

Housing and Building Services



*Scottish Housing
Quality Standard –
The West Lothian
Experience*

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Scottish Housing Quality Standard – The West Lothian Way –

- o SHQS Impact on Kitchen and Bathroom Programme
- o Stock Condition Surveys & Results
- o 10 Year Capital Programme
- o Vision for Future
- o Outcomes of SHQS

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Impact on Kitchen & Bathroom Programme

- o SHQS - Built into last two years of our Kitchen/Bathroom Programme (K&B) – Completed 08/09
- o £ 6 million investment internal SHQS to catch up years one to three K&B programme
- o Schedule to complete 2010/11 all internal SHQS Works



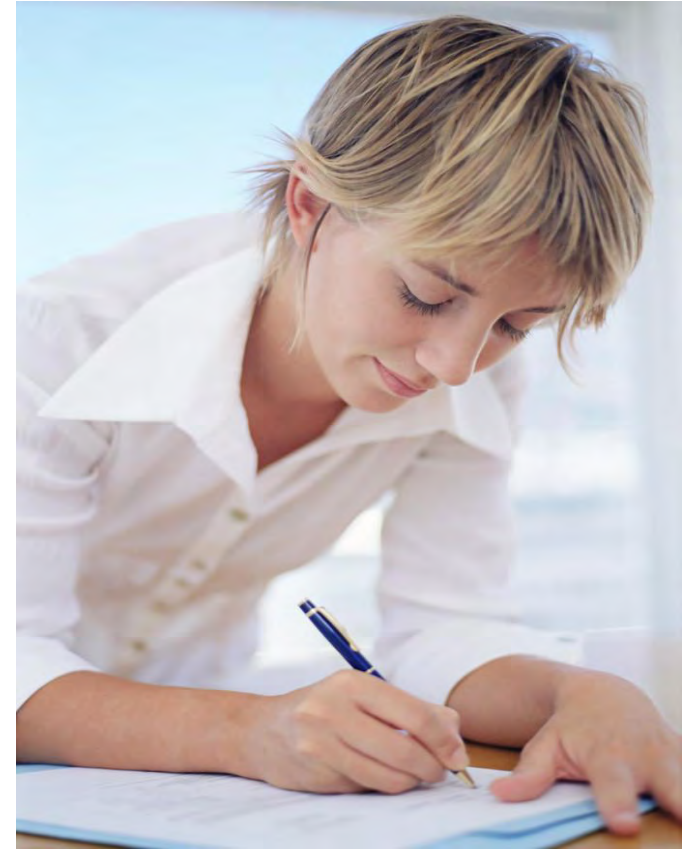
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Stock Condition Surveys – SHQS Impact

- o Detailed surveys all Council stock
- o Use of In-house staff and external consultants to carry out surveys – Completed July 2008
- o Database Analysis/Integrity
- o Capital Programme - Culture change



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10 Year Capital Programme – SHQS Impact

- o Dec 2008 - Agreed £ 250 M 10 yr Capital Programme
- o £ 74 M external investment SHQS Work, mostly Roof Replacements and Roughcasting Works
- o £14 M internal investment SHQS Work (years 1-3 Kitchen & Bathroom Programme)
- o £ 70 M investment of 800 new Homes by 2012
- o £ 25 M investment Energy Efficiency
- o £ 25 M investment Environmental Works
- o Culture Change within organisation to meet SHQS standard by 2015

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Vision for Future – SHQS Impact

- o Plethora of Information, back end operating systems, databases, local knowledge (officer and tenant), Housing Revenue Account spend activity
- o Asset Management team set up within Housing & Building Services structure
- o Use of data information and GIS Mapping system
- o Concentrate mainly on Outcomes not outputs



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Asset Management Framework

- Response Repairs
- Identifiable high costs
- Planned Maintenance
- Capital Programme
- SHQS Results
- Asset Management Plan

