ongoing in relation to developing the housing mix for future WLC sites and there is an ongoing commitment to provide accessible housing.

In February 2022, a Strategic Housing Event was hosted by West Lothian Council to encourage affordable housing providers to consider increasing the range of standard house types that could meet a range of housing needs.

13.Rapid Rehousing Transition Plan

The West Lothian Rapid Rehousing Transition Plan (RRTP) was updated in June 2022 and submitted to Scottish Government. The following RRTP achievements were noted:

- 19% Reduction in homeless applications between 2019/20 to 2021/22;
- 69% increase in prevention approaches between 2019/20 to 2021/22;
- 146 new/additional affordable social lets added by the council and RSL partners in 2021/22;
- 400% increase in sharing spaces;
- 32% increase in Private Sector Leases (PSL) spaces;
- Continuation of Housing First for adults with mental health addictions and for Young People

Key actions identified in the RRTP for 21/22 included:

- Review and implement new Housing Options pathways to prevent homelessness and implement personal housing planning approach;
- Specialist Housing Options provision for targeted groups at risk of homelessness, including, private rented sector, prison release, hospital discharge, mental health, domestic abuse and addictions;

- Continue to increase access and supply of affordable housing solutions;
- Increase the supply of suitable temporary accommodation through meeting the agreed targets for Private Sector Lease, Sharing Spaces and introducing Rapid Access Accommodation to reduce the use of B&B accommodation;
- Increase prevention of youth homelessness through a multi-agency early intervention and targeted approach to prevent youth homelessness;
- Deliver a new build supported accommodation unit and dispersed temporary accommodation for young people;
- Improve Health & Wellbeing outcomes for people at risk of homeless and homeless through a range of actions including developing pathways for hospital discharge, mental health, domestic abuse and addictions and employing addictions working

The imbalance between demand for affordable social housing compared to supply, remains the greatest challenge for the delivery of the RRTP. Whilst the council have seen a 19% reduction in the number of homelessness applications there has been an 45% increase in the number of homeless applicants that are awaiting a permanent homeless outcome and an increase of 33% of the number of housing applicants on the Common Housing Register.

The number of social lets that was expected in 2021/22 was reduced by 19% and the number of homeless applicants now awaiting a permanent outcome is 16% higher than anticipated. These challenges have resulted in record numbers of people in temporary accommodation and large increases in lengths of stay across temporary accommodation including B&B accommodation with an average of 142 homeless households per night in B&B accommodation.

The full implementation of the Homeless Persons (Unacceptable Accommodation) (Scotland) Order 2020 in October 2021 has also placed the council under further pressure to comply with these legal requirements

The continued high rate of homeless applications from young people also remains a key challenge and more targeted work is required to prevent young people from becoming homeless. This will be a key focus of the RRTP in 2022/23 onwards with improved joint working across the partnership.

The SHIP aims to support the actions of the RRTP in the following ways:

- Increasing the supply of permanent accommodation.
- Supporting RSL development.
- Prioritising support for new build affordable housing in areas of high demand.
- Delivering housing that meets a range of needs.

As the number of new build council completions decrease and the RSL completions increase, it is critical that all providers assist in meeting the needs of homeless households.

14. Child Poverty (Scotland) Act 2017

In June 2019, Council Executive approved the Local Child Poverty Action Report. This report was updated in June 2022 to take account of Covid-19. Latest local estimates place West Lothian's level of child poverty at 24% after housing costs. (These figures are pre-pandemic. These estimates also cannot effectively measure the impact of the range of anti-poverty measures introduced in Scotland including the Scottish Child Payment which it is estimated will shift poverty downwards by two to three percentage points by 2023).

Headline Poverty Figures in West Lothian:

- 12% of the West Lothian population is income deprived
- Almost 25% of children experience relative poverty
- 73.5% of working age adults are in work
- 18% of employees earn below the Living Wage
- 19% of residents experience fuel poverty (fuel bill >10% of income after housing), 9% of residents experience extreme fuel poverty (fuel bill >20% of income after housing)

Estimates indicate that 24.6% (n= 8740) of children in West Lothian were in relative poverty in 2019-20, compared to 24.3% in Scotland. This is the largest proportion of children living in relative poverty since 2014-15 and represents a 3.3% increase in the 5-year period between 2015-2020

A new National Progression Award in Tenancy at SCQF Level 4 has been successfully developed and launched. The Skills Centre team has worked in partnership with the council's Anti-Poverty Service and Housing teams to support the delivery of the qualification and to ensure the learning experience relates to real life scenarios. Partnerships will be further strengthened to connect the learning to real life and also expand the use of the qualification to other vulnerable young people, including learners on the Level Up (Looked After Children) Project

Further scoping will be carried out to identify potential action areas to support priority groups in relation to adequate housing. Colleagues from West Lothian Council Housing services have joined the Child Poverty Reference Group.

