

West Lothian Community Planning Partnership

Single Outcome Agreement

Annual Report 2008



Foreword

The Single Outcome Agreement 2008 consolidated the work of the Community Planning partners in West Lothian by agreeing an improvement plan for the area based on jointly agreed outcomes. We set ourselves some challenging targets across the key priority areas we identified. Our aim is to provide an improved quality of life for all people who live, work and do business in West Lothian.

This report details the progress the Partnership has made towards those challenging targets and covers the period June 2008 to March 2009.

Being outcome focused has allowed the Partnership to begin to address our priorities in new and innovative ways, and 2008/09 saw the beginnings of this with the Lifestages Outcome Planning and Joint Tasking models being utilised to plan and deliver services based on robust evidence of need. The Partnership is committed to ensuring that our communities receive the best possible services. This approach will ensure that all public monies are targeted to agreed common outcomes.

The significant changes in the global economic outlook since June 2008 and forecast reductions in the growth of public expenditure may have significant impact on the delivery of the Outcome Agreement from 2009 onwards across a number of our priorities and the Community Planning Partnership recognise the need for greater innovation within the overall direction of travel.

It is therefore crucial that over the coming months the necessary mitigating actions are identified through the Partnership, recognising the cross-cutting impact of recession and the need for collective commitment to address this locally. The SOA offers the opportunity to look collectively at how we support communities better to avoid negative impacts where possible or to assist in getting people back into employment or maintaining a good level of well-being.

The partners are agreed that they will need to remain flexible to address any future issues as these arise. This may be at the expense of some of the activities and indicators agreed in the SOA. However, for now, we remain optimistic that through joint working we will continue to meet the targets we have set, and we will aid the Government in achieving its fifteen national outcomes.

Peter Johnston
Leader of West Lothian Council
Chair of Community Planning Partnership

Introduction

This report details the progress the Community Planning Partnership has made towards the challenging targets set out in the 2008 Single Outcome Agreement and covers the period June 2008 to March 2009.

West Lothian, along with the rest of the UK, has been affected by the global economic downturn during the latter part of 2008 and into 2009. In March 2009 we saw the unemployment rate reach 4.2% which is the highest it had been since February 1997, and was higher than the Scottish rate of 3.9%. The Community Planning Partners are monitoring the local economy on a monthly basis through the Economic Partnership and an up to date picture of how the recession is affecting West Lothian can be found at http://www.westlothian.com/Home/wl_economy

Despite the downturn, the Partnership has had a number of early wins and launched some key partnership initiatives since the West Lothian SOA was first submitted.

- Thirty per cent reduction in the number of youth related calls to L&B Police
- Accessing and utilising ERDF, ESF and Leader monies, totalling £2.68m, across the partnership to match fund the Fairer Scotland Fund
- Exceeding our first year target for class size reduction
- The development of the new Civic Centre with partners locating there in Summer 2009 - Police, Sheriff and District Courts, Procurator Fiscal, Fire, Children's Reporter, CHCP and a range of Council services.
- The council has now adopted the West Lothian Local Plan as the local policy framework for development to 2015 and beyond.
- The number of VAT registered firms reached 3,630, a net increase of 245 on the previous year
- The creation of additional business sites and specialist premises through partnerships involving public and private sector, notably at the Heartlands Business Park, Blackburn House Creative Industries Centre and Innotek Centre.
- Partners are undertaking a major review of services to older people

In the tables below we have given indications of activities that are helping us progress the achievement of both national and local outcomes. The partners have jointly signed up to using the Covalent system to monitor the performance of the SOA. Covalent uses a traffic light system to indicate where performance against specific indicators is against preset targets. The following icons are used



= Performance is on target



= Performance is below target



= Performance is significantly below target

This system has been used in the tables below to denote where performance is to date against the indicators agreed in the 2008 SOA. It should be noted that in some instances the data being used is the most up to date, but this could be over a year old because of the source being used

National Outcome 1 - We live in a Scotland that is the most attractive place for doing business in Europe.




Narrative on progress in improving the delivery of the national outcome

In recent years, the West Lothian economy has undergone significant change with net growth in the business and employment base, accompanied by a net decline in relatively well paid jobs in the manufacturing sector offset by growth in service sectors and construction. The on-set of recession during the latter half of 2008-2009 has had an impact on West Lothian's businesses and employment base, that has put even greater onus on ensuring that partners work effectively with the business community to safeguard business and jobs.

In 2009, West Lothian Economic Partnership's ten-year strategy is being revised to assist firms to grow and/or weather the current economic downturn and support those made redundant into alternative employment opportunities.

It should be noted that, progress in improving the delivery of the national outcome is restricted by independent factors such as the business environment and publication updates of official statistics. For example, the nature of market competition involves such externalities as business failure, information lag, the business cycle and growth/recession. Also, the availability of the most recent information on economic indicators is often dependent on irregular data updates from official public and private sources; for example, the release of the latest statistical information may occur only every two or even ten years.

Progress at March 2009 on local outcomes

Local Outcome	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s	Progress
Our economy is strengthened through an improved range and quality of businesses and increased economic participation	Net number of new businesses formed in a local authority area on an annual basis Annually – (Vat registration DTI small business service)	3400 Total no of VAT registered businesses	3,630 (stock at end of year 2007) is the latest information available.	3,500	3,750	
	Total number of jobs based in West Lothian ONS Annual Business Inquiry	West Lothian 75,200 (2006)	74,700 (2007) latest information available.	76,500	80,000	
	Median weekly earnings relative to the Scottish average ONS Annual Survey of Hours & Earnings	W Lothian £408.10 Scotland £441.50 WL therefore is 92.4% of the Scottish Average	Latest information 2008 W Lothian: £421.40 Scotland: £459.60 WL therefore is 91.6% of the Scottish Average	95%	100%	

Narrative on progress on Local Outcome

Despite the impact of the economic downturn, West Lothian managed to retain and secure investment especially in the Food and Drinks sector. The Business Gateway service in West Lothian continued to promote entrepreneurship, and increased business starts and to support the SME base. New business funding packages were launched geared to supporting the SME sector.

Latest indicator data shows rapid progress in growing the business base – with 3,630 VAT registered businesses in West Lothian at end of 2007. However much of the recent growth in the business base is concentrated in Financial and Real estate sector and is therefore likely to decline in 2009. The latest (2007) Employment data shows the number of jobs in West Lothian to have declined slightly in 2007 from 75,200 to 74,700. West Lothian wage levels in 2008 fell slightly to 91.6% of the Scottish level.





National Outcome 2 - We realise our full economic potential with more and better employment opportunities for our people.

Narrative on progress in improving the delivery of the national outcome

Growing the business and employment base and securing better quality jobs is complemented by actions aimed at developing the skills base and tackling exclusion from work and reducing the proportion of adults on out-of-work benefits. As the current recession continues, this will make these subsidiary Outcomes even more challenging, and will require partners to adopt even more innovative and concerted approaches to this area of work.

It should be noted that, progress in improving the delivery of the national outcome is restricted by the publication updates of official statistics. The availability of the most recent information on economic indicators is often dependent on irregular data updates from official public and private sources.

