



factfile

2017 Your essential guide to our
performance in 2016/17

Summary

Below is a summary of some of the most vital results of West Lothian Council, which demonstrate how well we contribute to the community and the citizens we serve.

Key Results...



24%

of pupils gained 5 or more awards at SCQF level 6 in S5 against a target of 23%



of school leavers entered a positive destination against a target of 94%



626 jobs were generated by new business start-ups assisted by Business Gateway against a target of 480

£1,078,929

£1,078,929 of Scottish Welfare Fund spend in relation to Crisis Grants and Community Grants, against a target of £1,064,220



99.9%

of council homes are energy efficient against a target of 100%

94% of school leavers achieved SCQF level 4 literacy against a target of 94%

100% of all Children and Families Care Inspectorate Inspections were graded good, very good or excellent against a target of the same value

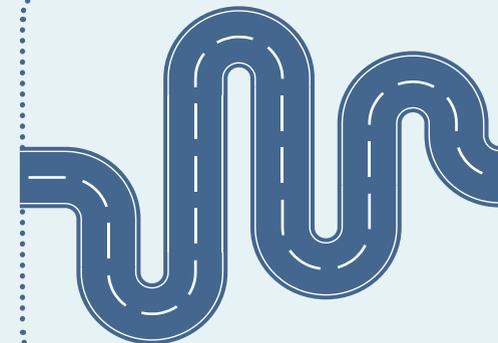
4,275

4275 requests for emergency assistance were responded to by the Home Crisis Care Service in 2016/17 against a target of 4284



48.5%

of total waste was recycled against a 50% target



18.3%

of A class roads were considered for maintenance treatment against a target of 17.3%

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

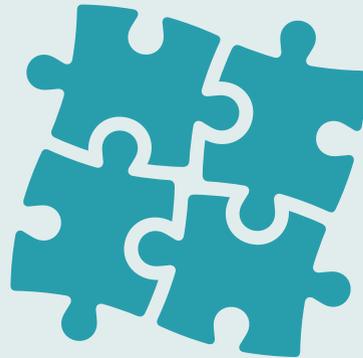
West Lothian Council has taken a number of key actions to deliver positive outcomes, including:

- 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
- Collaboration 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.



96% of pre-school parents allocated their first choice of pre-school, from 97% in 2015/16

32 Looked After two-year olds were supported by Family Centres, helping these children transition to nursery, from 33 in 2015/16

75 young mothers and **94** children accessed the Young Mother's Service; of these 3 children moved off the Child Protection Register



16 pregnant young women were supported in Sure Start's keyworking Young Mothers Home Service by home visiting and group work, from 38 in 2015/16

86% of children who were "looked after" were cared for in kinship care rather than residential accommodation in 2016/17, from 87% in 2015/16

77% of children, whose parents completed Incredible Years Triple P parenting programmes, improved outcomes, from 81% in 2015/16

£2,392 is the amount the council spent on average per pupil on pre-school education

11.6 years is the average age equivalent score for Primary 7 pupils in Reading, consistent with 11.6 years in 2015/16

10.8 years is the average age equivalent score for Primary 7 pupils for General Mathematics, consistent with 10.8 years in 2015/16

10.7 years is the average age equivalent score for Primary 7 pupils for Mental Arithmetic, consistent with 10.7 years in 2015/16



90.6% attendance levels in pre-schools, from 90.1% in 2015/16

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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.



91.4% retail/shop occupied in West Lothian (Armadale, Bathgate, Broxburn, Linlithgow and Livingston), from 91.9% occupied in 2015/16

559 small medium enterprises (SMEs) assisted by the council, an increase from 539 in 2015/16

135 wage subsidy places within West Lothian companies employing less than 50 employees were created by the council, from 174 employment places in 2015/16

626 jobs generated by new business start-ups this year, from 596 jobs in 2015/16



Over **£2.1 million** of European Union funding secured by the council to be invested in rural development projects as part of the 2015-2020 programme

407 new business start-ups assisted by the council, from 407 start-ups assisted in 2015/16



212 of the new businesses supported by the council were started by women, from 201 in 2015/16. This compares to 195 new businesses supported by the council which were started by men in 2016/17

13.3% of unemployed people in West Lothian assisted into work in 2016/17 by the council, from 12.9% in 2015/16



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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
- › A focus on improving attainment at Higher Grade across key subject areas, including English, Mathematics and the Sciences
- › Improvement Officers and schools working together to prioritise areas for improvement

Improving attainment and positive destinations for school children

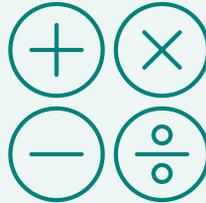
The council aims to help our young people make the most of their opportunities in life and become effective contributors to our local community.