A key outcome included in the Anti-Poverty strategy is to *"increase the number of people who live in warm affordable homes"*. This will be measured by the number of new homes completed annually in West Lothian. This relates directly to the target of 3,000 affordable homes built between 2012 and 2022 which is included in both this SHIP and the West Lothian Local Housing Strategy 2017-2022. It is anticipated that the numbers of people in fuel poverty will increase due to very high increases in energy costs.

The need for larger family housing is a consideration on most sites in the SHIP, however, with a greater reliance on sites coming through the Affordable Housing Policy, there can be challenges securing sufficient land in the right locations to build housing for larger families. The aim is to encourage developers to provide a wider range of standard house types that are suitable for a range of needs including larger families.

15.Welfare Reform

West Lothian Council has developed an anti-poverty strategy that sets out a series of actions to support people affected by welfare reform and those at risk of poverty. The Scottish Government's Discretionary Housing Payment is being used in West Lothian to assist with housing costs and in particular to mitigate the effects of the removal of the spare room subsidy.

Reports were produced each month to ensure that all customers impacted by the "bedroom tax" received full mitigation for any period involved. Joint working with social sector landlords also identified any tenant in receipt of Universal Credit who was subject to a bedroom tax reduction. During the year a total of 5070 awards of Discretionary Housing Payment were

made to customers impacted by the "bedroom tax". The total amount of Discretionary Housing Payments awarded to mitigate the bedroom tax was £2,918,581

The cost of living crisis is likely to impact severely on many households in West Lothian with a large number of people who are in work at risk of poverty.

16.Fuel Poverty and Climate Change

The Local Housing Strategy outlines the council's approach to reducing fuel poverty and tackling emissions that contribute to climate change. The council provides advice and information on fuel poverty via the Advice shop and signposts individuals to agencies such as the Home Energy Scotland.

Energy advice providers in West Lothian supported householders to make savings of £485,048 on fuel costs through energy efficiency advice, tariff switch, support to resolve billing and meter issues and access to energy grants.

In 2020/21 the council invested over £1.2million to improve the energy efficiency of 181 council houses. Both sources of funding were used to improve the energy efficiency of housing stock in West Lothian and help tackle fuel poverty. Particular focus was on targeting areas with high levels of deprivation.

The council seeks to ensure that all new build housing is energy efficient and 89% of West Lothian Council Housing stock currently meets the Energy Efficiency Standard in Social Housing (EESH).

The heating for the complex care unit at Cawburn Road will be from renewable energy through a ground source heat pump. This will attract funding from Scottish Government.

All sites identified in the SHIP, with the exception of open market acquisitions, are anticipated to meet greener standards.

The council is proposing the integration of net zero carbon targets for the next local housing strategy. There are two key elements to this;

- The council is aiming to make a strong commitment to ensuring that our future new build housing stock is as energy efficient as possible. It is proposed that all new build council housing stock are designed and constructed to meet the requirements to achieve an A – Rated Energy Performance Certificate (EPC) in terms of both the building's 'energy efficiency rating', and the building's 'environmental impact rating', which shows the buildings CO² emissions. In addition to this it is proposed that all future new build council housing stock should meet all 8 requirements to achieve the current Scottish Building Standards "Silver" Standard.
- A route map has been developed with key milestones for existing WLC housing stock to meet EESH 2 compliance.
- Rising fuel costs means that significantly more people in West Lothian will be in fuel poverty and there are limited mechanisms to address this.

The challenge for all affordable housing providers will be to ensure that there is sufficient funding to meet the requirements of EESH2 and continue with investment in new affordable housing.

17.Private Sector House Condition

The condition of houses in the private sector in West Lothian is generally good. The council's Scheme of Assistance has been reviewed to provide information, advice and access to practical assistance to enable homeowners to fulfil their responsibility of maintenance and repair of their property and to provide grant support to home owners whose homes need adapted to suit the needs of a disabled person.

