

factfile 2019

Your essential guide to our performance in 2018/19



1 Improving attainment and positive destinations for school children

2 Delivering positive outcomes and early interventions for early years

3 Minimising poverty, the cycle of deprivation and promoting equality

4 Improving the quality of life for older people

5 Improving the employment position in West Lothian

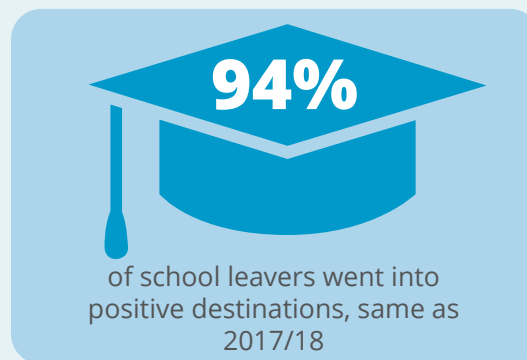
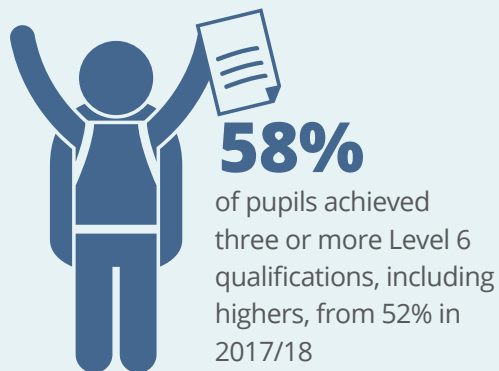
6 Delivering positive outcomes on health

7 Delivering positive outcomes on health

8 Protecting the built and natural environment

Summary | Key results

factfile 2019



£28.7million invested to improve West Lothian schools, roads, council properties and ICT infrastructure

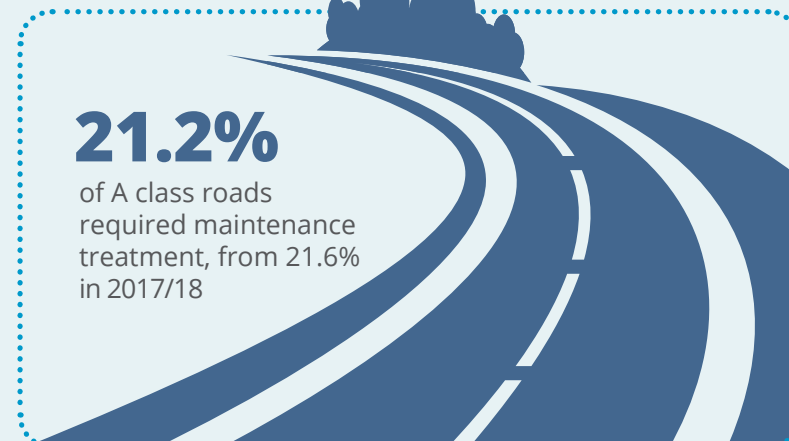
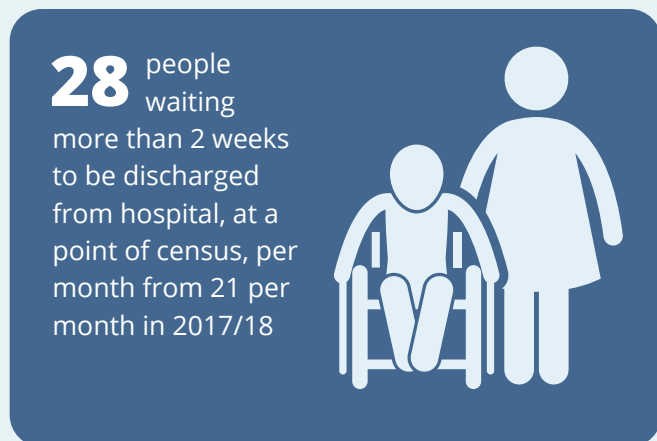


85% of primary pupils achieved expected levels in Reading, from 81% in 2017/18

84% of primary pupils achieved expected levels in Numeracy, from 82% in 2017/18

99% of pre-school parents allocated their first choice of pre-school, from 94% in 2017/18

520 jobs were generated by new business start-ups assisted by Business Gateway, from 550 in 2017/18



1 Improving attainment and positive destinations for school children

Educational attainment makes a significant contribution to improving:

- › 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 attainments, 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 broad range of qualifications and awards
- › Central Quality Improvement officers and school leaders working collaboratively to drive 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.



