



West Lothian
Council



WEST LOTHIAN LOCAL CHILD POVERTY ACTION PLAN REPORT 2018 – 2019



AUGUST 2019

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Introduction

Since 2012, the West Lothian Anti-Poverty Strategy has provided a comprehensive framework for community planning partnership action to alleviate the short and long-term impacts of poverty in West Lothian. In 2018, the partnership endorsed a new strategy for 2018 to 2023 focussed on the drivers of poverty: employability, housing, income maximisation and supporting our residents to take control of their lives. The strategy also acknowledges the significant challenge of reducing child poverty.

It is clear that public sector, community and voluntary organisations in West Lothian are doing incredible work already to ameliorate some of the worst excesses of poverty in our area. Looking forward, we all have a responsibility to continue to improve what we do. We are committed to ensuring that local public sector decisions and resources target the causes of poverty as all the available evidence tells us that this will make the greatest difference to the life chances of children. It is however the case that some of the levers for change exist far from West Lothian. Recent reports from the UN Special Rapporteur on extreme poverty and human rights and the ongoing work of the Poverty and Inequality Commission in Scotland are reminders of the scale of the challenge set by the Child Poverty (Scotland) Act 2017. The Act makes stark the fact that the life chances of children brought up in poverty in Scotland are markedly worse than those of children living elsewhere in Western Europe. It is incumbent on local partners to play a part in changing this story. Our local partnerships must use all our assets and talents efficiently, effectively and wisely. But to make a significant improvement, our decisions and policies about child poverty will need to be inventive and aspirational too. This first Local Child Poverty Action Report for West Lothian provides an overview of our current work and signals our priorities for the next few years.

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Section 1: Laying the foundations – anti-poverty and partnership working in West Lothian

Overview

This first West Lothian Child Poverty Action Report summarises what is being done to tackle child poverty and the causes of child poverty. The report also highlights short-term and medium-term priorities for child poverty work. Crucially, the West Lothian Anti-Poverty Strategy and West Lothian Economic Growth Plan already focus on tackling the causes of poverty and inform much of the work described in this report. The action plan and timescales from the Anti-Poverty Strategy are included in section three of this report as they provide a comprehensive record of work targeting the causes of poverty such as employability, income and housing. Appendix 1 contains the CPP Anti-Poverty Strategy Scorecard giving both short and medium term targets and contains more detail on the range of indicators being monitored to meet the outcomes.

Both NHS Lothian and West Lothian Council have organisation specific strategies that also seek to address determinants of poverty and inequality.

Key poverty-focused plans and strategies

West Lothian Council	Multi-agency	NHS Lothian
West Lothian Council Rapid Rehousing Transition Plan	West Lothian Anti-Poverty Strategy	NHS Lothian Inequalities Strategy
West Lothian Pupil Equity Fund Action Plan	West Lothian Economic Growth Plan	NHS Scotland Outcomes Focused Plan
West Lothian Jobs Task Force Plan	West Lothian Local Outcomes Improvement Plan	
Raising Attainment Strategy	European Social Fund Employability Pipeline	

In the short-term, child poverty work will optimise service provision that targets poverty mitigation e.g. income maximisation services, food poverty and insecurity.

In the medium-term, it is intended that a preventive approach to poverty is embedded in partnership plans. Both the Local Outcome Improvement Plan and Children Services Plan are due to be updated in 2019/20 and child poverty will be one of the key issues considered in the plans.

In the longer term, we are working towards a West Lothian where fewer people experience poverty, where no-one experiences destitution and where everyone has the opportunity to build a future free of poverty. Supporting the most disadvantaged in our society to progress and prosper is critical to achieving our vision.

Building on partnerships

It will take concerted partnership effort to meet the Child Poverty Act targets in West Lothian. Many of the most effective long-term interventions for alleviating child poverty sit with the Scottish and UK governments.

The West Lothian Community Planning Partnership's Anti-Poverty Strategy 2018-2023 has an overall purpose to minimise the impact of poverty on the people of West Lothian and reduce the differences in income and life chances between different parts of our community. The 2018 strategy was refreshed to take into account the changing nature of poverty, notably the effects of social security changes and government economic policies, and to consider the challenges which partners, stakeholders and those experiencing poverty face now and in the near future.

The review of the previous West Lothian Anti-Poverty Plan resulted in a number of service changes, which were implemented during 2018/19. These include the establishment of an Anti-Poverty Task Force and additional funding from West Lothian Council to boost anti-poverty services.

Anti-Poverty Task Force

Community Planning Partners agreed that it was necessary to refocus and re-energise the governance of the Anti-Poverty Strategy with the formation of an Anti-Poverty Task Force, reporting to the Community Planning Board. The Chair of the Task Force is Councillor Andrew McGuire with representation from councillors across political parties along with community planning partners who will take responsibility for key actions to help work towards the overall outcomes. The Task Force meets quarterly to provide strategic guidance and policy oversight to inform the strategy. A smaller reference group is being established during 2019/20 with a specific remit for child poverty work

- Action 2019/20: a West Lothian child poverty reference group will be established with links to the Anti-Poverty Task Force.

Anti-Poverty Service

The council's Benefits team, Advice Shop, blue badges and national entitlement cards, school meals and milk, clothing grant and education maintenance allowance along with other support payments are now part of the anti-poverty service. The aim of this service consolidation is to improve targeting of financially excluded households and improve the customer journey for the most vulnerable households. The new service consolidates the provision of financial/welfare advice, financial assessment, financial support and skills support through the utilisation of technology and creating a centre of expertise and one point of contact.

Council officers considered the drivers of child poverty at a UK, Scottish and West Lothian level and mapped the range of activity undertaken by council services to support households which are experiencing the impact of poverty. This exercise highlighted the need for focussed intervention where there were gaps in provision. Time limited funding of £285,000 for anti-poverty work was agreed by Council Executive to target households in reducing costs and maximising income, with this work covering the following four areas:

1. Reducing the cost of the school day:

There will be a refresh of the school holiday food project to consider how best to develop and fund the project going forward.

2. Helping Families in Other Ways:

Consideration will be given to working with food providers to increase access to fresh fruit, vegetables and dairy produce, including consideration of the development of community fridges and working with local supermarkets.

3. Income from Social Security:

This involves targeting high risk families i.e. lone parents, disabled, those with 3+ children, ethnic minorities, mothers under 25 to maximise entitlements and manage money and debt.

There will be an increase in access to advice services by improving service delivery with health providers and in particular St John's Hospital.

4. Support for Work:

We will co-ordinate volunteering opportunities across the council to add value to service delivery, improve the link between service and community, to support improved health and well-being and increase skills and confidence related to employability.

- Action 2019/20: to widen the child poverty mapping exercise to include third sector and NHS to fully understand the range of activity, reduce duplication and focus on actions which work

Whilst this report focusses on specific actions which directly impact on child poverty, the work sits within the context of the wider Community Planning Partnership's Anti-Poverty Strategy. All eight outcomes link with the Corporate Plan which sets West Lothian Council's strategic direction, and identifies the priorities for the years between 2018/19 and 2022/23 and links with the strategic outcomes of the Local Outcomes Improvement Plan 2013 to 2023.

West Lothian Anti-Poverty Strategy

Theme	Outcomes
Pockets	<p>Maximise financial resources of households on low incomes</p> <p>Reduce out-going costs and the 'poverty premium' on low income households</p>
Prospects	<p>Households on low incomes are managing finances appropriately and becoming financially resilient</p> <p>Improve the opportunities for adults from low income backgrounds to be in good quality, sustained employment.</p>
Places	<p>Low income households are able to access services and be socially and financially included</p> <p>Increase the number of people who live in warm, affordable homes</p>
People	<p>Reduce the number of children living in relative poverty</p> <p>Increase opportunities for local people to fully participate in their communities and bring about change</p>
Partnerships	

Community Planning Review

The West Lothian Community Planning Partnership has been reviewing its structures ahead of a refresh of the Local Outcomes Improvement Plan. At present the Anti-Poverty Task Force reports to the Community Planning Board. It is anticipated that this line of accountability will be continued after the Community Planning Partnership review.

- Action 2019/20: ensure child poverty is considered during review of the Community Planning Partnership
- Action 2019/20: as part of the Children's Services Plan review, build on links to Child Poverty Action Plan

Section 2: Child poverty data summary

A key feature of the Anti-Poverty Strategy is the poverty profile. All partners now use the profile as the baseline against which anti-poverty work in West Lothian is measured. The Anti-Poverty Strategy scorecard is included as Appendix 1 in this report. This brief summary highlights a number of issues that have been identified after data analysis by partners.

