



factfile

2014 Your essential guide to our
performance in 2013/14

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West Lothian
Council

1

Delivering positive outcomes and early interventions for early years

Children and young people deserve the best possible start in life. There is strong evidence to indicate what happens to children in their earliest years is key to influencing their future and positive outcomes in adult life.

- › The council has a range of early intervention measures in place to improve the health and wellbeing of families, including early learning, childcare, maternal and infant nutrition.
- › There is also a focus on supporting young people leaving care and young carers in order to improve their employment prospects.

Early interventions

West Lothian Council has taken a number of key actions to deliver positive outcomes, including:

- › Enhancing early intervention in Primary, Secondary and Special Schools, with children and young people facing challenge in life and learning supported through nurture groups to remain engaged with school
- › Between all professionals with an interest in early years, with the aim of addressing social, demographic and health issues, and making West Lothian a better place for children



Delivering positive outcomes and early interventions for early years

The council is working together with parents and carers to develop positive attitudes to learning, and health and wellbeing. With services located in some of the most deprived communities we deliver joined up services across health education and social care and address social inequalities to ensure that children have the best chance of succeeding in later life.



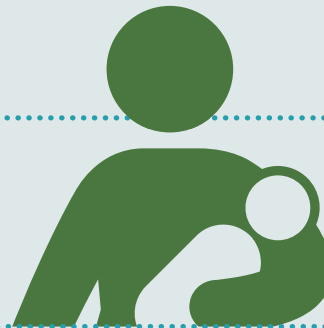
11.0 years is the average age equivalent score for Primary 7 pupils in Reading, the same as in 2012/13

10.6 years is the average age equivalent score for Primary 7 pupils for General Mathematics, from 10.5 years in 2012/13

10.5 years is the average age equivalent score for Primary 7 pupils for Mental Arithmetic, from 9.8 years in 2012/13

33 Looked After two-year olds were supported by Family Centres, helping these children transition to nursery

58 young mothers and **63** children accessed the Young Mothers' Service with 10 children moving off the Child Protection Register



58 pregnant young women in the first year of Sure Start's new keyworking Young Mothers Service were supported by home visiting and groupwork

88% of "looked after children" were cared for in foster/family placements rather than residential accommodation, from 89% the previous year

83% of children, whose parents completed Incredible Years Triple P parenting programmes, improved outcomes

95%

of pre-school parents allocated their first choice of pre-school, from 97% the previous year

£2,335

was the average amount the council spent on average per pupil on pre-school education



91.7% attendance levels in pre schools, from 91.2% in the previous year

2 Improving the employment position in West Lothian

Improving the employment position will positively impact on the quality of life and the overall wellbeing of residents in West Lothian. Our community needs a strong local economy to flourish as it supports the success of other priorities, particularly in improving attainment and health outcomes, and addressing poverty.

Employability

West Lothian Council has taken a number of key actions to deliver positive outcomes in employability, including:

- Building an entrepreneurial culture in West Lothian by supporting business start-ups and early stage company growth
- Supporting investment in West Lothian, complementing and collaborating with national agencies including Scottish Enterprise and Skills Development International (SDI) and where appropriate collaborating with neighbouring councils
- Investing in improving skills levels within West Lothian - the council has a specific role in respect of school and community based provision and also works in close partnership with other agencies including West Lothian College to deliver a joined up skills strategy for West Lothian



Improving the employment position in West Lothian

The council aims to support the growth of a vibrant business sector, built around a highly motivated and skilled workforce.

This involves maximising employment opportunities with a particular focus on helping young people enter the job market.



90% retail/shops occupied in West Lothian (Armadale, Bathgate, Broxburn, Linlithgow and Livingston), from 92% occupied in 2012/13

507 small medium enterprises (SMEs) assisted by the council, from 443 in the previous year

249 wage subsidy employment places within West Lothian companies employing less than 50 employees were created by the council, from 129 employment places in 2012/13

607.5 jobs were generated by the new businesses start-ups supported by the council



£1.4 million of European Union funding secured by the council to be invested in rural development projects from 2015 to improve the support delivered for rural communities in West Lothian

459 new business start-ups assisted by the council, from 377 start-ups assisted in 2012/13

207 of the new business start-ups supported by the council were started by women

10.6% of unemployed people in West Lothian assisted into work in 2013/14 by the council, from 12.6% the previous year



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Improving attainment and positive destinations for school children

Educational attainment makes a significant contribution to the community, including:

- › Children's life chances: ensuring that young people have high aspirations for themselves, and are in a position to fulfil their potential and have a successful life.
- › Social and economic wellbeing: higher levels of educational achievement go hand in hand with improving local employment, greater inward investment, less poverty and increased optimism, especially among young people.