Progress at March 2009 on local outcomes

Local Outcome	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s	
Our economy is strengthened through an improved range and quality of businesses and increased economic participation	The proportion of working age adults in work Quarterly - Source: ONS annual population survey	2006 West Lothian 76.7%	79.4% (2008) latest information available	W Lothian 78%	80%	
	% of claimants in receipt of unemployment related benefits, relative to the Scottish average Quarterly – Source: DWP	2006 W Lothian 16.1% Scotland 16.7%	(August 2008) W Lothian 16.0% Scotland 16.3%	W Lothian 14.5%	12% by 2012	
	Qualification levels within the local workforce ONS Annual Population Survey	2006 67.5 % qualified to SVQ 2 and above 26.4% qualified to SVQ 4 and above	(Dec 2008) 66.1% qualified to SVQ 2 and above 29.4% qualified to SVQ 4 and above	70% 32%		 

Narrative on progress on Local Outcome

There has been impressive progress on local outcomes. Latest (Sept 2008) indicator data shows West Lothian's target for 2010-2011 has already been exceeded for the proportion of working age adults in work, to stand at 79.4%.

In the year to August 2008, there has been some significant progress in reducing the overall level of benefit dependency. The West Lothian figure now stands at 16.0% compared to 16.3% for Scotland.











Overall skills levels have also increased from the baseline with more than 29% of residents now qualified to SVQ 4 and above



National Outcome 3 - We are better educated, more successful, renowned for our research and innovation

Narrative on progress in improving the delivery of the national outcome

Good progress has been made in raising standards of educational attainment at standard grade and higher, in line with the previous long term upward trend in West Lothian, preparing the young people of West Lothian for successful participation in higher and further education and training and a successful contribution to the economy.

Progress at March 2009 on local outcomes

Local Outcome	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s	
Everyone's life chances in West Lothian are maximised by improving their educational attainment and achievement	% of school leavers going into employment, education or training Annual – Scottish Government	80%	80%	85%	90% (2020)	
	The % of pupils in S4 attaining English and mathematics at level 3 Annual – Scottish Government	94% (2007)	95%	96%		
	The % of pupils in S4 attaining 5 Standard Grades at level 3 Annual – Scottish Government	94% (2007)	95%	96%		
	The % of pupils in S4 attaining 5 Standard Grades at level 4 Annual – Scottish Government	75% (2007)	78%	81%		
	The % of pupils in S4 attaining 5 Standard Grades at level 5 Annual – Scottish Government	33% (2007)	34%	37%		
	The average cumulative tariff score for all S4 pupils Annual – Scottish Government	182 points (2007)	184 points	188 points		
	The average tariff score of the lowest attaining 20% Annual – Scottish Government	68 points (2007)	64 points	72 points		
	The % of pupils in S5 attaining 3 Higher Grades at level 6 Annual – Scottish Government	21% (2007)	22%	22%		
	The % of pupils in S5 attaining 5 Higher Grades at level 6 Annual – Scottish Government	9% (2007)	10%	11%		
	The average cumulative tariff score for all S5 pupils	283 points (2007)	278 points	288 points		

Annual – Scottish Government					
% of P1-P3 pupils in classes of size 18 or less	2005 7%	21.2	40%		
Annual – Scottish Government	2006 7.5%				
	2007 10%				
Number of people per 1000 (relevant population) supported by Adult Basic Education Service**	19.67/1000	18.44/1000	18.8/1000		
Annual - WLC					

Narrative on progress on Local Outcome

Much work has been done during 2008/9 to put in place structures and processes to support young people towards positive destinations. This has not yet fed through into leaver destination statistics, as it is recognised that intervention must be on pupils before they reach their final year to secure greatest impact. Impact in future years may be diminished, however, due to the prevailing economic conditions.

Good progress has been made in raising attainment at standard grade and higher, in line with the previous long term upward trend in West Lothian. The average cumulative tariff scores of the lowest attaining 20% and of all S5 pupils have declined, however. The tariff scores are based on certain accredited qualifications, but West Lothian is using the curriculum flexibly within our schools to offer a lot of options that do not count towards the tariff score including PC passport, Skills for Work and Asdan courses (which cover PSHE and citizenship, work-related learning, community volunteering, economic wellbeing, sports and fitness, enterprise, expressive arts, relationships education, outdoor and residential experiences, peer mentoring and international links) to both the lowest 20% and others. There is ongoing discussion about giving these wider options a points score but this has not yet happened.

The Adult Basic Education service has targeted its resources in a number of key areas over the year. In response to the More Choices, More Chances agenda, the service is now working with all of the Get Ready for Work providers to ensure that literacies are integrated into programmes; consequently, 38% of our student population is aged between 16-24 years of age. There has been an increasing focus on helping those furthest from the job market acquire skills which will lead to increased employability. Key partners have been Jobcentreplus, Careers, Mental health Community Team, Criminal Justice Social Work. A range of short courses, tasters, integrated literacies and accreditation has attracted individuals back to learning. 62% of the students are unemployed. In order to increase parents' ability to support their children, there has been a focus on attracting parents, particularly women, into learning. Work has centred around Early Years Centres as well as Livingston Family Centre; 58% of the student population is female. The impact of returning to learning and improving literacy and numeracy skills has resulted in 79% of our student population indicating that their confidence has increased, they are more likely to participate in other learning and they have put their learning into practice at home and at work.

National Outcome 4 - Our young people are successful learners, confident individuals, effective contributors and responsible citizens.

Narrative on progress in improving the delivery of the national outcome

Progress towards introducing curriculum for excellence which will help ensure young people become successful learners, confident individuals, effective contributors and responsible citizens has been good, with structures put in place to support its effective implementation. West Lothian is seen as a centre of excellence, with many examples of best practice presented to other authorities, and extensive contribution to Learning and Teaching Scotland.

Ensuring that all young people make a successful transition from school into further or higher education or employment is a high priority for national government and for West Lothian. In recent years the scale of this challenge has increased. Whilst the majority of young people make this transition successfully, a significant minority do not. Overall west Lothian is below the Scottish average (86.5%) for leavers entering positive destinations (80.8%), however, the numbers entering employment is 2% above the Scottish average at 27.4%.

West Lothian Community Planning partners have sought to address this challenge by developing More Choices, More Chances action plans – both to increase the number of youngsters leaving school into positive destinations and to deliver practical and innovative programmes for those young people who have left school and are not in work or training.