The revised Scheme of Assistance was approved by the Council Executive in June 2019. The council has given a commitment to develop its approach to private sector housing over the coming years in order to improve house condition and this will include enforcement activity where necessary. The Scheme of Assistance was reviewed in 2021 and now includes reference to the Tenements Act. Work continues in relation to bringing private sector empty homes back into use.

18. Empty Homes

There are 292 long term empty homes(one year or more) in West Lothian.

There is regular liaison with Council Tax and Environmental Health to investigate reports of empty properties and the owners can be contacted to establish their intentions for the property. West Lothian Council works in partnership with Shelter to provide information and advice to owners of empty homes.

Over the last 3 years, 97 homes have been purchased through the Council's Open Market Acquisition Scheme. At least, 30 of these were vacant at the time of purchase. Almond Housing Association have also purchased a small number of properties. These homes have been brought back into use for much needed social rented housing. Scottish Government grant has been provided to enable both the council and Almond Housing Association to purchase empty homes through the Open Market Acquisition Scheme.

In addition, owners that approach the council with empty properties can be considered for the private sector leasing scheme.

Discussions are ongoing with Shelter to consider part-funding of a dedicated empty homes officer to ensure that empty homes can be brought back into use with minimal delay.

19 Gypsy/Traveller sites

West Lothian Council no longer operates a site for Gypsy/Travellers. The council will engage with Scottish Government, COSLA and MECOPP to support Gypsy/Travellers to assist in improving the understanding of requirements of Gypsy/Travellers coming to West Lothian.

20.Strategic Environmental Assessment

A Strategic Environmental Assessment pre-screening report was undertaken and has determined that a full assessment is not required for the SHIP because it is unlikely to have significant environmental effect. Most of the sites that are included in the SHIP are allocated for housing in the West Lothian Local Plan and/or the West Lothian Local Development Plan which has been the subject of a full Strategic Environmental Assessment.

21. Equalities

West Lothian Council is committed to promoting equality and diversity and eliminating discrimination and the Authority follows strict corporate guidelines which governs the manner in which these areas are approached. An equalities relevance assessment has been carried out for the SHIP and this will be made available. Both the council and RSLs specify that all new build housing will be constructed to housing varying needs standards.

22. Conclusion

This SHIP illustrates a range of approaches to the provision of affordable housing. The council's new build programme has delivered large number of new homes in a relatively short timescale with low levels of subsidy to meet the housing needs of people in West Lothian.

Partner RSLs continue to provide much needed affordable housing in settlements across West Lothian helping to sustain investment in communities in difficult economic times. RSLs are identifying development opportunities and making use of the funding available in a variety of ways to include a mix of both social rented and other affordable tenures. The council continues to work closely with housing association partners in a variety of areas including the common housing register, homelessness, support provision as well as housing development.

22. Appendices to the SHIP Submission (not attached)

1. SHIP Templates
2. Integrated Impact Assessment
3. Strategic Environmental Assessment pre- screening report

23. References

Guidance on Preparing Strategic Housing Investment Plans 30 June 2021
<https://www.gov.scot/publications/strategic-housing-investment-plan-guidance-note-mhdgn-2021-01/>
 West Lothian Council Housing Land Audit 2020
 West Lothian Local Development Plan
https://www.westlothian.gov.uk/media/27735/Adopted-West-Lothian-Local-Development-Plan/pdf/West_Lothian_Local_Development_Plan_-_Adopted_final.pdf
 West Lothian Local Housing Strategy 2017-2022
https://www.westlothian.gov.uk/media/18527/West-Lothian-Councils-Local-Housing-Strategy-2017-2022/pdf/West_Lothian_Local_Housing_Strategy_2017-221.pdf
 Scottish Government Affordable Housing Supply <https://www.gov.scot/publications/housing-statistics-for-scotland-new-house-building/>
 West Lothian Child Poverty Action Report 2021/22 June 2022
 West Lothian Rapid Rehousing Transition Plan Update 2022/23 June 2022

November 2022

DATA LABEL: PUBLIC



HOUSING SERVICES POLICY DEVELOPMENT AND SCRUTINY PANEL

PROPERTY TURNOVER JULY TO SEPTEMBER 2022

REPORT BY INTERIM 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 2 of 2022/23 (1 July to 30 September 2022).