Improving attainment

Attainment has exceeded the target for all school qualification indicators and remains above the national average.

West Lothian performance has taken a number of key actions to further improve levels of attainment, including:

- › A more robust and challenging programme of monitoring our schools
- › A focus on improving attainment at Higher Grade across key subject areas, including English, Mathematics and the Sciences
- › Education Officers and schools working together to prioritise areas for improvement

Improving attainment and positive destinations for school children

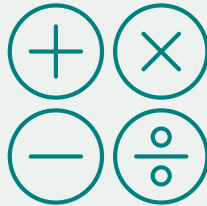
The council aims to help our young people make the most of their opportunities in life and become effective contributors to our local community.

Improving educational attainment will better support school children to develop the essential skills for work and compete in a modern, integrated society.

30% of fifth year pupils achieved 3 or more Highers, from 31% the previous year

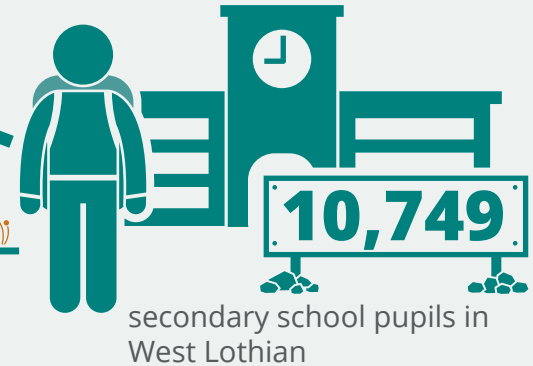
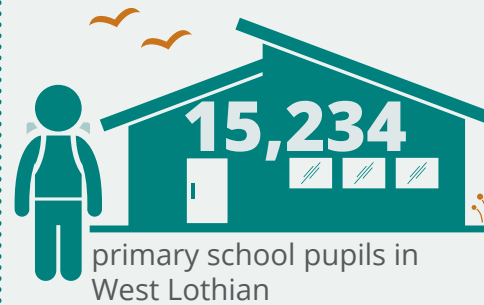
41% of pupils achieved five or more awards at Level 5 in the first year of the new SCQF qualifications

82% of pupils achieved a SCQF Level 4 award in literacy and numeracy, same as previous year



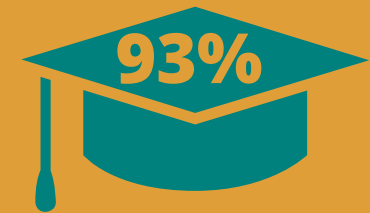
More than **500,000** breakfasts served across our primary, secondary and special schools in 2013/14

£11.7 million invested by the council in improving our school estate in 2013/14



£6,423 was the average the council spent per secondary school pupil, from £6,111 in 2012/13

£4,826 was the average the council spent per primary school pupil, from £4,706 in 2012/13



93% of school leavers went into employment, further education or training

17,251 pupils took part in Active Schools programmes in 2013/14



88% of schools improved their attendance levels from the previous year 2012/13



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Improving the quality of life for older people

The council wants to improve the quality of life for older people by offering care and support that helps them to live well and have greater control, choice and independence.

Quality of life

West Lothian Council has taken a number of key actions to deliver positive outcomes such as the maximisation of independence and wellbeing via:

- A focus on prevention and upstream investment to avoid delay or reduce the need for formal health and social care intervention
- A focus on shifting the balance of care more towards community and home based care, including better support for carers
- A greater emphasis on personalisation of services, giving service users and carers more choice and control over how their needs are met



Improving the quality of life for older people

The council aims to enhance the continuity of care, allowing older people to live with support in their community and reduce the number of admissions to hospital or long-term institutional care.

We work with our partners in health, voluntary sector and our community to achieve this aim in the best way.

