

factfile²⁰¹⁸

Your essential guide to our performance in 2017/18

Summary

Key Results...

Below is a summary of some of the council's key performance results against target in 2017/18. These results help to show the impact that our services have in the local community and how we are helping to improve quality of living in West Lothian.



52%

of fifth year pupils achieved 3 or more SCQF level 6 qualifications against a target of 43%



94%
of school leavers entered a positive destination against a target of 93%



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

£49.414million

invested to improve West Lothian schools, roads, council properties and ICT infrastructure

54% of pupils achieved five or more awards at Level 5 SCQF qualifications against a target of 51%

88% of all Children and Families Care Inspectorate Inspections were graded good, very good or excellent against a target of 100%



74.2%
of customer enquiries were resolved at first point of contact against a target of 75%

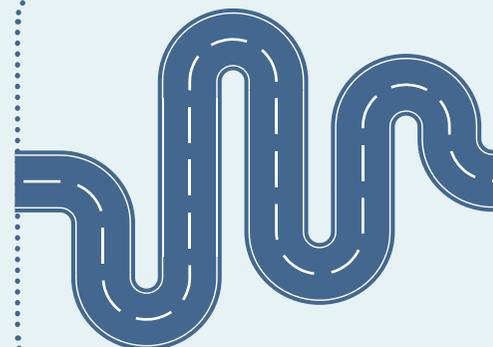
5,517

requests for emergency assistance were responded to by the Home Crisis Care Service



61.3%

of all household waste was recycled against a target of 55%



21.6%

of A class roads required maintenance treatment against a target of 18.3%

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

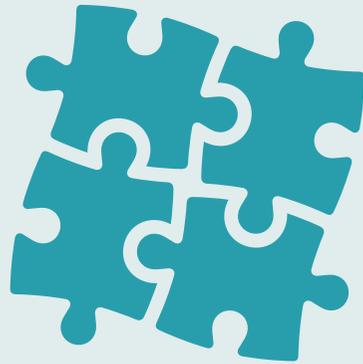
West Lothian Council has taken a number of key actions to deliver positive outcomes, including:

- › 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.

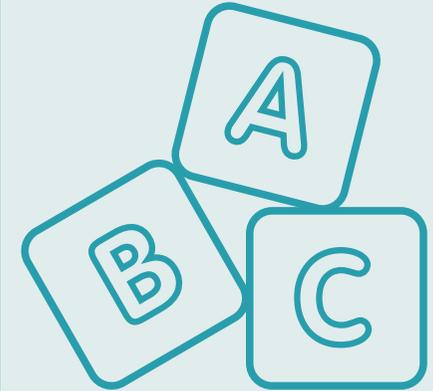


94% of pre-school parents were allocated their first choice of pre-school in 2017/18, from 96% in 2016/17

24 Looked After two-year old were supported by Family Centres, helping these children transition to nursery, from 32 in 2016/17



97% of children and young people referred to Attendance, Improvement, Management service due to school attendance issues were diverted from statutory measures due to improved attendance, from 94% in 2016/17



12% of pre-school children utilised the full-day nursery provision offering greater flexibility for parents



86% of families involved with the Whole Family Support service improved their parenting skills in 2017/18, from 84% in 2016/17

87.5% of children who were "looked after and accommodated" were cared for in kinship care rather than other community based placement in 2017/18, from 86% in 2016/17.

85% cases evidenced positive progress at the six months Looked After Child Review, from 89% in 2016/17

£2,399 is the amount the council spent on average per pupil on pre-school education, from £2,392 in 2016/17



89.4% attendance levels in pre-schools, from 90.6% 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.

Due to the changing nature of our clients, in 2017/18 we worked with people with multiple barriers who required more intensive support.



90.8% retail/shop occupied in West Lothian (Armadale, Bathgate, Broxburn, Linlithgow and Livingston) in 2017/18, from 91.4% occupied in 2016/17

452 small medium enterprises (SMEs) assisted by the council, a decrease from 559 in 2016/17

100 wage subsidy places within West Lothian companies employing less than 50 employees were created by the council, from 135 employment places in 2016/17

100 adults were supported into work through employability programmes in 2017/18.