Progress at March 2009 on local outcomes

Local Outcome	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s	
All young people in West Lothian have the knowledge and skills to proceed to adult working life	% of school leavers going into employment, education or training Annual – Scottish Government	80%	80%	85%	90% (2020)	
	The percentage of children attending publicly-funded schools achieving the level for their stage Annual - West Lothian 5-14 Data	Primary Reading 84%; Primary Writing 78%; Primary Maths 86%; S2 Reading 70%; S2 Writing 59%; S2 Maths 64% (All at 2007)	84% 79% 86% 69% 61% 64%	86% 82% 88% 75% 64% 67%		
	% of pre-school centres receiving positive inspection reports.	None – new model of inspection	100%	100% of QIs good or above		
	% of schools receiving positive inspection reports.	None – new model of inspection	87%	100% of QIs good or above		

	% of the overall proportion of young people aged 16-18 in the 'MCMC group Annual – Scottish Government	11.6%	2008 figures to be released by Scottish Government in 2009	8%	6%	
	% of 18-19 year olds claiming unemployment benefit. Annual – Scottish Government	12.8%	2008 figures to be released by Scottish Government in 2009	9%	7%	

Narrative on progress on Local Outcome

Some progress has been made towards achieving 5-14 targets. The 5-14 curriculum will be replaced by curriculum for excellence, and 2008/9 will be the last year 5-14 data will be collected by West Lothian. Data is no longer collected by the Scottish Government, and schools in West Lothian, particularly in the Secondary Sector, have already moved away from the 5-14 curriculum with the result that data has less reliability.

All pre-school centres had achieved satisfactory or better for the reference Quality Indicators in HMIE inspections. As of 31 March 2009, two out of nine schools had fallen below satisfactory in one quality indicator. An action plan has been put in place to address inspection findings in both cases.

Baseline figures for West Lothian's proportion of young people in the MC,MC group and the percentage of 18 to 19 year olds claiming benefits were based on the best estimates available at the time. Since these estimates were made, more reliable figures have been published by Scottish Government, and these will be used to measure West Lothian's performance in future.

West Lothian still has a major challenge to meet in reducing the level of negative destinations and the overall number of young people requiring MC, MC. The last year has seen considerable progress in putting into place additional schools based resources through 16+ Learning Choices -piloted in the two schools where negative destinations were highest in 2006-7 and in wider service and project development both within schools and beyond. Nevertheless these and other practical actions will take time to work through into a real reduction in the MC,MC figures. There is clear evidence that lack of locally accessible training capacity is contributing significantly to the high levels of negative school leaver destinations and limiting our ability to respond to this challenge.

The latest SLDR figures (2007- 08) show no change in the proportion of positive destinations. Local MC,MC Partners are committed to more effective and innovative joint working, information sharing and concerted efforts to ensure all school leavers are offered a positive destination opportunity.

National Outcome 5 - Our children have the best start in life and are ready to succeed

Narrative on progress in improving the delivery of the national outcome

Infant Feeding Advisor

Funded by the Health Improvement Fund, West Lothian has an infant feeding advisor working 20 hours per week. The work of the post holder is directed by the multi-agency Breastfeeding Strategy Implementation Group.

Training

Professional staff working directly with breastfeeding families are provided with two day breastfeeding management training. 60 places a year are available, with a one day update offered for staff more recently trained. A course on maternal, infant and child nutrition is also under development, which can be accessed by a wide range of staff and links into other Nutrition Skills training.

West Lothian Breast Friends (breastfeeding peer support)

West Lothian Breastfriends is a lay peer support programme where women with recent experience of breastfeeding are trained to support breastfeeding families in the community. The women are attached to breastfeeding support groups, and have professional oversight by health visitors and midwives. Four cohorts of peer supporters have now been trained, and there are now 29 peer supporters trained in West Lothian. The priority now is to support and develop our existing peer supporters in their role, and we are already looking at their potential in other areas.

Partnership working

We have been working with local organisations and businesses to increase the number of Breastfeeding Friendly premises in West Lothian and 10 Breastfeeding Friendly Awards to businesses have been presented. Recently, Breastfeeding Friendly Awards were presented to all libraries in West Lothian.


Healthy Weight



Following multi-agency discussions on addressing health weight in children, we adapted our approach and refocused our attention to a whole-school based preventive approach in deprived areas. This approach would broaden the approach from overweight/ obesity to include the health needs of all children in these schools, providing intensive health coaching for some children and families in these schools. The age range would be extended to 0 to 18 years to allow closer work with related initiatives (e.g. HEAT H7 and CEL 36 (2008) for breast feeding and infant nutrition in deprived areas). There would also be some targeted weight management support for families in a range of specific settings across Lothian. This will be taken forward in 2009/10 within Armadale.

Dental

The West Lothian percentage of children aged 3 to 5-years-of-age registered with an NHS dentist has risen well above the national average figure (December 2008). This is testament to the excellent cooperation between general dental practitioners, salaried dentists, oral health promotion staff and other healthcare workers in West Lothian. The improved access to preventive dental care for these young children should be reflected in improved health outcomes in subsequent years.

Progress at March 2009 on local outcomes

Local Outcome	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s	
C,J,L	Pregnancies under 16 years, per 1000 relevant population (SNS - Annual)	2003/05 - 9.0 2004/06 - 7.3	2005/07 - 5.8	7.4	6.8	
	Percentage of children with no obvious caries experience in Primary 1	2005/06 - 47.9% 2007/08 - 50.4%	2008/09 figures not yet released	60%	Aim to increase	

	<i>(Detailed National Dental Inspection Programme - Bi-annual)</i>					
	Obesity levels among children in Primary 1 <i>(Child Health Surveillance Programme - Bi-annual)</i>	2005/06 - 6.1%	2008/09 figures not yet released	6%	Reduce rate of increase by 2018	
	% of newborn children exclusively breastfed at 6-8 weeks <i>(SNS - Annual)</i>	2006/07 - 25 2007/08 - 25.68	Apr - Dec 08 - 27.66%	33%	33.3%	
	% of all three to five year old children registered with an NHS dentist <i>(ISD - Annual)</i>	2007 - 76.5% 2008 - 83.95%	Dec 2008 - 88.07%	80%		
	Number and % of school children walking / cycling to school <i>(Annual 'hands up survey)</i> Sustrans will publish national information on 2 Feb	55% of primary pupils (5442) walked to school, and 4% (396) cycled to school. A further 1% (137) scootered and skated. 37% of secondary pupils (1735) walked to school, and 1% (37) cycled. Only 4 (0.08%) scootered and skated.	Waiting for data	New indicator – so no trend data available to set targets.		

Narrative on progress on Local Outcome

See templates 3 and 8

National Outcome 6 - We live longer, healthier lives

Narrative on progress in improving the delivery of the national outcome


"West Lothian On the Move" is part of a council wide strategy to improve physical activity across all ages and communities throughout West Lothian. A number of initiatives are underway including 1) Health led walking groups through Put Your West Foot Forward throughout West Lothian 2) Care Home Network which includes variety of care staff - t-dances are running in care homes, seated exercise training has been done as well as an introduction to nutrition for older people pilot session. An average of 20 staff attend every session every 8 weeks.

West Lothian continues to work to support older people to live longer healthier lives via the avoidance of delayed discharge, which is known to have a detrimental effect on health and well being.

Choose Life is part of the government's National Programme for Improving Mental Health and Wellbeing. Being part of this programme helps to ensure that suicide prevention is fully integrated into the wider health, social inclusion and well being agenda. Choose Life has a ten-year strategy; we are now into delivering the third phase of the strategy for reducing the suicide rate in Scotland by 20% by 2013. We continue to work towards the Lothian HEAT target of 50% of frontline staff trained in suicide alertness and intervention training. A range of training is being provided by Choose Life West Lothian (Asist, SafeTALK and SMHFA). We have established an annual Memorial Service for those touched by suicide.