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

42% 42% of fifth year pupils achieved 3 or more Level 6 SCQF qualifications, from 40% in 2015/16

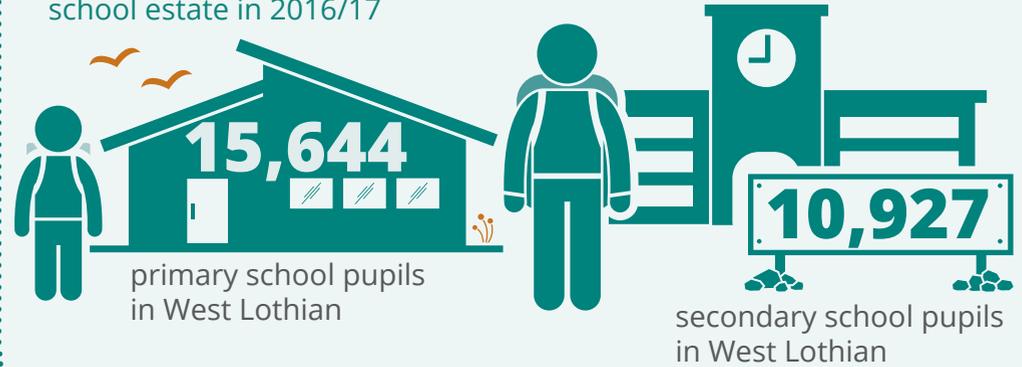
48% of pupils achieved five or more awards at Level 5 SCQF qualifications, from 44.2% in 2015/16

89% of pupils achieved a SCQF Level 4 award in literacy and numeracy, from 88% in 2015/16



More than **804,767** breakfasts served across our primary, secondary and special schools compared to over 784,000 in 2015/16

£25.1 million invested by the council in improving our school estate in 2016/17



£6,425 was the average the council spent per secondary school pupil

£4,900 was the average the council spent per primary school pupil



92% of school leavers went into employment, further education or training in 2015/16

18,278 pupils took part in Active Schools programmes in 2016/17



29% of schools improved their attendance levels from the previous year in 2015/16



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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.



4,275

Requests for emergency assistance were responded to by the Home Crisis Care Service in 2016/17, from 4,284 in 2015/16



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

953 people attended Dementia Cafes throughout West Lothian

£25 per hour spent by the council on providing care to support older people to live at home, from £24.80 in 2015/16



90 people who are in receipt of care participated in the annual **CANalympics** (Care Activity Network 'Alympics') with a total of **190** attending the event, including family, carers and volunteers

4,360

customers supported to remain in their homes with the provision of technology



37.9% of people over 65 years with intensive needs supported by the council to remain at home, from 37.5% in 2015/16

308 older people across the 3 services supported by the Food Train to remain at home, with volunteers having made nearly 4,440 deliveries of fresh groceries in 2016/17

£449 per person, per week spent by the council on providing residential care for older people, from £430 in 2015/16



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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:

- 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.