As of 2017, 22%, or 8,551, of children in West Lothian live in relative poverty after housing costs are taken into account.

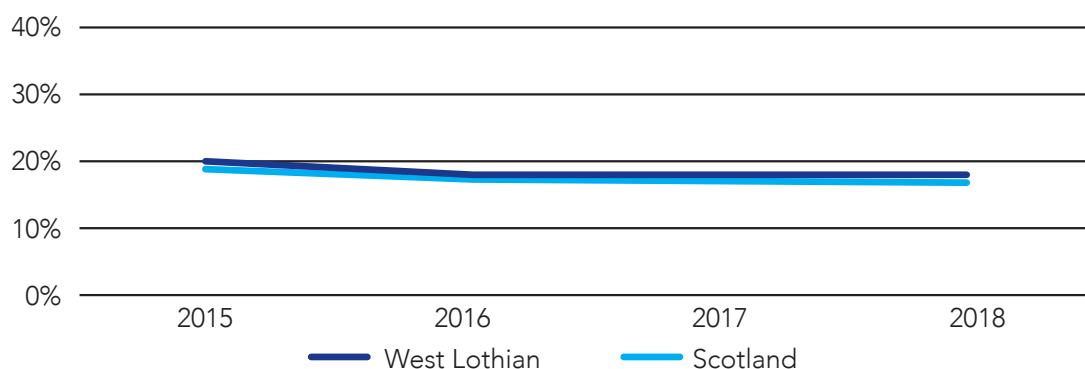
Table 1: Relative Poverty in West Lothian (Source: West Lothian Poverty Profile update, 2019)

	Relative Poverty Before Housing Costs		Relative Poverty After Housing Costs	
	Number	%	Number	%
West Lothian	5,353	14	8,551	22
Scotland	145,169	13	230,680	21

Recent data for children living in families in receipt of out-of-work (means tested) benefits or in receipt of tax credits where their reported income is less than 60% of UK median income shows that almost 16% or just over 6,000 West Lothian children are members of low income families. There is marked variation across West Lothian.

West Lothian has a consistently higher number of P4-P7 children eligible for free school meals than the Scotland figure.

% of P4-P7 pupils registered for free school meals



At secondary school, free school meal entitlement is associated very clearly with area deprivation.

Table 2: Free school meal entitlement 2018 (Source: Scottish Government, School Meals Survey 2018)

Secondary School	Pupils registered for Free School Meals	% registered for Free school meals
Armadale Academy	154	16%
Bathgate Academy	140	17%
Broxburn Academy	142	16%
Deans Community High School	159	17%
Inveralmond Community High School	240	24%
Linlithgow Academy	104	8%
St Kentigern's Academy	208	18%
St Margaret's Academy	155	15%
The James Young High School	134	12%
West Calder High School	99	14%
Whitburn Academy	175	23%
West Lothian	1,710	16%

In 2018/19, advice providers helped households to maximise their income by over £29million.

5,885 people received food parcels issued during 2018/19 by the West Lothian Food Bank. Again, area deprivation is associated with uptake of food support.

**Table 3: Foodbank vouchers distributed in West Lothian by Multi Member Ward
(Source: West Lothian Poverty Profile update, 2019)**

	No vouchers	Adults	Adults as % of adult popn.	Children	Children as % of child popn.	Total	Total as % of ward popn.
Armada & Blackridge	298	383	1.51%	238	7.19%	621	3.96%
Bathgate	361	446	1.60%	217	4.44%	663	2.81%
Broxburn Uphall & Winchburgh	342	444	1.68%	155	4.34%	599	3.09%
East Livingston & East Calder	263	347	1.42%	218	5.61%	565	2.63%
Fauldhouse & Breich Valley	267	354	1.74%	250	8.67%	604	3.77%
Linlithgow	119	152	0.59%	55	1.79%	207	1.26%
Livingston North	185	242	0.78%	248	5.13%	490	2.09%
Livingston South	296	409	1.41%	255	5.15%	664	2.77%
Whitburn & Blackburn	517	645	4.81%	352	8.73%	997	4.68%
West Lothian	2,925	3,767	2.66%	2,118	5.35%	5,885	3.25%

In West Lothian, fewer women were pregnant in 2018/19 than the previous year but the number of women living in temporary accommodation when first registering their pregnancy increased from 59 to 82 in these two financial years.

The highest proportion of women in Lothian applying for housing and benefits advice is in West Lothian. Although there were fewer pregnant women in West Lothian in 2018/19, there were almost as many requests for assistance.

Table 4: Midwife question: Do you need further advice on finances, benefits or housing issues? (Source: NHS Lothian, 2019)

	SIMD	1	2	3	4	5	Total
2017/18	West Lothian	37	63	22	8	11	141
	Lothian	191	160	88	47	41	527
2018/19	West Lothian	45	56	22	7	9	139
	Lothian	176	149	70	40	39	474

In 2018/19, West Lothian women accounted for 20% of all pregnancies in Lothian. 29% of Lothian women seeking financial assistance were from West Lothian. West Lothian also has a notably higher proportion of single parent households compared to Scotland.

The West Lothian labour market is relatively buoyant with a long-term trend of a higher employment rate than the overall figure for Scotland as well as a higher proportion of economically active adults. However, the quality of local jobs and the gross earnings of local residents are consistently lower than the Scotland level. The West Lothian workforce has fewer residents educated to degree level and above than the Scotland and Lothian averages. (West Lothian Economic Profile/NOMIS).

- An estimated 16.7% of West Lothian working residents earn below the living wage level of £9.00 per hour compared to 22% for Scotland as a whole.
- Similarly, approximately 20% of jobs located within West Lothian pay hourly rates below the living wage level compared to 22% for Scotland.
- Approximately 5,700 children are found in West Lothian working households that are in receipt of Working Tax Credit. (Source: West Lothian Poverty Profile, 2019)

Overall, there is consistent evidence that poverty is concentrated in areas of multiple deprivation. But poverty is not just a feature of the most deprived communities in the area. For example, while markers of deprivation are concentrated in the most deprived communities, Table 5 shows there is a significant spread of disadvantage across the county.

Table 5: SIMD breakdown

	SIMD 2016 Income deprived population	SIMD 2016 Employment deprived population
Most deprived 20% data zones in West Lothian	7,205	3,780
Other areas	14,145	8,105
Total	21,350	11,885

(Source: <https://www2.gov.scot/Topics/Statistics/SIMD>)

One of the trends that appears to be evident from the data in the West Lothian anti-poverty profile is that, as universal credit data becomes available, an increasing proportion of the remaining jobless population will be more likely to experience multiple barriers to acquiring new jobs and be more difficult to reach. Entry-level jobs now require higher developed core skills than might have been the case previously including, for example, enhanced customer and communication skills and computing capacity. Just as welfare applications are now mostly online, the process of job search and submitting applications to prospective employers is now mainly IT based. Much of the employability work (some of which is detailed in the next section of this report), targets both the populations affected by these trends and the support and skills required to help people engage in the labour market.

It is worth noting that updated local data can be hard to access. Notably, West Lothian level data about absolute poverty, combined low income and material deprivation and persistent poverty is not yet available. However, there are opportunities to develop new data to help assess and address child poverty in West Lothian. We shall be looking to improve free school meals data collection, as well as data about eligibility and uptake of free childcare and eligibility and uptake of Best Start Grants.

- Action 2019/20: Improve local data collection to inform quality improvement projects: childcare eligibility and poverty question tracking

Lived experience

The lived experience of child and adult poverty is rarely captured by quantitative data. Qualitative material such as testimonials, case studies, qualitative research helps shed light on the lived experience of people living with and working with poverty. But, importantly, it also shows how and why some interventions are more or less successful. In February 2019, key agencies working to tackle child poverty in West Lothian were brought together at an information and networking seminar run by the West Lothian Advice Network. The workshops were aimed at getting ideas and information from practitioners about what needs to be done in West Lothian to address child poverty. The record of the seminar is included in Appendix 2.

It is important that the voices of young people are heard and that they are able to, not only influence actions to reduce the cost of the school day, but are also able to speak about the impact of poverty in other areas of their lives. The council's Young Peoples team and other youth providers are looking at how to incorporate opportunities for their voices to be heard.