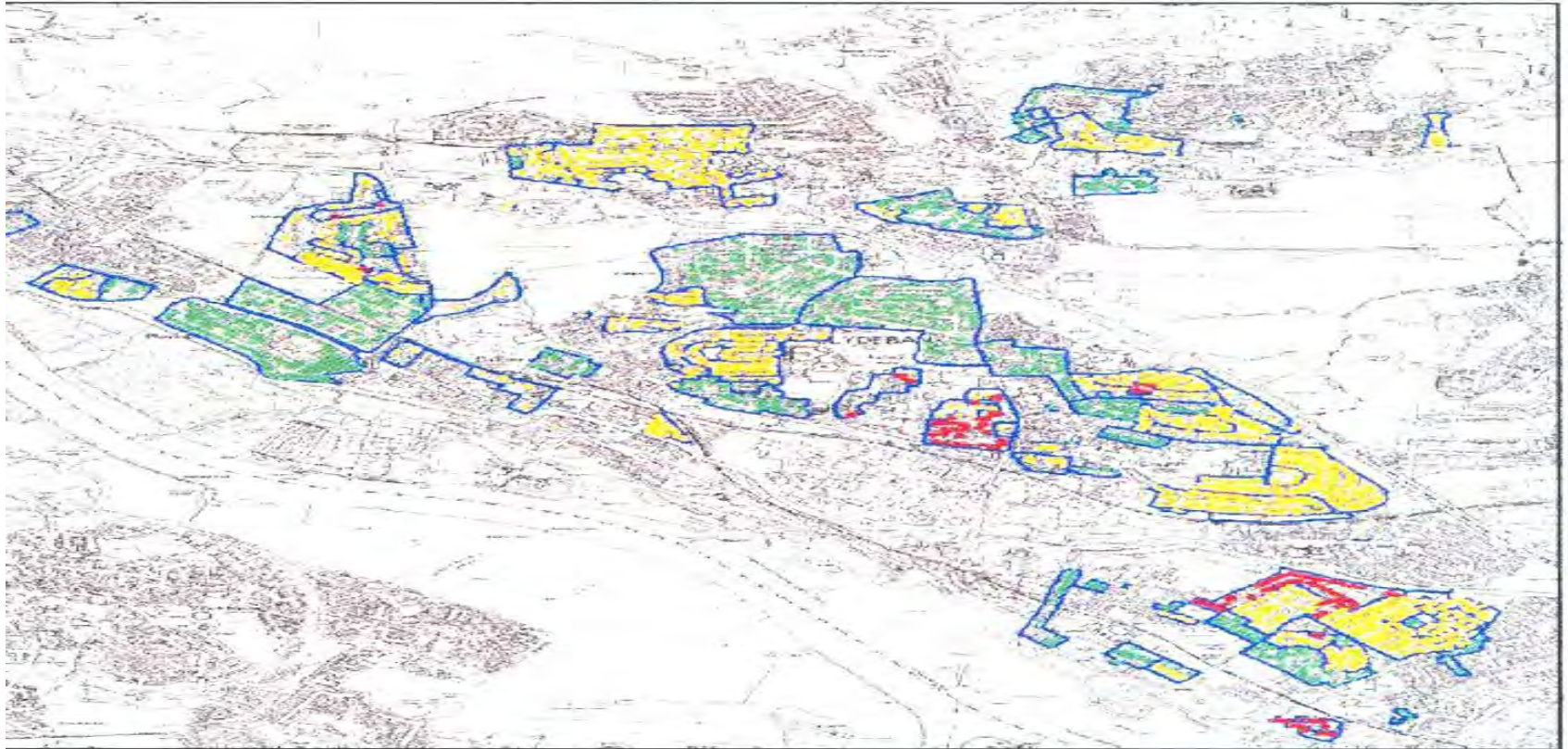


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Data Results - Mapping data using GIS



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Outputs

- Comprehensive Asset Management database
- Data visualisation, easily understood
- Fast track strategic investment decisions
- Ease of operational use
- Allows for ownership and future use