B. RECOMMENDATION

To note the current levels of activity relating to property turnover for Quarter 2 of 2022/23 and in particular to note:

1. The increase in property lets for Quarter 2 2022/23 compared to the same period last year;
2. Of the 49 communities in West Lothian, 15 had no properties available for let throughout Quarter 2 of 2022/23; and
3. 57% of lets throughout the quarter were allocated to people who were homeless.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focussing on our customers' needs Being honest, open and accountable Providing equality of opportunities Developing employees Making best use of our resources Working in partnership
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	The Housing (Scotland) Act 1987 as amended and in accordance with the Homelessness (etc) (Scotland) Act 2003, Housing (Scotland) Act 2014. West Lothian Council Housing Allocation Policy
III Implications for Scheme of Delegations to Officers	None
IV Impact on performance and performance Indicators	None
V Relevance to Single Outcome Agreement	Outcome 7 - We have tackled the significant inequalities in West Lothian society. Outcome - 10. We live in well-designed, sustainable places where

we are able to access the services we need

VI Resources - (Financial, Staffing and Property)

None

VII Consideration at PDSP

None

VIII Other consultations

Consultation takes place with the Housing Network as well as individual tenant groups

D. TERMS OF REPORT

D1 Quarterly Turnover

The number of permanent lets for the period 1 July to 30 September 2022 was 196 compared to the same quarter last year when 185 properties were let. Of the 196 lets, 14 of them were due to exceptional circumstances. Details of all lets, their area and property sizes are provided in Appendix 1 and 2. Council stock figures by Ward are detailed in Appendix 3. Applicants can choose from a total of 49 communities.

The main points to note for Quarter 2 are:

- The communities with the highest percentage of total lets were Murieston with 19 lets (9.9%); Bathgate with 14 lets (7.2%); and Armadale with 13 lets (6.7%)
- There were also 2 sheltered housing properties let in the quarter;
- Five communities had one mainstream property available to let – Alderstone, Craigshill, East Whitburn, Linlithgowbridge and Longridge.
- Fifteen communities had between two and four properties available to let – Addiewell, Blackridge, Breich, East Calder, Eliburn, Knightsridge, Linlithgow, Mid Calder, Pumpherston, Seafield, Stoneyburn, Uphall, Uphall Station, Wester Inch and Winchburgh.

Across Quarter 2, the following 15 communities had no properties becoming available.

No	Community	Number of properties remaining
1	Bellsquarry	4
2	Dechmont	27
3	Ecclesmachan	4
4	Greenrigg	107
5	Howden	22
6	Kirknewton	40
7	Kirkton	14
8	Livingston Village	8
9	Newton	12
10	Philipstoun	25
11	Threemiletown	6
12	Torphichen	26
13	Westfield	69
14	Whiteside	39
15	Wilkieston	5

D2 Type of property

The majority of properties that became available in Quarter 2 were Cottage types at 87 (44%) followed by Four in a Block at 63 (32%) and Flats at 36 (18%), there were also 8 Maisonettes (4%) and 2 Sheltered Housing lets (1%).

In terms of property size, 49% of the lets were two-bedroom properties (97 Lets); 28% were one-bedroom properties (54 lets); 22% were three-bedroom properties (44 Lets); and there was 1 four-bedroom property let during the quarter.

Applicants**D3**

The 196 properties let in Quarter 2 were allocated in accordance with the council's Allocations Policy.

Details on which applicant groups the properties in Quarter 2 were let to is detailed in the table below.

Group	Number of Lets	Percentage Met
Homeless (HL)	113	57%
General (GN)	42	21%
Transfer (TL)	39	20%
Housing with Care	1	1%
Unsatisfactory Housing (UH)	1	1%
Out with (OW)	0	
Total	196	

E. Conclusion

The report provides information on the property turnover and lets in Quarter 2 of 2022/23. The report highlights that there has been an increase in available lets when compared to the same quarter of 2021/22 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 2 Lets excluding Exceptional Circumstances