13,325 customers provided money and energy advice to help improve household income. 30.5% of these customers were aged 60 years and over



655 tenants and owner-occupiers supported to keep their home, from 760 supported in 2015/16

1,360 households presented themselves as homeless in 2016/17, with the council finding permanent homes for 54.6%



84,647 public access PC sessions in West Lothian libraries, from 90,985 sessions in 2015/16



547 adults were helped to improve their literacy, numeracy and English as a second or other language skill; **15.5%** of whom gained a qualification



74% of money advice customer debt successfully managed in 2016/17

366 customers were helped to appeal a benefit decision. 75% of cases heard had the decision over-turned

£8.8 million of customer debt managed with council money advice support, around £1.1m less total debt than 2015/16

£27.9 million increase in customer's disposable income achieved through council interventions and advice

518 unemployed people assisted into work in 2016/17 compared to 686 in 2015/16

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Reducing crime and improving community safety

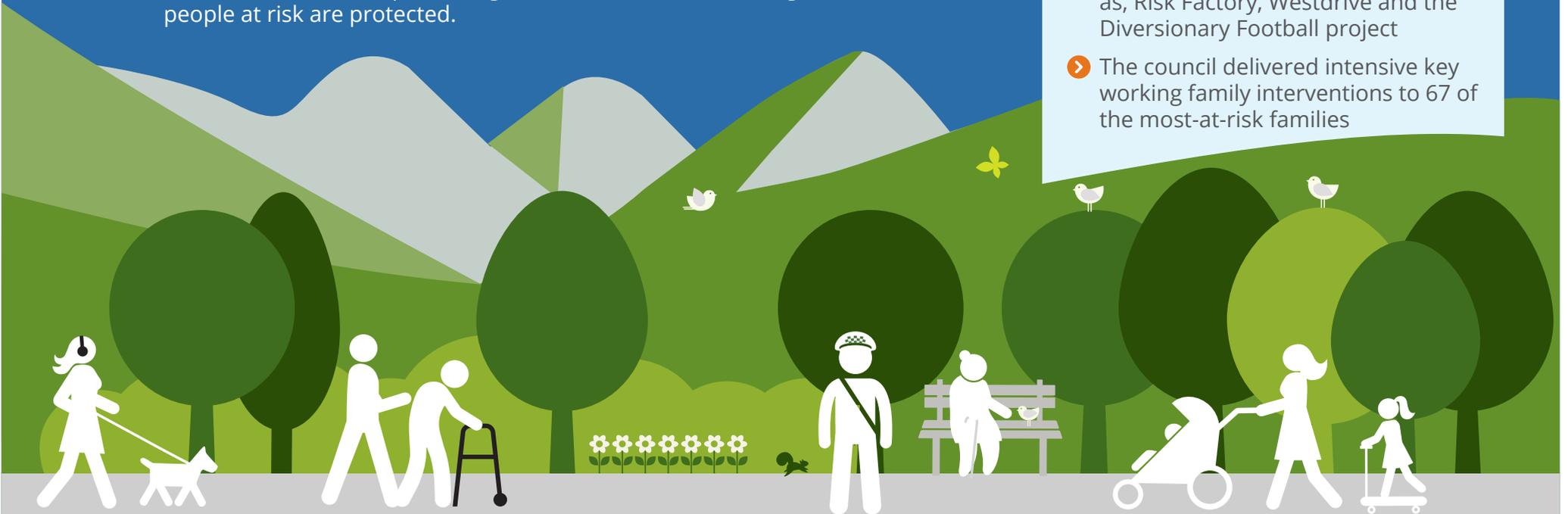
Community safety has a significant impact on the wellbeing of our residents and their quality of life. We want people to feel safe in their homes and on the streets of West Lothian, secure in the knowledge that they are living in strong and inclusive communities.

- 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 67 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.



6% fewer fire raising crimes in 2016/17 with 104 received compared to 111 received in 2015/16

10,756 calls made about antisocial behaviour in 2016/17, compared to 10,431 in 2015/16



239 hate crimes were reported in 2016/17 compared to 191 crimes in 2015/16

1,554 calls were made about vandalism and reckless conduct in 2016/17 compared to 1,612 in 2015/16

£487,000

invested by the council in casualty reduction schemes in 2016/17 to make West Lothian roads safer



2,239 referrals for children experiencing domestic abuse responded to by the council in 2016/17

9% less alcohol related incidents reported in 2016/17 with 1,684 received compared to 1,852 in 2015/16

53 post-release licences imposed in 2016/17 for the supervision of high risk prisoners following their release into the community with a further 39 being managed in prison

525 community payback orders were made in 2016/17 of which 362 contained unpaid work requirements

25 women were supported by the Almond Project, a council initiative to reduce female reoffending - securing positive outcomes for 97% of participants



325
fewer victims of antisocial behaviour compared to 2015/16

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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 ageing population in the county is also having an impact on the demand for health and social care.