- Action 2019/20: Ensure that the newly formed Experts by Experience group is a focus to ensure that all anti-poverty work in West Lothian is informed by people who have used or need services.
- Action 2019/20: Pilot activities in youth settings to help better inform actions taken to address child poverty.

Section 3: Anti-poverty work in West Lothian 2018/19

The West Lothian Anti-Poverty Scorecard includes progress targets to 2023. These are primarily focused on the fundamental causes of poverty such as income, housing and employment.



The section below gives examples of how the work is being taken forward but with reference to child and family poverty. The report will focus on each of the drivers of poverty identified in the Scottish Government's 'Every Child Every Chance' child poverty action plan and will also provide some more detailed feedback on income maximisation work that targets equality groups. Some work focuses on alleviating the acute effects of poverty while other work focuses on more upstream, preventative interventions.

Driver One: Income From Employment

West Lothian Task Force

The West Lothian Jobs Task Force is a partnership comprising the Scottish Government, UK Government, Scottish Enterprise and West Lothian Council. It has a target to create 450 high-value jobs by 2021 through job grant support. The job grant support targets firms in engineering, life sciences, software/cyber development and electronics.

The growth support meets the Living Wage minimum of £9 per hour/£18000 per annum and is limited to entry level posts targeting candidates from the most deprived communities in West Lothian. In 2018/19, 120 jobs have been directly supported through the Jobs Task Force with salaries of approximately £30,000.

Tackling Low Pay – Living Wage

There are 48 businesses in West Lothian which are accredited as Living Wage employers. Officers from West Lothian Council have been meeting with Living Wage Scotland to look at increasing the number of businesses accredited in West Lothian and to explore further the possibility of becoming a Living Wage place.

Further work will be undertaken with the third sector and the business community via Business Gateway to offer support to and find out which employers are paying Living Wage but are not accredited.

- Action 2019/20: work to be undertaken to promote the Living Wage and accreditation and address any barriers to take up.

Improving Employability

As part of the European Social Fund Employability Pipeline, Access2employment, West Lothian Council's employability service, successfully supported 1,150 clients, with 397 progressing into a positive destination. The service continued to be delivered in outreach location in areas such as Armadale, Bathgate, Broxburn, Fauldhouse, Livingston and Whitburn.

In addition to one-to-one support, the service also designed and delivered a number of training courses aimed at supporting key client groups back into the labour market. In 2016 the service developed a seven week personal development and employability course aimed at supporting women with multiple barriers to return to the labour market. To date, 91 women have completed the course, 89 have achieved an SQA level 4 employability award and 51 have progressed onto positive destinations.

The Access2employment service continues to support residents who have been affected by welfare reform. In May 2018 Universal Credit full service was introduced into the area. During 2018-19 the service provided digital support to clients who were unable to make a claim online. The service supported 314 clients to make a claim for universal credit online in 2018-19.

- Action 2019/20: Develop, pilot and evaluate Men n2 Work. Further develop the principles of the Women N2 Work course to support clients for whom English is not their first language.

Financial Assistance for employees

Given the rise in the number of households where at least one working age adult is working who are now experiencing poverty, there has been a focus on looking at how in-work poverty can be addressed. West Lothian Council is the largest employer in the area and has achieved accreditation from the Living Wage Foundation, meaning that employees are paid at a rate which reflects the real cost of living. NHS Lothian also pays all staff a Living Wage. Working on a pilot project with the Improvement Service Scotland, the council is aiming to enable and empower staff to access opportunities to become financially resilient. In order to achieve this aim, income is only one factor that must be considered; financial capability, money management skills and general wellbeing also play a part and West Lothian Council has taken a proactive approach in offering a range of support to employees.

Employee support is being brought together in one central location on-line and a new service has been developed to offer financial advice and support. A dedicated advisor is available to work on a one to one basis to improve financial capability, maximise income reduce expenditure and deal with problem debts. An action plan has been developed to identify interventions to improve the financial wellbeing offer in the workplace and the work will be evaluated by the Improvement Service and any learning will form part of a case study to highlight good practice.

The Driving Forward programme

This course helps parents with young children to develop the skills needed to pass the driving theory test alongside building their confidence to return to work. The

project has received one year regeneration funding which contributes to the cost of licences, driving lessons and tests. Learners also develop financial management skills to budget for their own contribution towards their lessons.

Eleven parents from Blackburn and Craigshill have engaged with the programme and continue to make excellent progress. From the Blackburn group, five of the seven learners have passed their theory test and one has passed their practical driving test. A further four have practical tests booked. From the Craigshill group, two of the four learners have passed their theory test and one has their practical test booked. Work is underway to consider how to extend this programme.

Driver Two: Costs of Living

Food insecurity

Over the past year, partners have been consulted on how to better support those who are experiencing food insecurity. There has been an increase in the number of community projects which focus on food; whether growing food, cooking and preparing food, offering free food and working together to consider ways in which there is more sustainable access to food.

Food Bank West Lothian

The food bank has ten distribution points across West Lothian. It has received funding from the council to employ a development worker to support the organisation to become a registered charity, improve governance and compliance and work towards sustainability and consistent funding.

The top reasons for accessing the food bank remain waiting on benefits, changes in benefits and universal credit. As well as offering a welcoming and safe place the Food Bank refers into local advice providers. The 'Four or More' project focuses on those who have received their three food vouchers in a six month period and who are still reliant on food parcels. A referral is made and an advisor will contact the client, often taking the food parcel to their home, to speak to them in person and to sort out benefit entitlement difficulties and to work with the person to manage their debt.

West Lothian Food Bank has secured funding for the coming year to train volunteers to provide level one advice to better support individuals with benefit and other forms of help and support.

Case Study: Food for All

The Larder West Lothian's 'Food for All' project was launched in August 2018 after funding was gained through the SCVO Community Capacity and Resilience Fund.

The project offers weekly dining experiences for individuals and families, who have been impacted by welfare reform, are on low incomes, isolated and who are experiencing food insecurity. Ingredients are mainly sourced from local supermarkets via the Fare Share Cloud to prepare healthy and nutritious meals. A weekly dining experience is available and the plan is to expand to a range of venues across West Lothian with a target of supporting 300 people, provide over 1000 meals and serve 50 dining events within a 12 month period. Diners are referred to Food for All from a range of partners including; West Lothian Food bank, Social Policy, Advice Shop, Youth Action Project, West Lothian Drug and Alcohol Service, Women's Aid, Homeless Organisations, WLC Housing Services, Family and Community Development West Lothian, Youth Services, Criminal Justice and Housing Associations and schools. To date there have been 45 dining experiences serving 875 people.

- Action 2019/20: map all food projects across the area to better understand need and gaps

Access to Sanitary Products

The Anti-Poverty Practitioners Group identified a need to provide access to free sanitary products in the wider community. They considered the needs of vulnerable women within West Lothian and West Lothian Food Bank and a number of local organisations worked directly with women on low incomes. West Lothian Food bank agreed to co-ordinate, supply and distribute sanitary products to a number of services and organisations to remove stigma and help with personal hygiene needs. Funding was agreed by Council Executive to ensure women would receive an additional £5 payment to help with costs of sanitary products when they received a Scottish Welfare Fund crisis grant payment. 1,749 women have been paid the additional £5 and it is intended to continue with this payment for 2019/20. Funding has now been received from Scottish Government to expand free sanitary products in the community. Members from the anti-poverty practitioners group, Experts By Experience Panel and council officers will work together to gain insight from the community project and consider a staged approach to roll out which will help to gauge uptake and demand. The group will work with COSLA on developing a national marketing campaign and make it relevant locally, consider locations for delivery, health and safety implications, and work with partners.

Funeral poverty

West Lothian Council's funeral charges are amongst the lowest in Scotland at 27th out of the 32 Scottish local authorities. However, there are an increasing number of households which are finding it difficult to meet the increasing funeral costs.

West Lothian Council's Registration Service works with the advisors to offer a referral for a full entitlement check to anyone who registers a death. The bereaved person is contacted by a Welfare Rights Advisor to look into any entitlement to means tested benefits, help with funeral costs and to discuss other financial issues including budgeting and debt. In total, 115 individuals have been referred for advice after registering a death since 2015 and extra income of £91,647 has been generated in 2018/19.