550 jobs generated by new business start-ups this year, from 626 jobs in 2016/17



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

403 new business start-ups assisted by the council, from 407 start-ups assisted in 2016/17



218 of the new businesses supported by the council were started by women, from 212 in 2016/17. This compares to 185 new businesses supported by the council which were started by men in 2017/18

348 unemployed people assisted into work in 2017/18 compared to 518 in 2016/17

3.6% unemployment rate in West Lothian in 2017/18 compared to 4.3% in 2016/17

10.5%

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



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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 key 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 tracking and monitoring across all sectors
- › A focus on improving attainment across the Senior Phase, ensuring access to a breadth of qualifications to maximise key subject areas, including English, Mathematics and the Sciences
- › Central Quality Improvement Team and school leaders collaboratively prioritising and addressing 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.

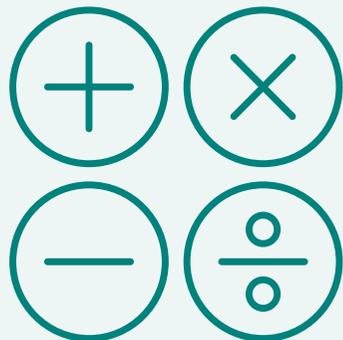


52% of fifth year pupils achieved 3 or more level 6 SCQF qualifications, from 42% in 2016/17

54% of pupils achieved five or more awards at Level 5 SCQF qualifications, from 48% in 2016/17

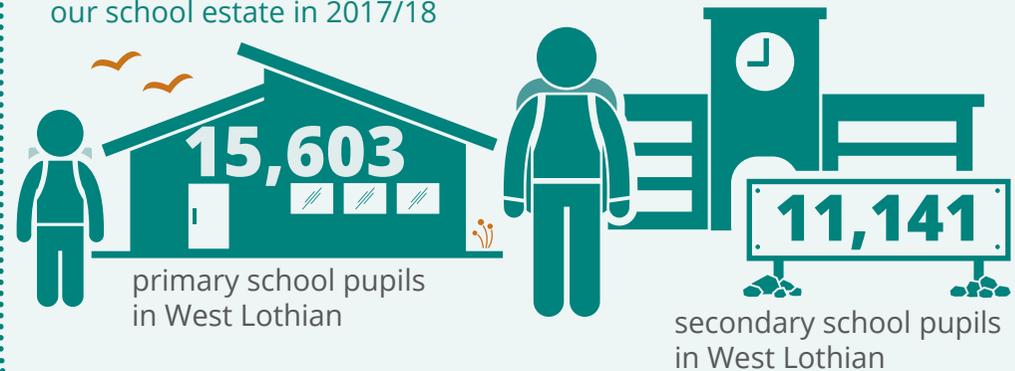
82% of primary pupils achieved expected levels in Reading, from 81% in 2016/17

82% of primary pupils achieved expected levels in Numeracy, from 80% in 2016/17



More than **768,945** breakfasts served across our primary, secondary and special schools, compared to 804,767 in 2016/17

£8.844 million invested by the council in improving our school estate in 2017/18



£6,852 was the average the council spent per secondary school pupil

£5,489 was the average the council spent per primary school pupil



94% of school leavers went into positive destinations in 2017/18

18,340 pupils took part in Active Schools programmes in 2017/18, compared to 18,278 in 2016/17



92.7% Attendance levels in mainstream schools in 2017/18 from 93.3% in 2016/17



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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.



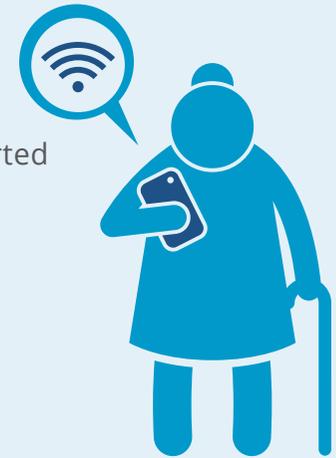
5,517

requests for emergency assistance were responded to by the Home Crisis Care Service in 2017/18, from 4,275 in 2016/17