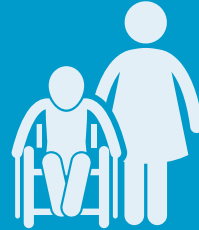


West Lothian remains one of the top performers in Scotland

in relation to arranging timely discharge for people who need support after a stay in hospital

2,000

Requests for emergency assist and were responded to by the Home Crisis Care Service in 2013/14



£21.70 per hour was spent by the council on providing care to support older people to live at home, from £21.13 in the previous year

£373 per person, per week spent by the council on providing residential care for older people, from £347 in the previous year



West Lothian has **nine dementia cafes** meeting on a monthly basis offering support and advice to people with dementia and their carers

241 older people supported by the Food Train to remain at home with volunteers having made nearly 1,888 deliveries of fresh groceries in the first 6 months of the year, an increase of 26% on last year



38% of people over 65 years with intensive care needs supported by the council to remain at home, from 34.7% in 2012/13

4,335

customers supported to remain in their homes with the provision of technology, a decrease of 25 customers from 2012/13



72 people who are in receipt of care participated in the annual **CANalymphics** (Care Activity Network 'Alympics') with a total of **180** attending the event, including family, carers and volunteers

Approx **900** people with dementia and their carers regularly attending Dementia Cafes throughout West Lothian

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Minimising poverty, the cycle of deprivation and promoting equality

People living in poverty and deprivation have significantly worse life outcomes than those in average households, and this is often determined at a very early age by family circumstances.

This means there is a human cost as individuals do less well at school, are more likely to be unemployed or in poorly paid jobs and will generally have poorer health and shorter lives. The financial cost is significant also, with people having a greater reliance on public services throughout their lives.

Minimising poverty

West Lothian Council has taken a number of key actions to deliver positive outcomes, and in support of the Anti-Poverty Strategy, including:

- Allocated £70,000 to support credit unions to help West Lothian residents save and borrow money at affordable rates
- Increased the range of additional training and employment opportunities to help young people find and sustain a job
- Undertaken a range of preventative, targeted projects to support our most vulnerable citizens
- Increased the number of public access computers and learning opportunities to help more adults to become digitally included



Minimising poverty, the cycle of deprivation and promoting equality

Some of our most disadvantaged communities have been so for over 30 years and there is now a third generation of children and young people who have grown up in households that are benefit dependent. The council aims to address some of the serious issues that have affected our communities through support, education and multi-agency working.



16,000 customers (approximately) provided money and energy advice to help improve household income. 40% of these customers were aged 60 years and over



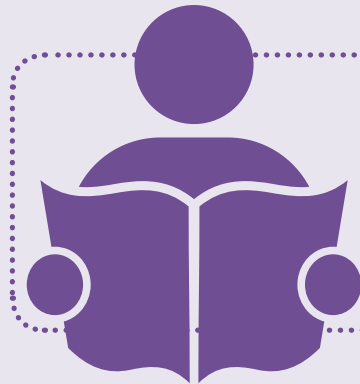
758 tenants and owner-occupiers supported to keep their home, from 821 supported in 2012/13

1,299 households presented themselves as homeless in 2013/14, with the council finding permanent homes for 75%



£12.4 million of customer debt managed with council money advice support, around £3 million less total debt than 2012/13

£28 million increase in customer's disposable income achieved through council interventions and advice

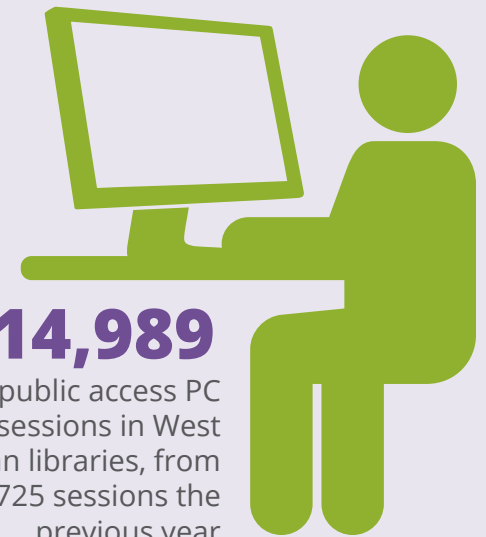


1,030 adults were helped to improve their literacy, numeracy and English as a second or other language skills; **27%** of whom gained a qualification



1,992 children in 29 schools now regularly save with their local credit union

550 customers were helped to appeal a benefit decision. 65% of cases heard had the decision over-turned



114,989 public access PC sessions in West Lothian libraries, from 99,725 sessions the previous year

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Reducing crime and improving community safety

Community safety has a significant impact on the wellbeing of our residents and their quality of life. We want people to feel safe in their homes and on the streets of West Lothian, secure in the knowledge that they are living in strong and inclusive communities.

- › We will tackle antisocial behaviour through a range of preventative and diversionary activities and our Community Safety Unity partnership with Police Scotland.
- › We will work with our partner agencies to reduce reoffending and ensure that people at risk are protected.