- Action 2019/20: increase awareness of, monitor uptake of new respectful funeral package

Case study: Respectful Funeral

In an effort to reduce costs and support measures to mitigate funeral poverty, West Lothian Council's Cemeteries Service have consulted with local funeral directors to establish a West Lothian "Respectful Funeral" model that can reduce the cost of dealing with a deceased relative via burial or cremation. Provision of a respectful funeral, endorsed by the authority will further increase the choices available to residents and will assist in planning a funeral at reduced cost particularly where there is financial hardship. All six local funeral providers were approached and five have agreed to be part of the 'respectful funeral' package. A "Respectful Funeral" will be available to all residents living within the boundaries of West Lothian. It will bridge the gap between the funding offered by the new Funeral Expense Assistance, which supports those on welfare benefits, and the average costs of a funeral. In Scotland the average cost currently stands at circa £3700, inclusive of disbursements such as lair purchase, interment or cremation. Through discussion, a price of £1,550 has been agreed with all five providers for the services specified as the West Lothian Respectful Funeral Model. All five Funeral Directors have agreed to hold this price for a period of two years from April 2019, at which point a review of sustainability, cost and continuation will be undertaken.

Affordable Credit

The increase in consumer credit and the financial exclusion from mainstream sources of credit is an increasing problem for households that, in turn, has led to many seeking funds from alternative high cost lenders such as home collected credit, pawn shops and payday lenders. Falkirk, Fife and West Lothian councils

formed a consortium to improve access to affordable loans through a Community Development Finance Institution provider, Conduit Scotland. Conduit Scotland operates four shops across the three local council areas. There is a call centre to take telephone applications and pop-ups are available in outreach locations. Conduit Scotland's main business is responsible lending. It actively refers those who have not been successful in their loan application to other local advice and support services but will not itself deliver those services.

In the first year of trading, Conduit received 3,227 applications of which 30% were converted into loans. Affordability was the key factor where a loan was declined. Conduit has lent £589,518 to 1,179 individuals. Of the total number of loans: 60% of borrowers are female, 23% are single parents, 76% have an income below £18,000 and 48% are working. The average loan value was £500 and 55% of customers had previously used a high cost lender. 78% of loans are made on-line. In West Lothian, 362 loans totalling £177,679 were agreed.

By working with Conduit, customers saved £281,404 compared to a high cost loan. Importantly, 9 out of 10 customers felt they got the help they needed and said accessing Conduit meant they did not have to access high interest credit. Over 1,000 customers were referred onto key partners for other forms of support including income maximisation, budgeting and debt management. A key outcome of this project is to help customers to improve their financial resilience and Conduit customers reported they felt they had an improved understanding of when to use credit and that they would be willing to access support or advice before things got out of control in the future. 94% of customers said they would not access high interest credit in the future.

Credit Unions and Financial Resilience

1st Alliance (Ayrshire) Credit Union, Castle Community Bank, East Kilbride Credit Union, Kingdom Credit Union and West Lothian Credit Union are working with the support of the Carnegie UK Trust to fund an employer engagement officer who will work across the five areas. The aim is to significantly increase the number of Scottish workers being offered credit union payroll deduction as a workplace benefit. The employer engagement post provides an opportunity to support more employers to engage with the credit union offer. This two-year pilot will seek to increase the number of employer-credit union partnerships, as well as encourage more innovation and collaboration across Scotland's credit union sector.

Child Focused Anti-Poverty Work

Expansion of Early Years

Education is one of the main routes out of poverty and how well children do at school has the biggest impact on their future with their development through early years providing the foundation for that learning. In 2018/19 the Council has begun a phased introduction of the 1,140 hours of statutory entitlement in nursery settings. At present, 25 facilities across West Lothian offer early learning and childcare for eligible two year olds and almost 70 providers offer places for three year olds. The model is flexible and offers a choice of private and/or public nursery provision.

- Action 2019/20: Review NHS and council data about childcare eligibility and uptake with a view to ensuring as many children as possible benefit from this entitlement.

Raising Attainment and Positive Destinations

Raising attainment levels is important for the longer term opportunities of young people leaving school and moving into well paid employment. The Council's Raising Attainment Strategy has two overarching themes:

- to raise the attainment of all in achieving excellence; and,
- to ensure equity through closing the gap in education outcomes between children from the most and least advantaged backgrounds.

The strategy utilises the Scottish Credit and Qualifications Framework (SCQF) as the key measure of attainment which allows comparison with national performance and presents the fullest and most accurate measure of the achievement of young people through their school attendance and recognises an extended and enhanced range of achievement in the senior phase which is in line with the principles of Developing the Young Workforce. The SCQF attainment figures demonstrate that the attainment of West Lothian students has risen over the period from 2014 to 2018. They demonstrate that West Lothian students are outperforming the Scottish average and the average of pupils with similar socio economic characteristics at Level 6 in both S5 and S6.

At School

Poverty Proofing the School Day

As part of The Pupil Equity Fund action plan, schools are creating a poverty proofing statement. This will set out the actions they will take to address the Cost of School of Day and financial barriers which may exist for children and young people in accessing and participating fully in learning. Schools have been set a timeline to create this statement by the end of session 2019/20.

The Scottish Government has set a target for local authorities in relation to Participatory Budgeting (PB) to be met by the end of 2020/21. West Lothian has identified the Pupil Equity Fund as one of the areas with potential to introduce Participatory Budgeting (PB). It is proposed that schools will aim for a minimum of 3% of PEF money to be allocated via PB where possible. It is acknowledged that this may vary from school to school.

A small test of change in relation to PB is underway in some primary schools linked to the Cost of School of Day. This was highlighted at the 2019 Pupil Equity Conference as a possible PB linked initiative to use when allocating funds for 2019-20, however schools may have alternative ideas linked to their PEF plan. This will be monitored, evaluated and reported back to help further develop initiatives.

- Action 2019/20: 3% of Pupil Equity Funding is being allocated to participatory budgeting. A pilot being undertaken within five schools which will be linked to the cost of the school day.

Increasing Uptake of School Clothing Grants

In May 2018, the Scottish Government announced a new £100 minimum school clothing grant and extra funding to Local Authorities to deliver this. West Lothian already granted £94 for primary children and £110 for secondary children. On 30 May, 2018 the Education Executive decided to increase clothing grants to beyond the £100 set by the Scottish Government. It agreed to fund £125 for primary children and £135 for secondary children to take effect for this academic year.

Work has been undertaken by the Council's Education Services and Benefits Team to identify children who would qualify for free school meals and clothing grant and help increase uptake through a semi-automated process. In May 2018, 1871 households were sent a short form which required them to supply their bank's details and sign. 76% of those were returned and the exercise was repeated again in November to try and capture those who had not responded to the earlier request. In total 6,600 grants for clothing were made which is an increase to the previous year when 6,226 pupils were in receipt of the clothing grant.

- Action 2019/20: further work to automate processes and increase take up of clothing grants.

Extra Funding

Each primary and secondary school is allocated with a clothing store budget - £1000 per secondary school, £500 for primary schools to be used annually to support pupils with equipment and clothing to participate in activities. Schools are expected to identify those most in need from their own data and knowledge of pupils and their families.

Out of School

Case study: School Bank West Lothian

The School Bank West Lothian is a charity that supports families with the cost of the school day, by providing school uniform packs to school children in need. Families are referred from a number of agencies including schools, social workers and health visitors. It provides school uniform packs to equip young people for school, including trousers, skirts, polo shirts, jumpers/cardigans, shoes, trainers, PE kit, school bags, stationery, jackets and underwear. Its mission is to create an even playing field for children in West Lothian, so that they can gain self-confidence and concentrate on learning, as opposed to their appearance. The charity began in August 2015 and in the first year helped 46 young people. This has increased to 700 young people which is a 60% increase in referrals since last year. Most of the referrals are from families experiencing poverty, low income or other forms of financial hardship, such as redundancy or death of a parent. As a result of this help, children report their mental health is more positive and they feel included alongside their peers. The stress and anxiety experienced by the parents/carers is significantly reduced.

The local community has responded to this practical way to show support to those experiencing poverty. The Sponsor a Child campaign has been very successful, both in terms of increasing donations of school uniform, but also encouraging community engagement. In the summer of 2017, the School Bank received 90 sponsors, equating to £12,500 of donated uniform, jackets and shoes, each donation being matched to a young person. In 2018, the sponsors doubled to 182. This equated to almost £20,000 in new donated uniform, jackets and shoes. In addition, the Winter Jacket Appeal equated to 75 sponsored jackets, each jacket being matched to a young person referred to us. This equated to £3,233 of new donated jackets.