4,380

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



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

982 people attended Dementia Cafes throughout West Lothian

£20.28 per hour spent by the council on providing care to support older people to live at home, from £25 in 2016/17



100% of housing with care or registered care housing were graded as good or above by the Care Inspectorate

280 older people across the 3 services supported by the Food Train to remain at home with volunteers having made 4,385 deliveries of fresh groceries in 2017/18



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

£484 per person, per week spent by the council on providing residential care for older people, from £449 in 2016/17

98.5%



Customer satisfaction with the quality of care services for older people in 2017/18

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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
- Improved access to advice and support across West Lothian
- Increase the number of affordable homes for rent



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.



13,698 customers provided money and energy advice to help improve household income. 33% of these customers were aged 60 years and over



90% of new social housing delivered in West Lothian was council homes

90% new tenancies were sustained for more than a year, from 93% in 2016/17

98.8% of rent was collected in 2017/18, from 99.7% in 2016/17



£72,905

Allocated to support credit unions to help West Lothian residents save and borrow money at affordable rates

14.43

The number of days to process new claims for housing benefit and council tax reduction was 14.43 in 2017/18



450 adults were helped to improve their literacy, numeracy and English as a second or other language skills; 16.2% of whom gained a qualification



537 customers were helped to appeal a benefit decision by the Department for Work and Pensions. 74% cases heard had the decision over-turned

£8.37 million of customer debt managed with council money advice support, around £473,589 less total debt than 2016/17

£28.6 million increase in customer's disposable income achieved through council interventions and advice

100% council/private tenants received a Discretionary Housing Payment to mitigate the reduction in eligible rent as a result of the 'Bedroom Tax'

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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 joint working with our Community Safety partners with Police Scotland, Scottish Fire and Rescue Service and Voluntary Service.
- › We will work with our partner agencies to provide support, 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.
- › Utilising activities that are available through the Community Safety Partnership and developing joint planning and delivery of services. Primary Schools can still take part in the interactive safety programme, the Risk Factory and Secondary Schools can take part in the annual road safety programme Westdrive.
- › The Criminal and Youth Justice Service supervised 465 new Community Payback orders including 299 that consisted of unpaid work, resulting in 39,717 hours that were undertaken for the benefit of communities



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.



1% more fire raising crimes in 2017/18 with 105 received, compared to 104 received in 2016/17

10,591 calls made about anti-social behaviour in 2017/18, compared to 10,756 in 2016/17



293 hate crimes were reported in 2017/18 compared to 239 crimes in 2016/17

1,494 calls were made about vandalism and reckless conduct in 2017/18 compared to 1,554 in 2016/17

£218,000

invested by the council in casualty reduction schemes in 2017/18 to make West Lothian roads safer

1,964

referrals for children experiencing domestic abuse responded to by the council in 2017/18



In 2017/18 we worked with our partners to improve community safety through a range of measures including;

▶ **465** community payback orders were made in 2017/18 of which 299 contained unpaid work requirements, from 525 orders in 2016/17

▶ **40** women were supported on average per quarter by the Almond Project, a council initiative to reduce female reoffending - securing positive outcomes for 98% of participants, an increase from 25 women in 2016/17

▶ **79.8%** antisocial behaviour cases were closed within target, from 76.5% in 2016/17

▶ **78.5%** Early and Effective Intervention cases 8 to 15 years who are not re-referred within 12 months, from 87% in 2016/17

107

more incidents of antisocial behaviour were managed by the Safer Neighbourhood team in 2017/18 with 3,278 managed from 3,171 in 2016/17



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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.