Appendix 2 – Quarter 2 Exceptional Circumstances Lets

Appendix 3 – Total Housing Stock per area

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JULIE WHITELAW

INTERIM HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES

Date of Meeting: 15th November 2022

Appendix 1: Quarter 2 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	<i>Armadale</i>	Cottage	1	2	1	-	-	4
		Flat	1	-	-	-	-	1
		Four in Block	-	6	2	-	-	8
	Armadale Total		2	8	3	-	-	13
	<i>Blackridge</i>	Cottage	1	-	-	-	-	1
		Maisonette	-	-	1	-	-	1
	Blackridge Total		1	-	1	-	-	2
	Ward Total		3	8	4	-	-	15
Bathgate	<i>Bathgate</i>	Cottage	-	2	-	-	-	2
	<i>Bathgate</i>	Flat	3	-	-	-	-	3
		Four in Block	3	3	-	-	-	6
		Maisonette	-	1	-	-	-	1
		Sheltered	1	-	-	-	-	1
	Bathgate Total		7	6	-	-	-	13
	<i>Boghall</i>	Cottage	-	3	-	-	-	3
		Flat	-	5	1	-	-	6
		Four in Block	-	1	-	-	-	1
	Boghall Total		-	9	1	-	-	10
	Wester Inch	Flat	3	1	-	-	-	4
	Wester Inch Total		3	1	-	-	-	4
	Ward Total		10	16	1	-	-	27

Ward	Community	House Type	Number of Bedrooms					
			1	2	3	4	5	Total
Breich Valley	<i>Addiewell</i>	Cottage	-	-	1	-	-	1
		Four in Block	-	1	1	-	-	2
	<i>Addiewell Total</i>		-	1	2	-	-	3
	<i>Breich</i>	Cottage	-	-	1	-	-	1
		Four in Block	-	1	-	-	-	1
	<i>Breich Total</i>		-	1	1	-	-	2
	Fauldhouse	Flat	-	1	-	-	-	1
		Four in Block	1	-	1	-	-	2
		Maisonette	-	1	-	-	-	1
	<i>Fauldhouse Total</i>		1	2	1	-	-	4
	<i>Longridge</i>	Cottage	-	-	1	-	-	1
	<i>Longridge Total</i>		-	-	1	-	-	1
	<i>Polbeth</i>	Cottage	-	-	3	-	-	3
		Four in Block	-	1	1	-	-	2
	<i>Polbeth Total</i>		-	1	4	-	-	5
	<i>Stoneyburn</i>	Cottage	-	-	1	-	-	1
		Four in Block	-	1	2	-	-	3
	<i>Stoneyburn Total</i>		-	1	3	-	-	4
	<i>West Calder</i>	Cottage	2	-	3	-	-	5
		Four in Block	4	1	-	-	-	5
	<i>West Calder Total</i>		6	1	3	-	-	10
	<i>Ward Total</i>		7	7	15	-	-	29

Ward	Community	House Type	Number of Bedrooms					
			1	2	3	4	5	Total
Broxburn	<i>Broxburn</i>	Cottage	-	3	-	-	-	3
		Flat	3	2	-	-	-	5
		Four in Block	3	1	-	-	-	4
	Broxburn Total		6	6	-	-	-	12
	<i>Craigshill</i>	Flat	1	-	-	-	-	1
	Craigshill Total		1	-	-	-	-	1
	<i>Uphall</i>	Flat	1	-	-	-	-	1
		Four in Block	1	2	-	-	-	2
	Uphall Total		2	2	-	-	-	4
	<i>Winchburgh</i>	Cottage	-	1	1	-	-	2
	Winchburgh Total		-	1	1	-	-	2
	Ward Total		9	9	1	-	-	19
East Livingston	<i>East Calder</i>	Four in Block	1	1	-	-	-	2
	East Calder Total		1	1	-	-	-	2
	<i>Mid Calder</i>	Four in Block	-	1	-	-	-	1
		Sheltered	1	-	-	-	-	1
	Mid Calder Total		1	1	-	-	-	2
	<i>Pumpherston</i>	Cottage	-	1	-	-	-	1
		Four in Block	2	-	-	-	-	2
	Pumpherston Total		2	1	-	-	-	3
	<i>Uphall Station</i>	Cottage	2	-	-	-	-	2
	Uphall Station total		2	-	-	-	-	2
	Ward Total		6	3	-	-	-	9