Choose Life West Lothian have also provided awareness sessions for staff and partnership agencies around the issues of Self-Harm.

Progress at March 2009 on local outcomes

Local Outcome	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s	
People in West Lothian live longer, healthier lives	Number of people per head of 10,000 population being prescribed drugs for anxiety, depression and psychosis (DDD's per capita) (PRISMS warehouse, ISD Scotland - Annual)	2007/08 - 35.63	Feb 09 - 36.7	Reduce by 10%		
	Rates of suicides per 100,000 population over 5 years (ScotPHO/GRO Scotland - Annual)	1998/02 - 15.9 2003/07 - 12.7	2008 figures not yet released	12.7	(20% reduction on 2002 figures)	
	Percentage of the adult (16+) population who smoke (Scottish Household Survey - Annual)	2005/06 - 28.5%	Updated figures not yet released	26%	22%	
	Percentage of children with no obvious caries experience in Primary 1 (Detailed National Dental	2005/06 - 47.9% 2007/08 - 50.4%	2008/09 figures not yet released	60%	60%	




	<i>Inspection Programme - Bi-annual)</i>					
	Obesity levels among children in Primary 1 <i>(Child Health Surveillance Programme - Bi-annual)</i>	2005/06 - 6.1%	Updated figures not yet released	6%	Reduce rate of increase by 2018	

Narrative on progress on Local Outcome

To date Choose Life has trained 519 individuals in suicide awareness and intervention skills along with Mental Health and Wellbeing training from 2007 to 2009.

Annual changes in suicides and suicide rates are based on relatively small numbers, and so may not be statistically significant. For monitoring purposes it is conventional to aggregate over a three-year period, and have three-year rolling averages. The number of deaths caused by intentional self harm and events of undetermined intent have not been published for this 2008.

A number of steps have already been taken to improve the quality of service for patients suffering from anxiety and depression. Many General Practices utilise a triage system that identifies patients who may benefit from alternative treatments such as guided self help or exercise prescribing. The triage will also direct most appropriate patients to psychiatric, clinical psychology or community psychiatric nursing services. Within clinical psychology a redesign has improved access and introduced a fast tracking procedure to allow suitable patients to access group therapies earlier. Despite these positive changes antidepressant prescribing has not fallen and further efforts are required. The first of these will focus on the integrated care pathway (ICP) for depression that is being introduced across Scotland. ICPs are being designed at a local level for the major psychiatric diagnostic groups and accredited by NHS Quality Improvement Scotland. The pathway as proposed for Lothian will involve the use by GPs of assessment tools that will give a score for all people thought to be suffering from depression and will allow patients to be matched with the most appropriate form of therapy.

Older people in West Lothian are healthier and more active	Number of older people (aged 65+) who are admitted as emergency inpatients 2 or more times in a single year per 1,000 population <i>(ISD - Annual)</i>	2006/07 49.14	2007/08 – 51.47	32.8	32.8	
	Number of people waiting more than 6 weeks to be discharged from hospital into a more appropriate care setting <i>(ISD - Monthly)</i>	2006/07 - 0 2007/08 – 0	2008/09 - 0	0	0	
	Number of people delayed for more than 3 days in a short-stay setting <i>(ISD - Monthly)</i>	2007/08 - 0	2008/09 - 0	0	0	

Narrative on progress on Local Outcome

The target population has increased by 615 (21,412) and out of hours community nursing has been redesigned to allow for 7/7day discharges. Core teams are following up all over 65's with 2 or more admissions to assess re falls and home safety packages.

“West Lothian On the Move” is part of a council wide strategy to improve physical activity across all ages and communities throughout West Lothian. A number of initiatives are underway including 1) Health led walking groups through Put Your West Foot Forward throughout West Lothian 2) Care Home Network which includes variety of care staff - t-dances are running in care homes, seated exercise training has been done as well as an introduction to nutrition for older people pilot session. An average of 20 staff attend every session every 8 weeks.

West Lothian continues to work to support older people to live longer healthier lives via the avoidance of delayed discharge, which is known to have a detrimental effect on health and well being. West Lothian CHCP works proactively with all partners, in managing their residents who become inpatients, be it in West Lothian hospitals or indeed in other Lothian hospital sites. They continue to meet both Delayed Discharged Standards of patients being delayed more than 6 weeks and patients waiting in a short stay bed beyond 3 days, after being declared ready for discharge. Work is currently being developed on enabling patients who are the subject of Guardianship orders to be progressed speedily through the law courts in order that these patients/clients may also be discharge as timeously as possible, to the most appropriate environment, following the completion of medical interventions.

Harmful substance misuse impacting on individuals, families and communities is reduced	Number of alcohol related hospital admissions per 1,000 population (SMR01, ISD Scotland - Annual)	2007/08 - 8.26	2008/09 figures not yet released			
	Number of drug related hospital admissions per 1,000 population (SMR01, ISD Scotland - Annual)	2007/08 - 1.06	2008/09 figures not yet released			
	Number of people achieving reduction in alcohol consumption, not consuming alcohol or reduction in binge drinking as result of support and treatment	This is a new process so there is no baseline data available at the moment but quarterly monitoring reports have been requested from all services	Figures available in Nov 2009			


Narrative on progress on Local Outcome

West Lothian Drug Action Team (WLDAT) has commissioned a variety of services to work with those affected, either directly or indirectly, by substance misuse. Funded alcohol and drug services have engaged with over 700 clients to date who have achieved a variety of successful outcomes including a reduction in alcohol and/ or drug use, improvement in physical and psychological health and increase in self-esteem.

National Outcome7- We have tackled the significant inequalities in Scottish society

Narrative on progress in improving the delivery of the national outcome

Progress at March 2009 on local outcomes

Local Outcome	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s	
The gap between the most and least healthy in West Lothian is reduced	Deaths per 100,000 from Coronary Heart Disease among the under 75's in deprived areas (GROS - Annual)	2004/06 - 76.30 2005/07 - 91.91 (3 year rolling average)	Data not available until October 09	100		
	Pregnancies under 16 years, per 1000 relevant population (SNS - Annual)	2003/05 - 9.0 2004/06 - 7.3	2005/07 - 5.8	7.4	6.8	
	Proportion of live singleton births of low birth weight per 1000 ** (SNS - Annual)	2004/06 - 37.34 2005/07 - 32.72	Not included in 08/09 SOA as lowest 15% datazone target	25.00	19.08	
	% of mothers smoking when booking pregnancy** (SNS - Annual)	2004/06 - 45.6% 2005/07 - 41.6%	Not included in 08/09 SOA as lowest 15% datazone target	36%	23.8%	
	% of newborn children exclusively breastfed at 6-8 weeks** (SNS - Annual)	2006/07 - 14.2 2007/08 - 15.1	Not included in 08/09 SOA as lowest 15% datazone target	20%	25.68	

Narrative on progress on Local Outcome

In work around reducing the number of low weight babies, smoking cessation interventions are targeted at all women smoking at booking visit. There is also access to cheaper fruit and vegetables available throughout West Lothian by WLFED and 'Get Cooking' classes offered throughout West Lothian.