Reducing Crime

West Lothian Council has taken a number of key actions to deliver positive outcomes in community safety, including:

- › The council's approach to divert young people from statutory measures, prosecution and custody through early intervention and community alternatives.
- › This includes activities that are funded by the Community Safety Strategic Steering Group such as, Risk Factory, Westdrive and the Diversionary Football project.
- › The council delivered intensive key working family interventions to 22 of the most-at-risk families



Reducing crime and improving community safety

To ensure that residents in West Lothian are free from crime and danger, we work with our partners in the police, fire and justice services to improve community safety. This involves sharing intelligence and resources to achieve the best possible outcomes.



127 fire raising calls received in 2013/14 compared to 143 in 2012/13

11,462 calls made about antisocial behaviour in 2013/14, compared to 12,494 in 2012/13



231 hate crimes were reported in 2013/14, from 222 crimes in 2012/13

1,890 calls were made about vandalism and reckless conduct in 2013/14 from 1,852 in 2012/13.

£240,000

invested by the council in casualty reduction schemes in 2013/14 to make West Lothian roads safer

2,818

referrals for children experiencing domestic abuse responded to by the council in 2013/14



2,380 alcohol related incidents reported in 2013/14 compared to 2,838 in 2012/13.

51 high risk offenders worked with and supervised by the council in 2013/14

342 people who had been placed on probation or community payback orders supervised and unpaid work arranged for 362 orders

47 women were supported by the Almond Project, a council initiative to reduce female reoffending - securing positive outcomes for 96% of participants



1,192

fewer victims of antisocial behaviour in 2013/14 compared to 2012/13



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Delivering positive outcomes on health

Promoting health and wellbeing of West Lothian citizens and reducing inequalities of health across our communities is a key priority for the Community Health and Care Partnership (CHCP) – a partnership between West Lothian Council and NHS Lothian.

Inequalities in health status are increasing across Scotland meaning significantly greater increases in life expectancy in more affluent part of Scotland compared to the least affluent.



Improving health outcomes

West Lothian Council has taken a number of key actions to deliver positive outcomes on health, including:

- Greater integration in the delivery of health and care services in West Lothian
- Enabling independence and social inclusion for service users and carers by helping them take control of their own care and support provision
- Delivering effective and integrated equipment and technology solutions to support the on-going shift in the balance of care, reducing and preventing hospital admissions and facilitating speedier hospital discharge
- Improving levels of fitness, addressing high levels of problematic substance misuse (particularly alcohol) and taking an anticipatory approach to long-term and chronic conditions

Delivering positive outcomes on health

The key focus is to address serious health inequalities, which links low income with a range of social and health issues including life expectancy. An aging population in the county is also having an impact on the demand for health and social care.



84 people who had a physical disability with intensive needs provided with ten care hours per week to support them in their community, a total of 35.9% of all service users compared to 80 people in 2012/13.



239 people with a learning disability supported in their own tenancies, a total of 41.4% of service users overall compared to 245 in 2013/14

88% of Occupational Therapy assessments allocated within six weeks of referral, the same as the previous year

98% of clients received drug or alcohol treatment in less than three weeks from referrals in 2013/14, from 92% in 2012/13



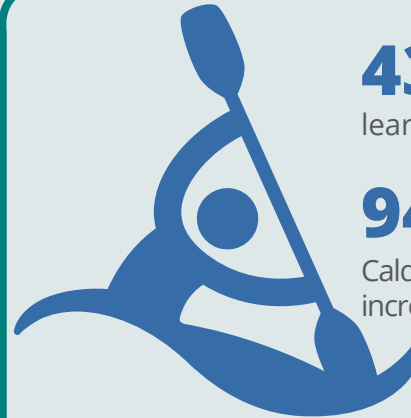
856 food hygiene inspections of food retailers and manufacturers carried out, from 663 in 2012/13

63,485 participants in physical activity participant sessions delivered in West Lothian



43,714 visitors to Lowport Centre for outdoor adventure and learning from 46,892 in 2012/13

947,000 people visited country parks (Beecraigs, Calderwood and Almondell and Polkemmet), an increase from the previous year



26% of **Citizens Panel** members in 2013 engaged in physical activity 5 or more times a week (largely walking), and **58%** of pupils travelled actively to school



902,340

swimming sessions provided at council and West Lothian Leisure swimming facilities in 2013/14

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Protecting the built and natural environment

The council aims to develop a strong, inclusive and sustainable West Lothian. We want to build communities and services that are well-designed and protect the built and natural environment for current residents and future generations.