Ward	Community	House Type	Number of Bedrooms					
			1	2	3	4	5	Total
Linlithgow	<i>Bridgend</i>	Cottage	-	1	-	-	-	1
		Four in Block	-	3	1	-	-	4
	<i>Bridgend Total</i>		-	4	1	-	-	5
	<i>Linlithgow</i>	Cottage	-	-	1	-	-	1
		Flat	1	-	1	-	-	2
	<i>Linlithgow Total</i>		1	-	2	-	-	3
	<i>Linlithgow Bridge</i>	Cottage	-	1	-	-	-	1
	<i>Linlithgow Bridge Total</i>		-	1	-	-	-	1
	<i>Ward Total</i>		1	5	3	-	-	9
North Livingston	<i>Alderstone</i>	Cottage	-	1	-	-	-	1
	<i>Alderstone Total</i>		-	1	-	-	-	1
	<i>Deans</i>	Cottage	4	-	1	-	-	5
		Flat	1	1	-	-	-	2
	<i>Deans Total</i>		5	1	1	-	-	7
	<i>Eliburn</i>	Cottage	-	1	-	-	-	1
		Four in Block	1	-	-	-	-	1
	<i>Eliburn Total</i>		1	1	-	-	-	2
	<i>Knightsridge</i>	Cottage	1	2	-	-	-	3
		Flat	1	-	-	-	-	1
	<i>Knightsridge Total</i>		2	2	-	-	-	4
	<i>Ward Total</i>		8	5	1	-	-	14

Ward	Community	House Type	Number of Bedrooms					
			1	2	3	4	5	Total
South Livingston	Dedridge	Cottage	2	1	3	-	-	6
		Flat	-	1	-	-	-	1
		Maisonette	-	-	1	-	-	1
	Dedridge Total		2	2	4	-	-	8
	Ladywell	Cottage	-	-	4	1	-	5
		Flat	2	-	-	-	-	2
		Four in Block	-	1	-	-	-	1
		Maisonette	-	4	-	-	-	4
	Ladywell Total		2	5	4	1	-	12
	Murieston	Cottage	-	9	8	-	-	17
			-	9	8	-	-	17
	Murieston Total		-	9	8	-	-	17
	Ward Total		4	16	16	1	-	37
Whitburn	Blackburn	Cottage	-	1	-	-	-	1
		Flat	-	4	-	-	-	4
		Four in Block	1	3	-	-	-	4
	Blackburn Total		1	8	-	-	-	9
	East Whitburn	Cottage	-	1	-	-	-	1
			-	1	-	-	-	1
	East Whitburn Total		-	1	-	-	-	1
	Seafield	Cottage	1	1	-	-	-	2
			1	1	-	-	-	2
	Whitburn	Cottage	1	2	-	-	-	3
		Flat	1	1	-	-	-	2
		Four in Block	-	6	-	-	-	6
			2	9	-	-	-	11
	Whitburn Total		2	9	-	-	-	11
	Ward Total		4	19	-	-	-	23
	Total		52	88	41	1	-	182

Appendix 2 – Quarter 2 Exceptional Circumstances lets

Exceptional Circumstances Lets – April to June								
Ward	Community	House Type	Number of Bedrooms					
			1	2	3	4	5	Total
Bathgate	<i>Bathgate</i>	Four in Block	-	1	-	-	-	1
	<i>Bathgate Total</i>		-	1	-	-	-	1
	<i>Boghall</i>	Cottage	-	-	1	-	-	1
	<i>Wester Inch Total</i>		-	-	1	-	-	1
	<i>Ward Total</i>		-	1	1	-	-	2
Breich Valley	<i>Addiewell</i>	Four in Block	1	-	-	-	-	1
	<i>Addiewell Total</i>		1	-	-	-	-	1
	<i>Fauldhouse</i>	Cottage	-	1	-	-	-	1
	<i>Fauldhouse Total</i>		-	1	-	-	-	1
	<i>West Calder</i>	Cottage	-	-	1	-	-	1
		Four in Block	-	1	-	-	-	1
	<i>West Calder Total</i>		-	1	1	-	-	2
	<i>Ward Total</i>		1	2	1	-	-	4
Broxburn	<i>Winchburgh</i>	Cottage	-	1	-	-	-	1
	<i>Winchburgh Total</i>		-	1	-	-	-	1
	<i>Ward Total</i>		-	1	-	-	-	1
East Livingston	<i>East Calder</i>	Cottage	-	1	-	-	-	1
	<i>East Calder Total</i>		-	1	-	-	-	1
	<i>Ward Total</i>		-	1	-	-	-	1
Linlithgow	<i>Linlithgow</i>	Four in Block	1	-	-	-	-	1
	<i>Linlithgow Total</i>		1	-	-	-	-	1
	<i>Ward Total</i>		1	-	-	-	-	1