Breast feeding : peer supporter network set up throughout WL (29 peer support workers trained)

Staff training x 3 sessions offered annually to enhance and update skills

ISD data released on 30/6/09 demonstrated a decrease on the rate (per 1,000 relevant population) of pregnancies in under 16's from 7.3 to 5.8, based on 3 year aggregates. There is again however a marked deprivation gradient for rates of teenage pregnancy. To continue to support this positive downward trajectory, the following work has been put in place:

- Sexual health & relationships education (SRE) - Training for Trainers course in 2009 to offer sustainability in West Lothian
- New drop-in opened in Blackburn with funding secured by West Lothian Community Learning & Development opened March 09 in an area of deprivation (open Friday early evenings in a community setting) offering generic and sexual health info including c:card, pregnancy testing and alcohol misuse - this links into the network of 7 drop-ins across West Lothian

- In 2008/09 a total of 1,800 consultations were undertaken in West Lothian drop-ins with the majority in the 13-16 age group - the busiest drop-in is at Armadale Community Health Centre
- Multidisciplinary Services CPD in April with programme including motivational interviewing and alcohol use and an exercise around increasing access to services by 'excluded' young people

National Outcome 8 We have improved the life chances for children, young people and families at risk

Narrative on progress in improving the delivery of the national outcome

A Chief Officers Group has been established in West Lothian to overview and seek assurances from officers that the key public protection roles and responsibilities are being executed effectively. It is chaired by the Chief Executive and its membership includes the Nurse Director NHS Lothian, the Chief Inspector of Police West Division, the Chief Social Work Officer and the chairs of the Adult Protection Committee, the Child Protection Committee and the Multi Agency Partnership Arrangement (MAPPA) Committee

Adult Protection

- The West Lothian Adult Protection Committee is well established and has two attendant Sub-committees that focus on 1) Learning and Development and 2) Practice and Performance
- The Adult Support and Protection (Scotland) Act 2007 was introduced on 29th October 2008. It allocates lead responsibility to the local authority in making inquiries, undertaking investigations and setting up care/ support and protection mechanisms for any adult defined under the Act as being an “adult at risk” and unable to protect him/ herself (or their property, belongings) from harm. The Act has made a significant impact on single and multi-agency practice in adult protection – both in terms of practice i.e. responses to alerts and referrals, level and type of investigations, and number of case conferences and case conference reviews (one example - the number of referrals from the police to social work has more than doubled since the introduction of the Act). In addition to the need for the delivery of extensive multi-agency staff training and development programmes the Act also requires the development of an administrative and support infrastructure to assist the requirement for quality and performance measurement and scrutiny.
- Developmental work is ongoing particularly in the areas of training, joint working, access routes to services, referrals processes, and multi-agency Interagency Referral Discussions (IRD's)
- It is anticipated that the multi-agency focus of Adult Protection will continue to be enhanced when the Public Protection staff from Social Policy and the Police are co-located at the new Civic Centre in Livingston towards the end of 2009


Child Protection



The Child Protection Committee is the key local multi-agency body with responsibility for developing and implementing the child protection strategy across and between all relevant agencies. This is broadly broken down into 3 key areas:

1. Public Information
2. Continuous Improvement
3. Strategic Planning

The WLCPC has 3 sub committees ensuring that all areas of work are progressed, working to an annual business plan. Each sub committee is chaired by a member of the CPC and contains CPC and non-CPC members

Progress at March 2009 on local outcomes

Local Outcome	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s	
Looked after	% 16-17yr old looked after children gaining English and Maths Standard Grade level 3 WLC - Annually	05/06 - 59%	42.9%	63%		

children in West Lothian reach their full potential	% of looked after children with 3 or more placements	30%	23%	25%	Maintain below Scottish average	
	% looked after school leavers going into employment, training or education Annually- CLAS publication	26%	26%	36%		

Narrative on progress on Local Outcome

Team for Looked After Children

This is a multi disciplinary team comprising four Outreach Teachers, a Primary Teacher, Senior Educational Psychologist, Public Health Nurse, Young Peoples Development Worker and the Children's Rights Officer.

The Development of West Lothian Corporate Parenting Policy

In response to the strategy document "Scotland's Looked After Children and Young People; We Can and Must Do Better", published by the Scottish Executive, the West Lothian Corporate Parenting Policy has been developed. This policy aims to ensure that children and young people who are looked after have the same opportunities as all other children for education (including further education) and equal access to all other opportunities for development.

The Development of WL-Netguard

To ensure that looked after children and young people can safely access online services WL Netguard has been developed, it provides:




- Content filtering that applies to specific age groups
- Monitoring, 365 days a year, on a 24-hour basis
- Reporting and site acceptance facility by WL-Netguard Helpdesk
- Intranet facility with secure "chat" environment



The project also delivers: email / letter creation – net-equette; email perception – communication skills; social skills; non-overt teaching; life skills and preparation for employment.

The filtering system has assisted many looked after children who have struggled with mainstream school settings and has allowed them wider access to the internet by enabling them to use PCs in their placement for school projects. Current developments include:

- two generic outreach accounts for the LAC teachers to access the system and internet, at any location, with extra privileges.
- An education profile on at least one of the computers within each residential unit – to allow projects and allocated work to be held safely and securely at each location.
- Awareness raising of the system within the whole LAC outreach team.

These developments strengthen the link between WL Netguard and the education outreach team therefore increasing the use of the system for its primary purpose –maximising the young peoples' opportunities to learn.

Local Outcome	No. of referrals designated as adult protection cases WLC – SWIFT database	53	152	45		
All children and vulnerable adults have safe lives	% of adult protection cases with an allocated worker (Standard) WLC – SWIFT database	100%	100%	100%		
	% of case conferences that have resulted in	85%	100%	85%		

	Adult Protection action plans WLC – SWIFT database					
	Number of child protection referral (per 1000 of 0-15 population)	2006-2007 14.1	17.08			
	Number of registrations on child protection register following case conference (per 1,000 of 0-15 population)	2006/2007- 2.6	3.2			

Narrative on progress on Local Outcome

The 152 referrals represent the data captured by SWIFT. The previous figure was captured using the Adult Protection Monitoring Form. This may partially explain the significant increase although other factors influencing this would be the full training programme on offer to staff, increased awareness amongst all stakeholders, and the implementation of new legislation (The Adult Support and Protection (Scotland) Act 2007). It is difficult to provide a progress target for 2010-11 although it would be reasonable to predict with the continuing implementation of the ASP Act that the number will be at least 152.

The 100 per cent of adult protection cases with an allocated worker refers to those cases that have been screened and are deemed by relevant managers to require ongoing adult protection work (e.g. further investigation, the convening of an Adult Protection Case Conference etc).