139 people who had a physical disability with intensive needs were provided with ten care hours per week to support them in their community. A total of 41.6% of all service users compared to 122 people in 2015/16.



777 food hygiene inspections of food retailers and manufacturers carried out, from 868 in 2015/16

1,676,992

participants at Indoor Sports Facilities (excluding pools) in 2016/17



237 people with a learning disability supported in their own tenancies, a total of 41% of service users in mainstream accommodation as reported in Learning Disability return

78% of occupational therapy assessments allocated within six weeks of referral

81% of clients received drug or alcohol treatment in less than three weeks from referrals in 2016/17



185,956

attendances at Outdoor Sports facilities in 2016/17

1,147,612 people visited country parks (Beechraigs, Calderwood and Almondell and Polkemmet), an increase from 2015/16

792,937

swimming sessions provided at council and West Lothian Leisure swimming facilities in 2016/17 with 19% provided free



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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.



more than
8 million

bins emptied in 2016/17 and 48.2% of all household waste recycled from 47.4% in 2015/16

7,966

tonnes of salt were used on roads and

332

tonnes of salt for 1,850 grit bins

91.5%

score achieved for the cleanliness of local streets, from 93.1% in 2015/16

£2.9million invested by the council in improving roads and footpaths in 2016/17

£995,000 investment in improving local transport links between communities and improving cycling, walking, safer streets, car parks and drainage

Maintained the condition of roads in West Lothian at a level better than the national average with just over 29% of road length requiring maintenance treatment. National average was 36.4%



LED replacements have led to a
1,304,823 kWh reduction in energy consumption from street lighting in 2016/17

100% of West Lothian council houses met the Scottish Housing Quality Scotland Standard, the same as the previous year

25% of all housing completions in West Lothian were West Lothian Council houses. The total Council Homes completions for 2016/17 was 146, with 574 houses built in total

1,410 is the number of building warrant applications granted in 2016/17 from 1,373 in 2015/16

368 new houses were granted planning permission in 2016/17, with 89 flats approved and 3.73ha of residential land granted planning permission in principle



factfile enablers

Financial planning

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

In 2016/17 the council:

- Invested £69.6 million on improving schools, other property, roads and IT infrastructure
- Invested £27.309 million building new council homes from £34.9 million in 2015/16
- 96.1% of supplier payments paid within 30 days, the same as in 2015/16
- 95.8% of council tax collected from 95.2% in 2015/16
- 97.9% of council house repairs were completed within target timescales, an increase from 94% in 2015/16
- Total annual emissions from buildings, transport, external lighting, waste and water from 61,126 tonnes CO₂e in 2015/16 to 56,831 tonnes CO₂e in 2016/17

Corporate governance & risk

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

In 2016/17 the council:

- Received 3,414 complaints, this is 1,084 more complaints than 2015/16
- Received 1219 Freedom of Information requests and responded to 91% within target timescales from 94% in 2015/16
- 93 data protection requests received by the council and 83% received a response within timescale from 92% in 2015/16
- 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
- Processed 5778 licence applications including 2078 licences for hire cars and civic licensing and 1215 liquor applications
- Called, held and clerked 271 committee meetings

Modernisation & improvement

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

In 2016/17 the council:

- Answered 516,136 telephone calls and 27,768 emails from the public
- Handled 86,784 enquiries in Customer Information Services
- Website received 2.32 million visits in 2016/17 from 1.93 million in 2015/16
- Registered 2,026 births, 1,910 deaths and 835 marriages
- Ranked 228 in the Stonewall Index, placing WLC as a top Ranked Local Authority in Scotland and within the top 24 organisations in the Local Government sector across the UK.
- Responded to 26,383 IT requests, with 95.3% completed within service standards, an improvement from 94.1% in 2015/16
- Re-accredited in the Customer Service Excellence (CSE) standard
- Council achieved European Foundation of Quality Management 5 star in 2016/17