Ward	Community	House Type	Number of Bedrooms					
			1	2	3	4	5	Total
South Livingston	<i>Murieston</i>	Cottage	-	2	-	-	-	2
	<i>Murieston Total</i>		-	2	-	-	-	2
	<i>Ward Total</i>		-	2	-	-	-	2
Whitburn	<i>Blackburn</i>	Cottage	-	1	1	-	-	2
		Four in Block	-	1	-	-	-	1
	<i>Blackburn Total</i>		-	2	1	-	-	3
	<i>Ward Total</i>		-	2	1	-	-	3
Total			2	9	3	-	-	14

Appendix 3 – Council Stock Numbers (Mainstream Properties)

Ward	Name	Number of Properties
1	BRIDGEND	217
	LINLITHGOW	340
	LINLITHGOW BRIDGE	84
	NEWTON	12
	PHILPSTOUN	25
	THREEMILETOWN	6
		684
2	BROXBURN	865
	CRAIGSHILL	3
	DECHMONT	27
	ECCLESMACHAN	4
	UPHALL	207
	WINCHBURGH	278
		1,384
3	ALDERSTONE	45
	DEANS	596
	ELIBURN	273
	KIRKTON	14
	KNIGHTSRIDGE	627
	LIVINGSTON VILLAGE	8
		1,563
4	BELLSQUARRY	4
	DEDRIDGE	717
	HOWDEN	22
	LADYWELL	670
	MURIESTON	43
		1,456
5	EAST CALDER	296
	KIRKNEWTON	40
	MID CALDER	55
	PUMPHERSTON	270
	UPHALL STATION	113
	WILKIESTON	5
		779
6	ADDIEWELL	275
	BREICH	66
	FAULDHOUSE	616
	LONGRIDGE	91
	POLBETH	352
	STONEYBURN	238
	WEST CALDER	218
		1,856
7	BLACKBURN	844
	EAST WHITBURN	45
	GREENRIGG	107
	SEAFIELD	109
	WHITBURN	1,478
		2,583

Ward	Name	Number of Properties
8	BATHGATE	1,057
	BOGHALL	648
	WESTER INCH	194
	WHITESIDE	39
		1,938
9	ARMADALE	1,272
	BLACKRIDGE	226
	TORPHICHEN	26
	WESTFIELD	69
		1,593
	Total Stock	13,836

Item		Purpose	Responsible Officer
2022			
Housing Services PDSP- 15/11/22 (AGENDA SETTING 1st November)			
1	Performance & Change	Tenant and Customer Participation Strategy 2022-2027	Jodie Fullerton
2	Performance & Change	Implementation of Third-Party Reporting to the First Tier Tribunal (Housing & Property Chamber)	Kirsty Weir
3	Performance & Change	Implementation of Private Landlord Accreditation Scheme	Kirsty Weir
4	Performance & Change	Q2 Performance Report	Kirsty Weir
5	Housing Strategy & Development	West Lothian Strategic Housing Investment Plan (SHIP) 2023-2028	Marjory Mackie
6	Housing Need	Q2 Turnover Report	Sarah Kelly
Housing Services PDSP-07/02/23 (AGENDA SETTING 24th January)			
1		2023/24 to 2032/33 Housing Capital Investment Strategy	Graeme Struthers
2		HRA Revenue Budget	Graeme Struthers

Housing Services PDSP- 28/03/23 (AGENDA SETTING 14/03/23)			
1	Performance & Change	Q3 Performance Report	Kirsty Weir
2	Housing Need	Q3 Turnover Report	Sarah Kelly
3	Housing Strategy & Development	2023/24 to 2032/33 Housing Asset Management Plan	Marjory Mackie
4	Housing Strategy & Development	West Lothian Local Housing Strategy 2022-2027	Marjory Mackie
Housing Services PDSP- 23/05/23 (AGENDA SETTING 09/05/23)			
	Housing Need	Update on Sharing Spaces	Sarah Kelly
	Housing Need	Q4 Turnover Report	Sarah Kelly