All Adult Protection Case Conferences result in Adult Protection Plans being produced. Whilst the majority of these are on prescribed forms, a number are contained as Action Points within the recorded Minute of the Adult Protection Case Conference. There is provision for this in the West Lothian Council Adult Protection Enhanced Procedures and Guidance.

There is little significant change to the “Number of child protection referrals” or to the “Number of registrations on the child protection register following case conference” over the period.

To ensure that “All children and vulnerable adults have safe lives” all agencies working across West Lothian subscribe to the Edinburgh and Lothians Child Protection Procedure – under which all Child Protection Case conferences which result in a child being placed on the register have an allocated Social Worker.

To ensure consistency of approach in Child Protection and to maintain a high level of quality in services the Child Protection Committee have delivered a range of training and information raising opportunities to staff members working within this field. The key training and awareness raising opportunities that have been offered include:

- Risk Assessment Training
- Basic Child Protection Training
- Risk Management of sexually aggressive /aggressive young people
- Child Protection and the internet.

National Outcome 9 We live our lives free from crime, disorder and danger

Narrative on progress in improving the delivery of the national outcome

A Community Safety Strategy has been completed and action plans developed in relation to key areas around violence and crime, preventable injuries and deaths and antisocial behaviour. This has been complemented by the preparation of a Community Safety Data Audit and an emerging strategic assessment. Two partnership analysts have been appointed to support and direct activity around community safety, antisocial behaviour, and quality of life issues.

Partners in West Lothian are in the final stages of their preparation towards the launch of a multi agency tasking and coordinating model to address community safety issues in West Lothian (commences May 2009). There will be representation from across the community planning partnership contributing to information and intelligence sharing around agreed local priorities that will lead to positive action being taken to make sustainable improvements in relation to tackling crime disorder and danger.

During the course of the reporting period 33 premises have been accredited through the Best Bar None scheme aimed at making licensed premises safer places to frequent thereby having an impact on violence and crime in the night time economy. A Business Crime Strategy has also been developed with partners from the Chamber of Commerce, Federation of Small Businesses, Institute of Asian Professionals and West Lothian Council. No Cold Calling areas have been extended to 19 communities with West Lothian raising awareness of bogus caller crime and target hardening properties with training being delivered to partner front line services.

The Centre, Livingston has achieved the "Safer Shopping Award" which was independently accredited by the Scottish Business Crime Centre. The award was provided in recognition of the Centre's efforts in creating a safe and secure shopping environment where effective measures were in place, aimed to-

- Reduce crime and the fear of crime
- Reduce criminal opportunity
- Reduce anti-social behaviour
- Build stronger communities through partnership working and
- Help secure the future prosperity of West Lothian by creating a vibrant shopping, entertainment and business community.


The number of people killed or seriously injured in road accidents are published annually in *Road Casualties Scotland*, Scottish Government (latest published Government figures are for 2007)

In 2008*, 79 people were either killed or seriously injured (ksi) on West Lothian roads which was a reduction of 3 on our 2007 figures. Our target is for a reduction to 73 ksi casualties by 2010.

In 2008*, six children were either killed or seriously injured on our roads and below the 1994-1998 average of 21. This was the same number as in 2007.

* Figures provided are West Lothian figures and may be subject to vetting before publication by Scottish Government later in 2009.

Progress at March 2009 on local outcomes

Local Outcome	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s	
	Number of recorded crimes and offences	**1- 292 2- 243 3- 5537	1-285 2-220 3-4960			

		4- 4934 (all 5- 1873 2007) 6- 5354 7- 2502	4-3923 5-1731 6-5187 7-2234			
	Detection rates for recorded crimes and offences	1- 69.2% 2 – 63% 3- 35.5% (all 4 - 23.3% 2007) 5 – 99.8% 6 – 69.1% 7 – 99.1%	1-71% 2-72% 3-36% 4-22% 5-99% 6-78.9% 7-99.1%			✓
	The number of people killed or seriously injured in road accidents Annually – <i>Road Accidents Scotland</i> , Scottish Government	1994-1998 five year average – West Lothian:122	2007 – 82 2008 – 79 (provisional, subject to final vetting)	73		✓
	The incidence of home fires resulting in death and injury *(Baseline 2004 /05 the start of Home Safety Check Campaign) Annually LBFRS	*Number of home fires with casualties - 31 Number of casualties - 46 Number of fatalities - 3	2007/08 – 24 2008/09 – 25 2007/08 – 30 2008/09 - 36 2007/08 – 0 2008/09 – 0			✓ ✓ ✓
	Number of racist incidents and racially motivated crimes	228	251			
	Number and % of racially motivated crimes detected	135 - 59.2%	174-69.3%			✓
The number of people (victims and offenders) affected by anti-social behaviour and domestic violence in West Lothian is reduced	% of West Lothian Council tenants who feel safe in their local neighbourhood (from WLC Annual Tenant Satisfaction Survey)	80.1%	82.3% (Nov 2008)	2010 target – 84%		✓
	Children referred to muliti-agency domestic abuse screening group getting a service (Annual WLC)	1400 (2007-08)	1483 children referred.	10% increase		✓

Narrative on progress on Local Outcome

West Lothian Community Planning Partnership have reviewed and rewritten their ASB Strategy during the course of the year and are in the final stages of preparing the action plan which will complement this strategy. The roll out of Safer Neighbourhood teams to each multi member ward was completed in December 2008. Their focus is to address antisocial behaviour (asb) and quality of life issues through early intervention, supporting diversionary activity and where necessary robust enforcement with a view to providing a sustainable approach and so reducing asb. Analysis of trends over a 2 year period show a 12% reduction in vandalism across West Lothian and a 30% reduction in youth calls to the police. Although this cannot all be attributed to the Safer Neighbourhood Teams, they play a significant role in these encouraging trends. Council and police officers have taken part in a range of joint training to enable them to provide a more proactive role in the communities that they serve.

Multi agency approaches to addressing alcohol fuelled asb continue in the form of Operation Floorwalk where the police work with counselling services to provide additional support to youths found under the influence of alcohol

Investment in communal areas and environmental improvements (including fencing, external lighting, door-entry systems) has also contributed to an increase in the % of council tenants who feel safe in their local neighbourhood. The Ten Year Housing Capital Investment Strategy 2008/09 to 2017/18 was approved in December 2008 - this includes a further investment of £3m in environmental improvements by 2012.

The Domestic Abuse screening group is having a positive impact on children's lives by co-ordinating service provision and ensuring gaps are filled. Reports on all children/families referred were received from each of the agencies involved in the screening group & screened for referral to full group. Of the remaining 963 children discussed in full at screening group 60% received a service from 1 agency, 18% from 2 agencies, and 5% from 3 or more agencies. 17% were NFA'd




National Outcome 10. We live in well-designed, sustainable places where we are able to access the services we need

Narrative on progress in improving the delivery of the national outcome

In our annual survey of council tenants 88% said they were satisfied with their homes, and 89% said they found it easy to contact the Council about their home.

More than £1.4 million was invested in adaptations to private sector houses where people had a specific need to enable them to continue living at home in 2008-2009.