We will focus on ensuring that we have the infrastructure to succeed - that there is access to council services, schools, housing, roads and transportation networks for people, families and business to continue to grow and achieve.

This will include delivering services that contribute to the local culture and heritage, and services to protect and enhance the cleanliness, and appearance and integrity of our environment.

Our aim is to provide services which support healthier lifestyles, inclusion and social equity and sustainable economic growth. To protect the built and natural environment in West Lothian, the council will focus on:

- ▶ Supporting the sustainable residential and commercial development of the local area
- ▶ Helping people to access housing appropriate and to sustain their accommodation
- ▶ Ensuring that West Lothian has a transport and roads network to support and sustain economic and population growth in the local area
- ▶ Providing high-quality customer services and community facilities and a range of cultural services
- ▶ Protecting the environment through a range of regulatory and enforcement activities that will protect the health, wellbeing and safety of local people
- ▶ Improving waste recycling rates across West Lothian and introducing low carbon and renewable energy solutions



Protecting the built and natural environment

The council's aim is to provide services that support healthier lifestyles, inclusion and social equity and sustainable economic growth. As well as enhancing the vital infrastructure, including roads and transport networks, schools and housing, this will include delivering services that contribute to the local culture and heritage and services that protect and enhance the cleanliness and appearance of our environment.



8 million

bins emptied and over 44.3% of all household waste recycled, from 42.5% in 2012/13

10,226

tonnes of salt were used on roads and 521 tonnes of salt for the 2,021 grit bins

98%

score achieved for the cleanliness of local streets, from 94.7% in 2012/13

£1.7 million investment in improving local transport links between communities and improving; cycling, walking, safer streets, car parks and drainage

£3.7 million invested by the council in improving roads and footpaths in 2013/14

Improved the condition of all roads in West Lothian across all categories (class A, B and unclassified roads)



143,000 kWh

reduction in energy consumption by the council in 2013/14 through energy efficient light sources

94.2% of West Lothian Council houses met the Scottish Housing Quality Scotland Standard, from 85.3% in 2012/13

242 new houses built and for the second year more council houses built in West Lothian than any other Scottish local authority - with 21.5% of the total number of council houses built in Scotland that year in West Lothian

40% of all housing completions in West Lothian were West Lothian Council houses

900 new houses were granted Planning permission in 2013/14



factfile enablers

Financial planning

Effective financial planning is required to ensure resources are allocated to deliver the council priorities and outcomes.

In 2013/14 the council:

- Invested over £37.9 million on improving schools, other property, roads and IT infrastructure
- Invested £31.8 million building new council homes and improving existing housing stock and delivered budget savings of £7.4 million
- 96% of supplier payments paid within 30 days, an improvement on 93.1% in 2012/13
- 94.4% of council tax collected, a dip of 0.3% from 2012/13
- 54,368 repairs were completed in council houses in 2013/14, an average of 4.2 per home per year
- Total annual emissions from buildings, transport, external lighting, waste and water for 64,703 tonnes CO₂e in 2012/13 to 59,597

Corporate governance & risk

Control systems and processes must be established to ensure council services are delivered in accordance with national and legislative requirements.

In 2013/14 the council:

- Received 2,036 complaints, with over 50% of all complaints relating to the standard of service, this was 130 fewer complaints than 2012/13
- Received 1,028 Freedom of Information requests and responded to over 85% within target timescale, a dip of 3%
- 127 data requests received by the council and 88% received a response within timescale, an increase of 4%
- 100% properties were compliant with property related health and safety legislation, including Legionella testing, Gas Safety testing, fire safety risk assessments and asbestos management procedures
- 3,022 licence applications including 1,657 licences for hire cars and civic licensing and 1,365 liquor licence applications
- Called, held and clerked 280 committee meetings

Modernisation & improvement

High quality, cost effective services are delivered with robust improvement approaches and by modernising services to meet customer needs.

In 2013/14 the council:

- Answered over 465,700 telephone calls and 25,966 emails from the public
- Website received an average of 1.6 million visits in 2013/14. This is an increase from approximately 1.4 million in 2012/13.
- Handled 108,866 enquiries in Customer Information Services
- Registered 2,130 births, 1,494 deaths, 853 marriages and 13 civil partnerships
- Ranked 150th in the Stonewall Index, placing in the top 20 employers across all sectors in Scotland.
- Responded to 21,470 IT requests, with 88% completed within service standards and meeting the 88% target. This is a slight dip from 88.8% the previous year
- Re-accredited in the Customer Service Excellence (CSE) and Investors in People (IIP) standards