Working in Partnership

West Lothian Food Bank and the Council's Waste Management Service have been considering how to help families with the additional costs associated with Prom Nights, Communion and Fair Days. There has been a range of publicity on how to donate unwanted clothes and accessories, with a fantastic response from households across West Lothian which have donated goods to be recycled. Families have been able to buy outfits for a small price and therefore reduce the stigma of not being able to afford to participate in key activities. The success of these initiatives has encouraged services to continue to embed these activities into delivery.

Holiday Lunch Clubs

West Lothian Council and its partners have committed to reducing the impact of school holidays on family budgets by funding holiday activity programmes. The overall objective of the project is to provide a nutritious meal (preferably hot) during the school holidays to improve the health and wellbeing of children living in low income households. The project aims to increase nourishment, reduce hunger and maintain learning through offering a range of activities which link into education outcomes. Delivery is planned through identification of areas with highest levels of free school meal and school clothing grant on school roll and works with partners who know and understand their community and will target low income families. Over the summer holiday, 15 venues across West Lothian provided over 800 places and in the October holidays there were 12 venues with 350 places available.

- Action 2019/20: Refresh the school holiday food project to consider how best to develop and fund going forward.

Young Carers and Travel

When a young person provides care for a relative or sibling this can impact on many areas of their lives. Challenges encountered may include isolation, poor mental health and wellbeing, lower attainment in school and limited future aspirations. These difficulties can also limit motivation, achievement and ambition. These can all have negative impacts on mental health and wellbeing and life chances. Feedback from young carers indicated that transport costs are often unaffordable for many young carers, which compounds their feelings of loneliness. It can be costly for young carers to travel from one area in the district to another at a cost of £6 for a one zone daily ticket. A pilot transport scheme has been developed to ensure that all young carers irrespective of financial background will be able to access social opportunities and give them opportunities like their peers. Evaluation of the pilot project will inform development going forward

Driver Three: Income from Social Security and benefits in kind

Universal Credit

Full roll out of Universal Credit in West Lothian was implemented in November 2018. A working group set up to plan for the implementation heard from partners, stakeholders and those with experience of Universal Credit on the need to upskill front line staff. Three levels of training were developed and delivered focussing solely on the challenges presented by Universal Credit. 787 participants attended training. Analysis of training needs prior to developing the training workshops also identified that face to face workshops would restrict participation, so e-learning modules were developed to help ensure that training can be cascaded as widely as possible. To date: introduction to benefits, older people and universal credit have been developed and delivered and the next, poverty awareness is in construction. Alongside this, participants, customers and other stakeholders told us about the need to keep updated particularly with welfare reform and there are now annual briefings and workshops arranged for all partners. The council website with up-to-date information on a range of topics including universal credit is regularly updated.

The approaches that have been designed for delivering poverty awareness and Welfare Reform training has been shared with a number of neighbouring local authorities through the Rights Advice Scotland network. Many colleagues from across this network have shown interest in how this programme has developed to meet local needs and are keen to hear more about the Universal Credit training programme.

This work received the Bronze COSLA Awards Category 3 – Tackling Inequalities and Improving Health

Council Tax Reduction Scheme

Universal Credit full service was introduced in to West Lothian on 16 May 2018. A potential risk was identified in respect of the level of Council Tax Reduction (CTR) awards made.

Experiences from other Scottish local authorities identified a significant drop in Council Tax Reduction caseload as a result of Universal Credit full service introduction. East Lothian, an early adopter of UC full service, noted a 7.26% reduction. Whilst it is recognised that a number of factors can affect CTR take up, there is a clear correlation between claimants no longer being able to claim Housing Benefit and CTR jointly and this reduction in spend.

Using this intelligence, and to prevent a similar trend within West Lothian, the benefit team worked proactively to maximise CTRs take up. A focus group was formed to drive improvements and innovation. Key developments included a targeted take up campaign driven by exploiting current data held within our systems to identify

potential CTR claimants, telephone application processes and the utilisation of Universal Credit data sharing information as a claim for CTRs.

CTR awards increased by 2.18% against a Council Tax increase of 3% in 2018/19. The caseload increased from 14,838 to 14,899. The Council Tax property base increased by 1.2% from 79,276 to 80,210 in 2018/19 although a significant number of these as a result of the Council's new build programme.

- Action 2019/20: a number of benefits, many linked to housing, such as Housing Benefit/Discretionary Housing Payments /Crisis grants and Community Care grants are administered locally. The profile of people accessing these will be reviewed.

Access to Information and Advice

Scottish National Standards for Information and Advice Providers

Making sure that those who need advice, can be assured that the advice is consistent, of a high standard and follows good practice guidelines is key to helping those most in need. Advice Providers have come together to form the West Lothian Advice Network. They work together to maximise their resources, avoid duplication, undertake joint training and share good practice. A key focus over the past year has been supporting each other in gaining accreditation. The national standard is a quality assurance framework and covers housing money and welfare rights related advice. The Standards have been tested in practice with services providing debt counselling, as well as advice on money, housing, income maximisation and welfare rights/benefits. The Standards recognise that people access information and advice from agencies ranging from those that deliver a service specialising in specific topics of advice, for example, housing or money or welfare rights, income maximisation and generalist advice services offering their services to all members of the public to agencies where information and advice form only a small part of their work. The two main providers of advice services (Citizens Advice Bureau and West Lothian Council's Advice Shop) are accredited to provide type three advice in all areas of advice giving. Smaller organisations are working towards gaining accreditation.

Increasing Access to Advice and Support

In 2018/19, advice providers helped households to maximise their income by over £29 million. Working in partnership and co-locating services with other trusted professionals has been key to increasing uptake:

West Lothian On-Line Referral and Tracking System

Consultation which took place when refreshing the Anti-Poverty Strategy highlighted the confusion around different ways in which to refer customers for extra support: both in terms of the referral process and the relevant service to refer to. In response

to feedback from professionals across all areas but particularly those in health, an on-line referral and tracking system has been implemented. The system is secure and has an inbuilt directory of referral organisations which allows staff to choose the most appropriate organisation and complete a short online referral form, track the referral and know when the customer has been contacted. The aim is to simplify the process for professionals to refer to a range of support services across the area. This is currently being rolled out across the area.

Advice and support in health and care facilities

St John's Hospital

A partnership between NHS Lothian at St John's Hospital, West Lothian Council's Advice Shop and Citizens Advice Bureau West Lothian has introduced a permanent presence within the local hospital providing advice and support five days per week. Advisors are available to offer one-to-one advice at specific appointments at the hospital or to visit the wards; there is a drop in service for those who are patients, family, carers and friends who may need help and assistance. The service also provides a 'listening ear' through the recruitment and training of eight volunteers who offer a friendly, welcoming face and support individuals to access other forms of local help. In the first six months, the partnership has worked with over 800 individuals and maximised income by £850,000.

Access at GP Surgeries

Citizens Advice Bureau West Lothian has received three years of funding from NHS Lothian to provide income maximisation services in five local GP surgeries. They have worked with 218 individuals and maximised their income by £261,748.

Improving Referral Pathways

Funding has been received through the Improvement Service to improve referral pathways with a particular focus on embedding a model which improves access to medical records for welfare advisors.

- Action 2019/20: increase the number of people accessing help and advice in health and care settings

Advice and support for targeted groups

The impact of welfare reform on families across Scotland is well documented and supporting families to become financially included is one of the key ways in which partners can make a difference. The provision of quality advice, information and assistance to help them to gain more control of their life and to enable them to participate in the social and economic life of their community is key to becoming both financially included and resilient. In 2018/19, partners worked together to

support over 18,000 people to maximise income by over £29 million, manage over £10 million of debt and worked with 532 people to appeal decisions made by the Department of Work and Pensions which they felt were wrong; the success rate is 75% and gain £1.6 million of entitlements.

Carers and those with a disability

Carers of West Lothian provide support, information and advice to Carers and their families. It is also the key organisation for those who have a physical and/or learning disability and their families. As a trusted professional, Carers were able to identify that many of their client group were worried about managing financially and were not claiming their full entitlement. In 2018, the Advice Shop has co-located a new service within the Ability Centre and Carers of West Lothian to offer a holistic advice, support and money service.

One-to-One Project

Funded through the ESF Employability Pipeline, the One-to-One project targets those with multiple barriers to employment. Feedback from front line workers indicated that for those experiencing long term, mental health issues, there were persistent difficulties with engagement with services. The service provides one to one support over a longer term to support individuals: offering income maximisation, money, debt and budgeting support, housing and fuel advice. The named advisor works with the customer to identify goals, stabilise their situation and work with them to engage with other services. The project targets specific groups, namely those who are about to be released from HM Addiwell prison and their families, those with addictions and substance misuse, those who are working with a range of mental health professionals including Ward 1 and Pentland Court, St John's Hospital. This work is being extended to include those who are leaving the care system.