Progress at March 2009 on local outcomes

Local Outcome	Indicator/s <i>(noting frequency / type / source)</i>	Baseline at 2006-07	Progress at March 2009 <i>(indicators where available)</i>	'Progress' target/s to 2010-11 <i>(where available)</i>	'End' target/s	
All people in West Lothian live in balanced, well-designed, sustainable communities where they can access the high quality amenities and services they need	% of WLC housing stock meeting Scottish Housing Quality Standard (from initial 100% Stock Condition Survey, and ongoing from WLC SHQS database)	29%	38%	46%	100% by 2015	
	No. of affordable housing built in West Lothian	100 units	204	2010/11 - 400	2011/12 - 600	
	Number of new homes completed	700	950	2010/11 – 395	2013/14 – 863	

Narrative on progress on Local Outcome

West Lothian Council has now completed a 100% Stock Condition Survey, and is on target to meet the SHQS by 2015. The £0.25bn Ten Year Housing Capital Investment Strategy 2008/09 to 2017/18 was approved in December 2008. The Strategy includes meeting the investment needs of current stock (to ensure all council stock meets the SHQS by 2015, and environmental works) and building new Council houses. The Council is on schedule to deliver 248 additional affordable Council homes for rent in 2010, and a further 415 by 2012. During 2008-2009 we also helped fund 119 new RSL homes as part of the Scottish Government's development programme.

The current 'credit crunch' has had a severe effect on the housing market. The reduced supply of mortgages, the lack of consumer confidence and economic uncertainty has resulted in significant slowing down in house sales and house building. House completions have tailed off dramatically since March 2008, dropping by 50% to approximately 40 per month during the first half of 2009 and a significant number of expected completions over the coming months will in fact be attributable to house building activity by the council as it implements its programme of new social housing rather than by the private sector.

Fewer people in West Lothian are homeless, but people who become homeless are accommodated safely and supported as soon as possible	Number of homeless presentations within West Lothian (Annual figures from WLC housing management information database)	1,784	1,751	1,700*		
	The proportion of homeless presentations achieving a permanent outcome (<i>Statutory Definition</i>) (Annual figures from WLC housing management information database)	35.4%	44%	50%		
Narrative on progress on Local Outcome						
<p>The West Lothian Homelessness Strategy 2008-2011, launched in October 2008, focuses on preventing homelessness from occurring in the first place. A high profile bus and poster campaign was carried out in the spring to raise awareness of help available to people falling behind with mortgage or rent payments as a result of the credit crunch. The Council's rent arrears strategy has been reviewed to focus on early intervention in order to reduce evictions. Additional prevention initiatives currently being developed include homeless mediation, supported lodgings scheme, and social networks. The review of the housing Allocations Policy is underway, and proposals include additional needs categories to increase the chances of applicants who are at risk of homelessness qualifying for an offer of housing before they reach crisis point, and thus preventing homelessness. The Council continues to make a high proportion of lets to Homeless applicants – 69.8% of West Lothian Council lettings were to homeless households in 2008-2009.</p> <p>Fewer households in West Lothian presented as homeless in 2008/2009 than in 2006/2007, which, given the economic downturn, represents a significant achievement attributable to improved prevention activities. However, in response to the predicted significant increase in mortgage repossessions, it has been necessary to revise the target for the number of homeless presentations upwards for 2010-2011.</p> <p>The Scottish Government's decision to allow local authorities to discharge homelessness duty by ensuring provision of a suitable tenancy in the private rented sector is eagerly awaited. Unless this is agreed an end target above 50% for the proportion of homeless presentations achieving a permanent outcome will be unattainable in West Lothian.</p>						
People in West Lothian stay independently in their own homes for as long as possible, where it meets their needs, is based on choice and is safe for them and their carers	Number of households receiving telecare	2007/08 - 2635	2009 – 3406 households benefiting 4168 people	4,200		
	% of people aged 65+ with intensive needs receiving care at home	2006/07 - 22.4%	2008 – 32.4%	30%	30%	

Narrative on progress on Local Outcome

Telecare – The core Home Safety package is being installed in an average of 70 homes per month and provides a range of detectors and a call system to enable people to remain living in their own homes. The core package also has a wide range of options for the inclusion of additional equipment that can be customised to meet complex or specialist individual needs and an average of 3 specialist assessments per month are undertaken.

The service will be piloting the ‘Safe at Home’ assessment software and is part of an EU funded project developing innovative technology solutions to sustain people in their own homes.

Intensive Needs – Domiciliary Care and Housing with Care continues to work with a range of partners to support and maintain people aged 65 + with intensive support needs within their own home wherever possible, thus providing a safe and alternative choice to other care settings whilst maximising independence .

Physical Disability – West Lothian is funding the development of a residential and respite resource for people with physical disability. The respite service will support service users and carers, enabling people to live within their own homes for longer. The residential service will provide a local resource for people who require long-term care. A number of fully adapted council tenancies to be offered for rent to people with complex disability are also being built on the same site.

Learning Disability - Work will continue to increase both the range of housing with on site care (including personal care) and opportunities for individuals with a learning disability to be supported in individual tenancies through the provision of visiting care (including personal care) and support services. Improving access to individual tenancies for people with learning disabilities is also complemented through the prioritisation of the existing “Special Lets” scheme.

Older People – West Lothian continues to work to provide flexible and accessible home care services, inclusive of Housing with Care to those with intensive support- needs living within the local communities. Thus enabling older people who have increasing levels of need to be sustained in their own homes which incorporates a wide and varied range of housing / tenancy options.

Older People’s Day Care provision is moving towards providing a more targeted service in future which will seek to build and capitalise on individual and community capacity.

National Outcome 11. We have strong, resilient and supportive communities where people take responsibility for their actions and how they affect others


Narrative on progress in improving the delivery of the national outcome

A number of steps have already been taken to improve the quality of service for patients suffering from anxiety and depression. Many General Practices utilise a triage system that identifies patients who may benefit from alternative treatments such as guided self help or exercise prescribing. The triage will also direct most appropriate patients to psychiatric, clinical psychology or community psychiatric nursing services. Within clinical psychology a redesign has improved access and introduced a fast tracking procedure to allow suitable patients to access group therapies earlier. Despite these positive changes antidepressant prescribing has not fallen and further efforts are required. The first of these will focus on the integrated care pathway (ICP) for depression that is being introduced across Scotland. ICPs are being designed at a local level for the major psychiatric diagnostic groups and accredited by NHS Quality Improvement Scotland. The pathway as proposed for Lothian will involve the use by GPs of assessment tools that will give a score for all people thought to be suffering from depression and will allow patients to be matched with the most appropriate form of therapy.