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Benefits – data collection

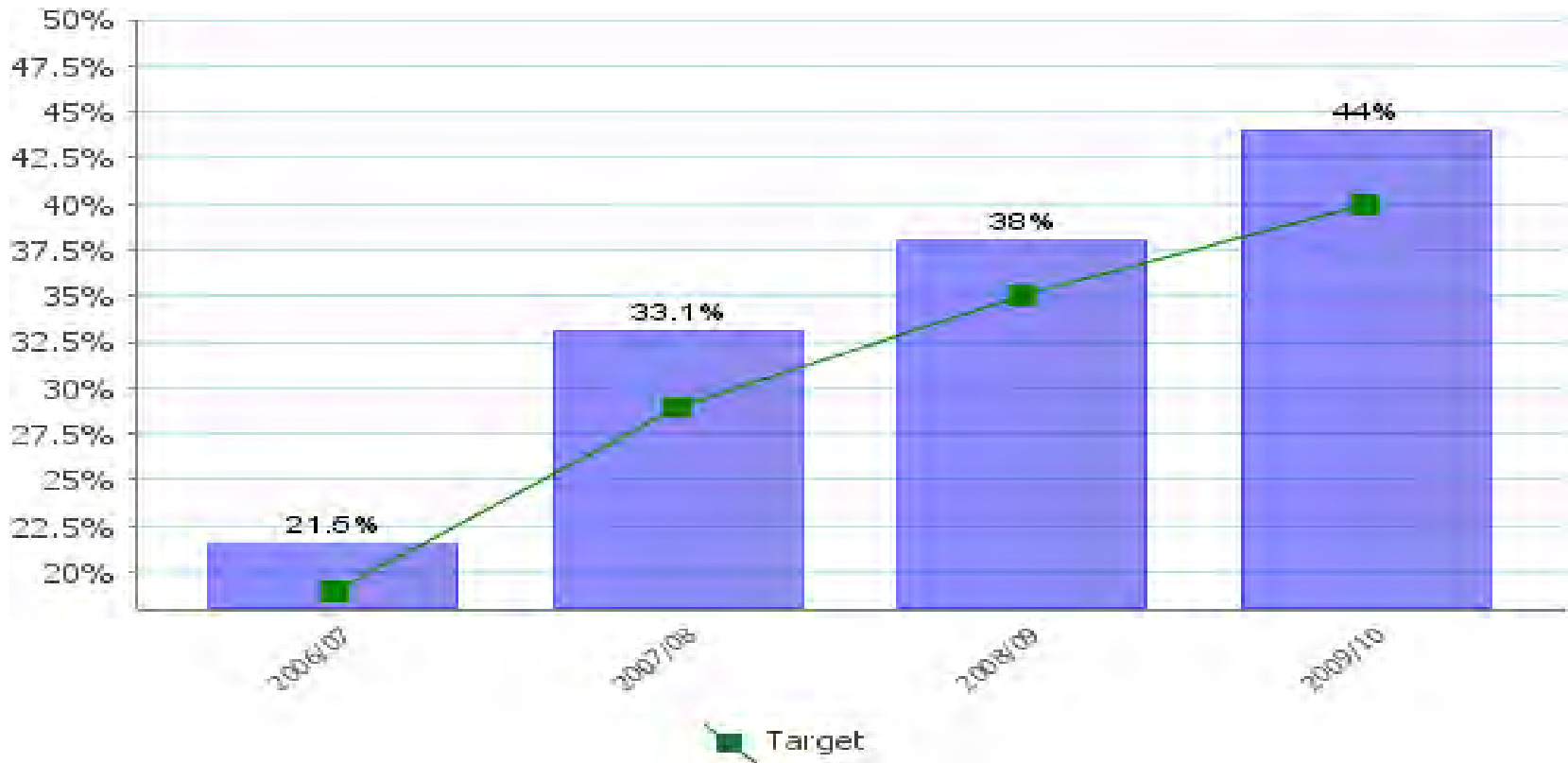
- Realigns investment to areas of need
- Identifies high cost repair activity
- Facilitates planned maintenance or capital programmes
- Identifies high risk properties over single/all housing management indicator/s
- Assists in meeting SHQS standard

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Percentage of houses meeting the Scottish Housing Quality Standard