Prevention and Intervention Money Advice Project

The Prevention and Intervention Money Advice Project (PIMAP) has been in operation since December 2014. Until 31 March 2019 the project was funded by the Scottish Legal Aid Board (SLAB) and works in collaboration with the NHS and West Lothian Council. The project need was identified through a test of change with a local midwife and following the success of the pilot funding was secured to roll out the project. From April 2019 to March 2020 the project will be jointly funded by West Lothian Council and Scottish Government.

The project aims to connect with pregnant women and families with children up to and including one year old, to offer a holistic service regarding maternity rights, financial capability and income maximisation. The project aims to reduce child poverty through a preventative and intervention approach.

The PIMAP team primarily works in areas which have been identified as being the most deprived and showing the highest levels of child poverty. The PIMAP team provide outreach surgeries; Armadale, Blackburn, Fauldhouse and Whitburn. The PIMAP team have been actively building relationships with midwives and have implemented referral procedures with all midwives in these areas; we are also continuing to build relationships with health visitors, family centres and with St John's Hospital maternity ward, special baby unit, children's ward and the perinatal ward.

In last reporting year, the project assisted 412 clients with 1,455 problems and issues with a financial gain of £1,530,095. These clients were referred from a number of organisations but mainly midwives and other health care professionals.

Improving Access for Parents

The new project commenced in February 2019. It provides a holistic service regarding money advice, financial capability and income maximisation. The project aims to reduce child poverty through a preventative and intervention approach working with families with children who are pre-school and primary aged. It does this by offering a dedicated advisor who is building relationships and referrals from family support workers, family link workers and NHS staff to work with each family from the beginning to the end of their journey.

New leaflets have been designed and distributed to a wide range of partners. The campaign has been promoted on the council's social media sites and in the March edition of the council's Bulletin publication which is distributed to the home of every West Lothian resident. The Advice Shop online web pages have been updated with a new information page for families and an online referral form for the project.

Schools within areas of multiple deprivation have been targeted and the project hosted market stalls at parent's nights in Armadale Academy, Whitburn Academy, Whitdale Primary, Murrayfield Primary, Letham Primary. The Sure Start groups in Armadale and Livingston have also been targeted.

In the two months, the project has been running, 51 people have presented with a total of 67 enquiries and there has been a total benefit gain of £20,798.

- Action 2019/20: embedding advice, support and advocacy as part of prevention work across partnerships

Sharing Resources and Partnership Learning

Over this year, partners have worked together to make sure that staff are better equipped to support people experiencing poverty. 'Building Resilient Communities Through Staff Development' programme aims to build capacity in Council,

Community Planning Partners and Third Sector front line services to ensure that staff have an understanding of poverty, feel able to 'spot' those who are potentially vulnerable and know how to refer onto appropriate support. Equipping staff with the skills and knowledge and, keeping them updated with the latest information, is vital to ensure that those affected get the right help at the right time and are treated with dignity and respect. There are five elements to the approach:

- Poverty Awareness
- Supporting Households on Low Income
- Welfare Reform
- E-Learning
- Social Media

The training aims to:

- Challenge participant's perceptions of poverty and highlight some of the trends and statistics.
- Provide staff with the knowledge and confidence to recognise when households may be experiencing poverty.
- Ensure that staff are equipped to offer support or provide details of what support is available to households affected by poverty and/ or welfare reforms.

There were 476 places booked on these sessions from a range of internal and external organisations. Feedback consistently indicates that the knowledge supports them in their day to day job and changes in perceptions were apparent throughout delivery. 81% of participants of the Poverty Awareness workshops indicated an increased knowledge of poverty related issues, both in West Lothian and nationally. Participants fed back that they would use the training to enhance the service they provide to local communities. Some of the comments they made include;

- I will be more mindful of the language I use when discussing poverty
- The workshop has made me think differently and less judgementally about those experiencing poverty.
- I will view things more sympathetically and have a greater understanding of

Raising Awareness and Understanding

Staff have undertaken a series of presentations and discussions to raise awareness of the Child Poverty (Scotland) Act 2017 and to help partners to consider how they could work collaboratively to use resources and actions to support the outcome of reducing child poverty. Sessions have been undertaken with: West Lothian Community Planning Board, West Lothian Councillors Training Programme, West

Lothian Anti-Poverty Task Force, West Lothian Advice Network-Child Poverty Workshop, West Lothian Anti-Poverty Practitioners Group, West Lothian Children and Families Strategic Board, West Lothian Young Peoples Team, West Lothian Community Generation Team, Pupil Equity Fund Conference, NHS Strategic Planning Committee, Experts By Experience Panel and a child poverty paper presented to the West Lothian Council Partnership and Resources Policy Development and ScrutinyPanel.

Section 4: Child poverty priorities for 2019 – 2020

The actions relating to key drivers of poverty – income, social security, costs of living – are embedded in the Anti-Poverty Strategy. The key areas that the child poverty reference group will be working on are:

Definite future actions

Action	Responsible
To ensure that child poverty work is prioritised, a child poverty reference group will be established during 2019-20.	Anti-Poverty Task Force
To widen the mapping exercise to include third sector and NHS to fully understand range of activity, reduce duplication and focus on actions which work	Anti-Poverty Task Force
3% of Pupil Equity Funding is being allocated to participatory budgeting. Pilot being undertaken within 5 schools which will be linked to the cost of the school day.	WLC Education Services
Refresh holiday lunch programme to increase number of places on offer and number of locations	WLC Education Services
Map all food projects across the region to better understand need and gaps	Anti-Poverty practitioners Group
Increase the number of people accessing help and advice in health and care settings	Advice Providers
Embedding advice, support and advocacy as part of prevention work across partnerships	Advice Providers
Increase awareness of, monitor uptake of new respectful funeral package	WLC Operational Services/ funeral providers
Engage with the review of WL Children's Services Plan to ensure child poverty focus	Anti-Poverty/NHS Lothian
Ensure child poverty considered during review of the Community Planning Partnership	CPP partners
Experts by Experience group a focus to ensure that all anti-poverty work in West Lothian is informed by people who have used or need services.	Anti-Poverty Taskforce
Promote the Living Wage and accreditation and address any barriers to take up	WLC Regeneration
Develop, pilot and evaluate Men n2 Work and further develop Women n2 work to support clients for whom English is not their first language.	WLC Access2Employment
Further work to automate processes and increase uptake of benefit entitlement	WLC Anti-Poverty Service

Proposed future actions

Actions	Timescale	Responsible
To pursue links with West Lothian Adverse Childhood Experiences Network with a view to developing trauma informed services	2019-2021	NHS Lothian
Improve local data collection to inform quality improvement projects: childcare eligibility and poverty question tracking	2019-2021	NHS Lothian
Pilot activities in youth settings to help better inform actions to address child poverty	2019-21	Youth work providers
Analyse benefits administered locally to review the profile of those accessing to better target	2019-21	WLC Anti-Poverty Service

APPENDIX 1: CPP Anti-Poverty Strategy Scorecard 2018/19 – 2022/23

End of Year 2018/19 Update

Outcome 1: Maximise financial resources of households on low incomes

Indicators	Baseline Performance 2017/18	Short Term Target 2018/19	Medium Term Target 2020/21	Long Term Target 2022/23	Position at 31st March 2019	Status	Commentary
Total value of income maximised following advice each year	£33,928,321	£27,000,000	£34,000,000	£33,000,000	£29,282,236	GREEN	West Lothian Advice Network partners have worked to maximise income by providing assistance with benefit claims and appeals resulting in extra income of £29,282,236
Total value of debt managed each year	£11,834,489	£10,000,000	£12,500,000	£14,000,000	£10,472,436	GREEN	Money advice providers in West Lothian have helped residents to manage debt of £10,472,436. This is achieved through negotiation with creditors and help to access statutory debt schemes.
Percentage of the population who are income deprived (SOA1302_13)	12% (2015/16)	12%	11.5%	11%	12%	GREEN	The latest update of this indicator became available with the release of the 2016 Scottish Index of Multiple Deprivation in August 2016. There have been no further releases of SIMD data in 2017 - 2018. The next release of SIMD data is expected to be in 2019 / 20.