Through the Choose Life programme a number of initiatives have taken place;

- 28 suicide prevention/mental wellbeing training course delivered with 373 people becoming aware or skilled in suicide prevention and mental health first aid as a result
- Self Harm Stakeholder Day - To raise awareness of the issues surrounding self harm for supporting agencies, the carers and families and for those who self harm
- Self Harm Awareness Training Day - To increase knowledge and provide information around the issues of self harm
- Memorial Service - An annual memorial service has been established for those touched by suicide in West Lothian

Progress at March 2009 on local outcomes

Local Outcome	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s	
	Number of people per head of 10,000 population being prescribed drugs for anxiety, depression and psychosis (DDD's per capita) (PRISMS warehouse, ISD Scotland - Annual)	2007/08 - 35.63	Feb 09 36.7	Reduce by 10%		
	Rates of suicides per 100,000 population over 5 years (ScotPHO/GRO Scotland - Annual)	1998/02 - 15.9 2003/07 - 12.7	2008 figures not yet released	12.7	12.7 (20% reduction on 2002 figures)	
	The percentage of residents stating they are satisfied with their neighbourhood Citizens Panel survey – 3 yearly	2004 – 87% 2007 – 87%	The next Panel survey will be 2010	88%		
	% residents contributing to their community through voluntary action. Citizens Panel survey – 3 yearly	2004 – 68% 2007 – 69%	The next Panel survey will be 2010	71%		

	% residents who feel they can influence decisions Citizens Panel survey – 3 yearly	2004 – N/A 2007 – 38%	The next Panel survey will be 2010	40%		
	% residents who feel we have an inclusive society Citizens Panel survey – 3 yearly	2004 – N/A 2007 – 59%	The next Panel survey will be 2010	62%		



National Outcome 12. We value and enjoy our built and natural environment and protect it and enhance it for future generations

Narrative on progress in improving the delivery of the national outcome

Street Cleanliness, Keep Scotland Beautiful results show an increased performance on 2008 results which had been disappointing

Removal of Abandoned vehicles - 245 abandoned vehicle enquires were received this year. 19 of those led to enforcement action being taken to remove the vehicle and 17 of those were removed within the prescribed 14 days.

Progress at March 2009



Local Outcome	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s	
	The percentage of residents stating they are satisfied with their neighbourhood Citizens Panel survey – 3 yearly	2004 – 87% 2007 – 87%	The next Panel survey will be 2010	88%		
	% residents stating there is less graffiti Citizens Panel survey – 3 yearly	2004 – N/A 2007 – 27%	The next Panel survey will be 2010	30%		
	% residents stating improved land use Citizens Panel survey – 3 yearly	2004 – 38% 2007 – 35%	The next Panel survey will be 2010	38%		
	% residents stating open spaces well maintained Citizens Panel survey – 3 yearly	2004 – 34 2007 – 35%	The next Panel survey will be 2010	38%		
	SPI measuring Street Cleanliness Keep Scotland Beautiful - Annually	71	69 (to be validated by Audit Scotland)	70		
	SPI removal of abandoned vehicles with 15 days WLC - Annually	95%	89.5%	97%		

National Outcome 13. We take pride in a strong, fair and inclusive national identity

Narrative on progress in improving the delivery of the national outcome

The Hate Crime Victim Care Group meet monthly to discuss all hates crimes reported to the Police and other agencies in West Lothian. This group are now focusing in on the BME business community. Analytical work builds up an intelligence picture, which suggests that racial verbal abuse directed towards the BME business community accounts for a high percentage of all hate crimes reported in West Lothian. The group intends to consult with this community by way of a survey to try to find out the true extent of these crimes, what barriers there are in reporting incidents and increasing access to advice and support to victims. The results of this survey will influence the development of a BME business crime reduction plan, which will be made available to all victims of racial verbal abuse in the BME business community thereby reducing this type of crime across West Lothian.

Progress at March 2009






Local Outcome	Indicator/s <i>(noting frequency / type / source)</i>	Baseline at 2006-07	Progress at March 2009 <i>(indicators where available)</i>	'Progress' target/s to 2010-11 (where available)	'End' target/s	
	Recorded hate crime	260	251			
	No and rate of hate crimes detected	151 58%	174-69.3%			
	% residents who feel we have an inclusive society	2004 – N/A 2007 – 59%	The next Panel survey will be 2010			
	Citizens Panel survey – 3 yearly					

National Outcome -14 We reduce the local and global environmental impact of our consumption and production

Narrative on progress in improving the delivery of the national outcome

West Lothian Council has made steady progress to increase recycling rates and has achieved the 40% recycling and composting 2010 target a year ahead of schedule. 08/09 was a challenging year which saw the value of recyclables plummet and caused contractors much difficulty in securing sustainable outlets. Despite this WLC worked with partners and the public to ensure that outlets were found and participation in recycling remained high. As recycling performance increases, each additional tonne of recyclate is more challenging (and often more expensive) to attain than when lower recycling targets applied. The Council is actively pursuing a strategy of optimising its current recycling services and procuring capacity to treat waste to allow it to grow the recycling rate further and divert more waste from landfill, subject to the publication of a new Scottish Government National Waste Plan. It is also encouraging to note that the amount of waste arising appears to not be growing at previously noted rates, indicating that government and local measures to reduce waste may now be taking effect.

Progress at March 2009

Local Outcome	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s	
	Tonnage of household waste collected per household	1.22	1.11	1.05	1.05	
	Tonnage of municipal solid waste land filled	73,608	64,245	74,378	24,149	
	The proportion of municipal solid waste recycled	37	41.8%	40%	71%	
	% of households with kerbside recycling who are recycling their waste (SDS)	94%	93.7%	96%		
	% Schools registered with Eco schools scheme and number of schools attaining Green Flag (SDS)	89% 25	97% 47	100% 35		
	Number of cars using the roads – (million vehicle kms)	1742	No update available		Increase by 14%	

National Outcome – 15 Our public services are high quality, continually improving, efficient and responsive to local people’s needs



Narrative on progress in improving the delivery of the national outcome

The Council is approximately 50% through the current tranch of WLAM assessments and all units so far have scored in excess of 300 points. The 300 point level and above represents well organised and managed services on their way to achieving service excellence. A substantial number of the Councils service units are considerably above the 300 point level which equates them with the best in Scotland and, in some cases, Europe.

The transition from Charter Mark, the government’s customer service accreditation which is held by all of the council’s service units, to the more onerous Customer Service Excellence standard is well in hand with 27 of our services achieving the standard so far and the rest scheduled for assessment next year

Awards –

Progress at March 2009

Local Outcome	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s	
	WLAM Scoring Range (% of Service Areas, assessed to date, which are scoring above 300) WLAM assessments carried out every three years	2006/07 77%	100%	300 to 600 (100%)	300 to 600 (100%)	
	Number of older people (aged 65+) who are admitted as emergency inpatients 2 or more times in a single year per 1,000 population (ISD - Annual)	49.14	2007/08 – 51.47	32.8	32.8	
	Reported improvement in the quality of health care experience Patient Experience Programme (Annually)	Linked to 'Better Together' and baseline will be set by Feb 2009	Waiting for information from the Government			
	% population who feel West Lothian has improved in the last few years. Citizens Panel survey – 3 yearly	2004 – 41% 2007 – 47%	The next Panel survey will be 2010	49%		
	% population very satisfied or satisfied with West Lothian as a place to live Citizens Panel survey – 3 yearly	2004 – 86% 2007 – 87%	The next Panel survey will be 2010	90%		