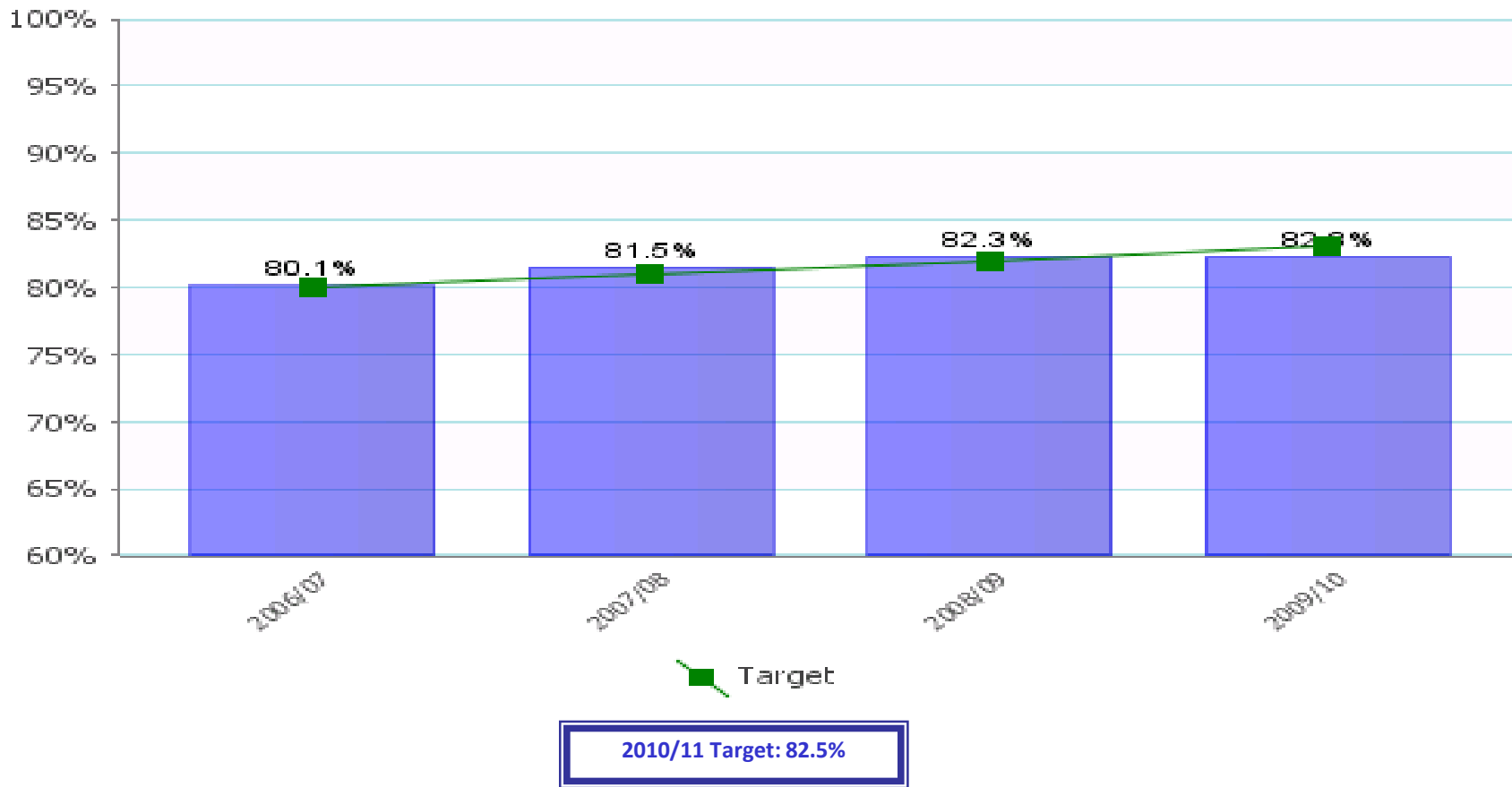
2010/11 Target: 50%

Percentage of tenants who feel safe in their homes



2010/11 Target: 87%

Percentage of tenants who feel safe in their community



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Housing and Building Services SHQS – The West Lothian Experience



*'Delivering
positive
outcomes for our
customers'*

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- Questions -



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