Indicators	Baseline Performance 2017/18	Short Term Target 2018/19	Medium Term Target 2020/21	Long Term Target 2022/23	Position at 31st March 2019	Status	Commentary
Percentage of employees who earn less than the living wage (SOA1303_14)	17%	17%	17%	17%	18%	AMBER	<p>The 2018 data showed that whilst generally there has been an increase in wage levels at the lower end of the pay spectrum, the percentage of West Lothian employees earning less than the Living wage increased slightly from 17% to 18%. This is below the Scottish level - estimated to be 19%. West Lothian at 18% is lower than most other non-city central Scotland local authority areas.</p> <p>The next set of 2019 data will be available in Autumn 2019 from ASHE (Annual Survey of Hours and Earnings).</p>
Percentage of adults in receipt of key out of work benefits (SOA1302_02)	10.6%	11%	10%	9%	10.5%	GREEN	<p>The latest data for Quarter 2, May 2018, shows an estimated 12,550 claimants, a small decrease on the previous quarter (12,630 in February 2018). The rate slightly decreased to 10.5% (from 10.7% in February 2018). The next update based of data for Quarter 3, August 2018 will be released in Spring 2019.</p>

Outcome 2: Reduce out-going costs and the 'poverty premium' on low income households

Indicators	Baseline Performance 2017/18	Short Term Target 2018/19	Medium Term Target 2020/21	Long Term Target 2022/23	Position at 31st March 2019	Status	Commentary
Number of individuals who access affordable credit options	1012	1000	1500	2300	1276	GREEN	West Lothian residents can access a range of affordable credit options – local credit unions and a community development finance initiative, Conduit Scotland. During 2018/19, 1276 individuals whose credit options may otherwise be limited accessed affordable loans from responsible lenders.
Total value of loans from affordable lenders	£1,474,055	£1,400,000	£1,600,000	£1,800,000	£2,040,917	GREEN	Cumulatively, between Blackburn, Seafield and District Credit Union, West Lothian Credit Union and Conduit Scotland CDFI the total value of loans for the period 2018/19 was £2,040,917
Percentage of tenants receiving a Discretionary Housing Payment to mitigate the impact of the 'bedroom tax' (CP:REV147_9b)	100%	100%	100%	100%	100%	GREEN	This indicator is measured annually. In 2018/19 performance was 100% against a target of 100%. Reports were produced each month to ensure that all customers impacted by the "bedroom tax" received full mitigation for any period involved. During the year a total of 4659 awards of Discretionary Housing Payment were made to 3139 customers impacted by the "bedroom tax". The total amount of Discretionary Housing Payments awarded to mitigate the bedroom tax was £2,145,490

Outcome 3: Households on low incomes are managing finances appropriately and becoming financially resilient

Indicators	Baseline Performance 2017/18	Short Term Target 2018/19	Medium Term Target 2020/21	Long Term Target 2022/23	Position at 31st March 2019	Status	Commentary
Number of new Credit Union members	470 new adult members	500	600	600	853	GREEN	Local Credit Unions have welcomed 853 new members during 2018/19 and the target for this period has been exceeded. This includes both adult and junior members.
Total value of savings with local credit unions	£2,620,114	£2,600,000	£2,800,000	£3,000,000	£4,086,637	GREEN	The cumulative value of members' savings between Blackburn, Seafield and District Credit Union and West Lothian Credit Union during 2018/19 is £4,086,637 which exceeds the target for 2018/19.

Outcome 4: Improve the opportunities for adults from low income backgrounds to be in good quality, sustained employment

Indicators	Baseline Performance 2017/18	Short Term Target 2018/19	Medium Term Target 2020/21	Long Term Target 2022/23	Position at 31st March 2019	Status	Commentary
Number of West Lothian residents supported into work through council employability programmes (SOA1302_12)	348	370	450	500	No 2018/19 data available	AMBER	This indicator is measured annually. In 2017/18 there was a reduction in the level of job outcomes to 348. It should be noted that the new European Social Fund programme that began at the start of 2017 has reinforced the requirement of employability activity to focus on supporting individuals with multiple barriers. This has resulted in smaller numbers of individuals being registered and receiving assistance from employment advisers, though the intensity of support had to increase.

Indicators	Baseline Performance 2017/18	Short Term Target 2018/19	Medium Term Target 2020/21	Long Term Target 2022/23	Position at 31st March 2019	Status	Commentary
Percentage of employability customers who progress to a positive destination (CP:EDR035_9b.1a)	58%	50%	50%	50%	35%	RED	<p>In 2018/19, performance of 35% of customers supported into a positive destination was achieved against a target of 50%. This represents 397 out of 1150 clients.</p> <p>During 2018/19 Universal credit full service was introduced into West Lothian. The service was required to provide support to clients unable to make their claim online and engaged with 312 clients requiring this support. This increased the number of clients registering with the service for support, but due to the nature of the client group they were far from the labour market and required support to access benefits rather than employability support in the first instance. As a result the number of clients engaging with the service was high versus the number supported to progress into a positive destination.</p>
Percentage of school leavers who enter a positive destination (CP:SOA13_02_09)	93.3%	94%	94%	96%	94.4%	GREEN	<p>Over the last five years, West Lothian has seen improvements in the levels of school leavers achieving a positive destination. The latest figures for 2017/18 show 94.4% of school leavers have entered a positive destination which means that the target of 94% has now been achieved. The 2017/18 figure represents an increase from 93.9% in 2016/17. The latest results are the highest ever recorded for West Lothian.</p>

Indicators	Baseline Performance 2017/18	Short Term Target 2018/19	Medium Term Target 2020/21	Long Term Target 2022/23	Position at 31st March 2019	Status	Commentary
Percentage of care leavers entering a positive destination (SOA1305_07)	56%	85%	TBC	78%	2017/18 data will become available June 2019	RED	This indicator is measured annually. The latest data is for academic year 2016/17. The disappointing figure of 56% into positive destinations represents 9 out of the 16 looked after young people leaving school. West Lothian had the lowest percentage score of all council areas in Scotland. The follow-up survey of the same group of leavers showed one additional young person reaching a positive destinations resulting in a final result of 63%.
Percentage of working age adults in work (SOA1302_01)	77.8%	75%	TBC	78%	76.1%	GREEN	The latest figures show that the estimated employment rate has decreased slightly from 77.8% in 2017 to 76.1% in 2018. The 2018 employment rate is based on an estimated 89,500 West Lothian residents being in employment. West Lothian is two percentage points higher than the Scottish level.
Total number of jobs in West Lothian (SOA1303_06)	78,000	75,000	TBC	78,000	2018 data will become available in October 2019.	GREEN	This indicator is measured annually. It is important to note that this is an economic health check indicator subject to wider economic forces and cannot be solely attributed to the intervention efforts of local partners. Data is sourced from the UK Government's Business Register and Employment Survey (BRES) Dataset. Annual updates are published retrospectively in Autumn of each year e.g. the next data for 2017 became available in October 2018

Outcome 5: Low income households are able to access services and be socially and financially included

Indicators	Baseline Performance 2017/18	Short Term Target 2018/19	Medium Term Target 2020/21	Long Term Target 2022/23	Position at 31st March 2019	Status	Commentary
Number of advice shop web hits	48,760	48,000	52,000	54,000	51,153	GREEN	During 2018/19 there were 51,153 hits on the Advice Shop web pages. The most frequently visited pages were the main page with details of the service, the online referral form, benefits advice and volunteering
Number of individuals who access advice through health settings	1013	1000	1500	1750	1909	GREEN	The Advice Shop and CAB West Lothian have mapped advice provision in health settings and have broadened the presence at St John's Hospital to offer a general advice session to anyone visiting the hospital as well as ward visits and advice at day clinics. The aim of this is to improve access to advice for people whose health may be a barrier and in total 1909 enquiries have been received through health settings including St John's and local GP surgeries, exceeding the 2018/19 target of 1000.
Number of outreach advice sessions available across all multi-member ward areas	19	19	12	9	21	GREEN	As at 31st March 2019, there are currently 21 outreach advice sessions delivered by West Lothian Advice Network partners with outreach advice availability across 7 or the 9 multi-member ward areas.