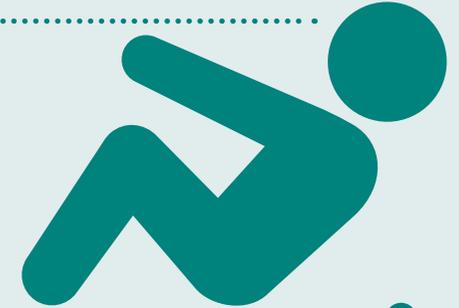
141 people who had a physical disability with intensive needs were provided with ten care hours per week to support them in their community, a total of 35.6% of all service users compared to 139 people in 2016/17



781 food hygiene inspections of food retailers and manufacturers carried out, from 777 in 2016/17

1,710,256

participants at Indoor Sports Facilities (excluding pools) in 2017/18, an increase from 1,676,992 in 2016/17



253 people with a learning disability supported in their own tenancies, a total of 43% of service users in mainstream accommodation as reported in Learning Disability return

91% of occupational therapy assessments allocated within six weeks of referral, an increase from 78% in 2016/17

79% of clients received drug or alcohol treatment in less than three weeks from referrals in 2017/18, from 81% in 2016/17



202,345

attendance at Outdoor Sport Facilities, with 1,710,256 attendance at attendances at indoor sport and leisure facilities in West Lothian in 2017/18, from 185,956 in 2016/17

1,263,531 people visited country parks (Beechraigs, Calderwood and Almondell and Polkemmet) an increase from 2016/17

736,942

swimming attendances at council and West Lothian Leisure swimming facilities in 2017/18 with 13.1% 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
8.7 million

bins emptied in 2017/18 and 61.3% of all household waste recycled from 48.2% in 2016/17

13,754

tonnes of salt were used on roads and

2,121

tonnes of salt for 2,225 grit bins

74.2%

of customer enquiries were resolved at first point of contact, from 78.5% in 2016/17

£4.3million million invested by the council in improving roads and footpaths in 2017/18

93.4%

score achieved for the cleanliness of local streets, from 91.5% from 2016/17

21.6%

of A Class roads were considered for maintenance through the Scottish Road Maintenance Condition Survey in 2017/18, from 18.3% in 2016/17

938,405 kWh

reduction in electricity consumption in 2017/18 through LED street light replacement. This reduction could power 238 homes for a year

99.4% of West Lothian council houses met the Scottish Housing Quality Standard, the same as the previous year



77.87% planning applications were dealt with within statutory period in 2017/18.

1,245 is the number of building warrant applications granted in 2017/18 from 1,410 in 2016/17

42 properties improved were by the Home Energy Efficiency Programme Scotland in 2017/18.



272 new houses were granted planning permission for 2017/18, with 67 flats approved and 61.17ha of residential land granted planning permission in principle, the same as the previous year

factfile enablers

Financial planning

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

In 2017/18 the council:

- Invested £49.414 million on improving schools, other property, roads and IT infrastructure
- £1.382million investment in improving local transport links between communities and improving cycling, walking, safer streets, car parks and drainage
- Invested £30.587 million building new council homes from £27.309 million in 2016/17
- 95.9% of council house repairs were completed within target timescales, a decrease from 97.9% in 2016/17
- 96.3% of council tax collected from 95.8% in 2016/17
- 95.2% of supplier payments paid within 30 days, compared to 96.1% in 2016/17
- Total annual emissions from buildings, transport, external lighting, waste and water from 58,831 tonnes CO2e in 2016/17 to 50,830 tonnes CO2e in 2017/18

Corporate governance & risk

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

In 2017/18 the council:

- Received 3,169 complaints in 2017/18, an increase of 245 complaints from 2016/17
- Received 1,332 Freedom of Information requests and responded to 91% within target timescale, which was the same in 2016/17
- Received 107 data requests and responded to 83% within timescale, which was the same in 2016/17
- 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 2,405 licence applications including 1,658 licences for hire cars and civic licensing and 747 liquor applications
- Called, held and clerked 262 committee meetings

Modernisation & improvement

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

In 2017/18 the council:

- Answered 404,333 telephone calls and 154,336 emails from the public
- Handled 83,720 enquiries in local Customer Information Services
- Received 2.45 million visits to our website in 2017/18 from 2.32 million in 2016/17
- Registered 1,872 births, 1,896 deaths and 750 marriages
- Ranked 248 in the Stonewall Index, placing the council as a top Ranked Local Authority in Scotland and within the top 23 organisations in the UK Local Government
- Responded to 17,257 IT requests, with 93% completed within service standards from 95.3% in 2016/17
- Re-accredited in the Customer Service Excellence (CSE) standard