Indicators	Baseline Performance 2017/18	Short Term Target 2018/19	Medium Term Target 2020/21	Long Term Target 2022/23	Position at 31st March 2019	Status	Commentary
Number of people signposted and referred to services to promote financial inclusion	N/A	200	350	1000	0	RED	Fast Online Referral Tracking (FORT) system implementation delayed due to technical and legal issues. This activity is now back on track for implementation in 2019/20

Outcome 6: Increase the number of people who live in warm, affordable homes

Indicators	Baseline 2017/18	Short Term Target 2018/19	Medium Term Target 2020/21	Long Term Target 2022/23	Position at 31st March 2019	Status	Commentary
Number of new homes completed annually in West Lothian (SOA1303_07)	597 2016/17	500	TBC	1000	934	GREEN	
Total value of savings as a result of energy advice	£363,738	£350,000	£350,000	£350,000	£431,177	GREEN	Energy Advice Forum partners (a sub-group of the West Lothian Advice Network) have assisted customers to make energy savings of £431,177 during 2018/19 which exceeds the target. The main enquiry types have been regarding Warm Home Discount and external wall insulation works through the Home Energy Efficiency Programme for Scotland.

Indicators	Baseline Performance 2017/18	Short Term Target 2018/19	Medium Term Target 2020/21	Long Term Target 2022/23	Position at 31st March 2019	Status	Commentary
Number of potential homeless situations prevented with intervention	372	560	560	560	375	RED	375 customers who were facing eviction from their homes have had homelessness prevented following advice and intervention and court advocacy to negotiate with landlords and work with clients to maintain their tenancy. This result is below target, however outcomes are expected to improve in 2019/20 as the Pre-Action Requirement Stage has been streamlined and more cases should call in court.
Percentage of new tenancies sustained for over one year (CP:HQSAR C20.3_9b)	90%	93%	TBC	90%	85.7%	RED	

Outcome 7: Reduce the number of children living in relative poverty

Indicators	Baseline Performance 2017/18	Short Term Target 2018/19	Medium Term Target 2020/21	Long Term Target 2022/23	Position at 31st March 2019	Status	Commentary
Percentage of children in poverty in West Lothian (P:SOA1301_11)	21.91%	22%	20%	18%	21.91%	GREEN	This indicator is measured annually. Data is produced by the Campaign to End Child Poverty. Latest available data for 2018 indicates that current level of child poverty in West Lothian sits at 21.91%
Percentage variation in awareness of Free School Meal entitlement between secondary school with the most deprived ranking and West Lothian mean (EDPP341_9b.1b)	3%	3%	3%	3%	3%	GREEN	This indicator is measured annually with the next update due in October 2019. In 2017/18 awareness was 3%. In year 2016/17 awareness that pupils from families on low incomes may be eligible for free school meals was 2% higher at the secondary school with the most deprived Scottish Index of Multiple Deprivation (SIMD) ranking in comparison with the West Lothian mean. The secondary school with the least deprived SIMD ranking, had awareness lower than the West Lothian mean.
Percentage variation in awareness of School Clothing Grant entitlement between secondary school with the most deprived ranking and West Lothian mean (EDPP342_9b.1b)	14%	9%	9%	9%	14%	GREEN	Latest available data is from 2016/17: awareness that pupils from families on low incomes may be eligible for school clothing grant was 14% higher at the secondary school with the most deprived SIMD ranking in comparison with the West Lothian mean. At the secondary school with the least deprived SIMD ranking, awareness is equal to the West Lothian mean.

Indicators	Baseline Performance 2017/18	Short Term Target 2018/19	Medium Term Target 2020/21	Long Term Target 2022/23	Position at 31st March 2019	Status	Commentary
Number of 2 year old children utilising early learning and childcare (EDPP219_9b.1b)	148	150	200	200	This indicator is measured annually. The next update is due October 2019.	GREEN	<p>This indicator is measured annually, next update is due October 2019. In school year 2017/18 there was a decrease in the number of eligible 2 year olds receiving early learning and childcare due to the low birth rate in 2015/16.</p> <p>To increase uptake, direct targeting of potential service users, using the 0-18 database is on-going. More applications have been received but the numbers of eligible children has remained approximately the same.</p>
Number of pregnant women and new parents engaged with advice	248	500	TBC	500	569	GREEN	<p>A range of targeted intervention exists to engage with pregnant women and new parents. During 2018/19 CAB West Lothian's Prevention Intervention Money Advice Project (PIMAP) engaged with 518 women.</p> <p>An additional 51 families with children have engaged with a new Advice Shop service offering income maximisation and financial capability advice for parents.</p>

Outcome 8: Increase opportunities for local people to fully participate in their communities and bring about change

Indicators	Baseline Performance 2017/18	Short Term Target 2018/19	Medium Term Target 2020/21	Long Term Target 2022/23	Position at 31st March 2019	Status	Commentary
Percentage of residents who feel they can influence decisions	40%	46%	46%	47%	40%	RED	There has been a decrease in positive perceptions from the Citizens Panel about their ability to influence decisions that are taken about their communities. The 2016 results show that 40% of respondents agree that people in their community can influence decisions. (46% in 2013). Next update is due in January 2020
Percentage of residents who feel we have an inclusive society	56%	56%	64%	68%	56%	GREEN	The proportion of Citizens Panel members who feel we have an inclusive society has remained at 56% from 2013. 10% of respondents disagreed with this statement. Members are asked if they feel that their community is a place where people from different backgrounds get on well together. Next update is due January 2020.

Appendix 2

Feedback from Child Poverty Workshop

West Lothian Advice Network – Child Poverty in West Lothian – The Gaps Presentation

First Session – 11:45

The workshop split into 2 groups to discuss what gaps are in West Lothian.

What support/services are available? (Group Discussion)

- West Lothian Financial Inclusion Network (WLFIN) – have access to foods from supermarkets (if the packaging is damaged but the foods still perfectly ok to use). If there are clients that need anything they can contact WLFIN.
- Open Door – Food Friday. Working with Housing Association and local supermarkets (Greggs, Asda etc.) Only been going for a few months – open afternoons and Mondays for people to drop in to get food parcels – they recommend to call them first before dropping by in case they have run out of anything. Freezer foods also included on the parcels.
- Referrals have to come through Housing/Tenancy's – it was mentioned that not all families will be comfortable doing this and won't want to go down that road – someone asked what would happen if the client couldn't travel to the offices – Friday Foods stated that they deliver to homes when needed (they were delivering up to midnight on Christmas eve – the family was extremely desperate.) They were told to call us when they ran out of fresh goods (i.e. milk bread etc.). WLFIN asked if it would be ok to bring some people along to get food parcels – they stated they were more than happy for them to do this, but call beforehand to make sure they have enough to hand out.
- Turn2Us – online benefit calculation service for people to do their own benefit checks. It was agreed that this wouldn't be suitable to those who don't have access to the internet/computers.
- Student from Edinburgh University was present at the workshop – she stated that she found it surprising that most of the West Lothian community doesn't know what services are out there. Most of the people she is meeting are proud families who don't want to seek help – but there is nothing wrong with asking for some help. They are happy to not eat so their children can.
- Bridge – Gives clients various money/debt advice.

What support/services are available? (Workshop Discussion)

- Prom/Gala dresses (foodbank) at Charity Shop in Whitburn
- Turn2Us – Online benefit check calculation
- NHS Mental Health Hubs – Martin Higgins stated that more information would be available.
- Bridge – helps with debt/money advise and budgeting
- EARS Advocacy – helps clients make their voice be heard

What gap can are there? What other support could be given? (Workshop Discussion)

- Funding cuts – who is still available?
- - consistency and funds available / team projects
- Sharing information with each other
- Interactive maps?
- Don't forget 3rd sector

West Lothian Advice Shop – Child Poverty in West Lothian – The Gaps Presentation

First Session – 12:15

The workshop split into 4 groups to discuss what gaps are in West Lothian.

What support/services are available? (Group Discussion)

- Budgeting support advice from Bridge
- Mental Health support
- Mapping service needs to be done
- Gaps in benefit system – can't get certain benefits until over 18 (what is you are pregnant under the age of 18)

What support/services are available? (Workshop Discussion)

- Help for carers
- Disability families
- Community groups / volunteer groups
- Local regeneration groups

What gap can are there? What other support could be given? (Workshop Discussion)

- Interactive maps
- Internet access for those who don't have it
- Volunteer sector creating a map
- better linking with each other
- What services still exist?

Caroline stated that Edinburgh Council have big online touch screen computers available to those who don't have access to computers/internet for them to search various services/projects in their area for support. Would be good if West Lothian had something like this available in library's/community centres/job centres

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Anti-Poverty Service

West Lothian Council

Bathgate Partnership Centre
21-55 South Bridge Street
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