58% of fifth year pupils achieved 3 or more level 6 including higher, from 52% in 2017/18

58% of fourth year pupils achieved five or more awards at Level 5 including higher, from 54% in 2017/18

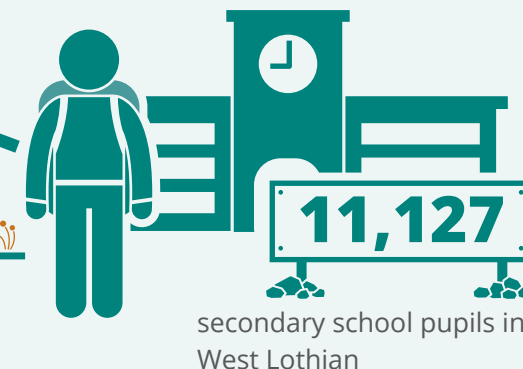
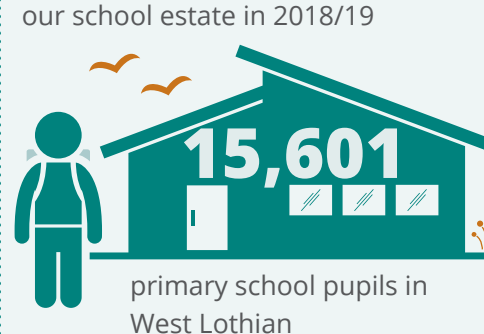
40% of most deprived pupils in S5 achieved 3 or more awards at Level 6, from 33% in 2017/18

39% of most deprived pupils in S6 achieved 3 or more awards at Level 6, from 31% in 2017/18

More than **823,985** breakfasts served across our primary, secondary and special schools, compared to 768,945 in 2017/18

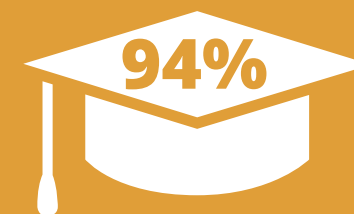


£6.577 million invested by the council in improving our school estate in 2018/19



£6,739 was the average the council spent per secondary school pupil

£5,405 was the average the council spent per primary school pupil



of school leavers went into positive destinations

17,829 pupils took part in Active Schools programmes in 2018/19



84% of primary pupils achieved expected levels in Numeracy, from 82% in 2017/18

85% of primary pupils achieved expected levels in Reading, from 81% in 2017/18



2 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 range of early intervention measures in place to improve the health and welling of families, including early learning, childcare, maternal ad 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



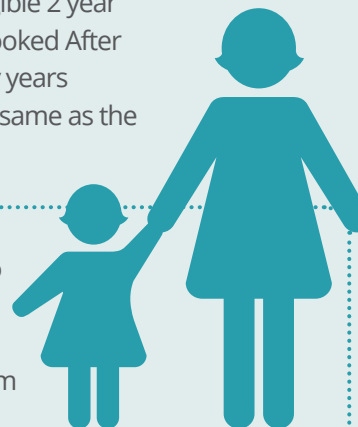
Delivering positive outcomes and early interventions for early years

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.



99% of pre-school parents allocated their first choice of pre-school from 94% in 2017/18

100% of eligible 2 year old Looked After Children attended early years childcare provisions, the same as the previous year



94% 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 97% in 2017/18



82% of families involved with the Whole Family Support service improved their parenting skills in 2018/19, from 84% in 2017/18

87% of children who were "looked after and accommodated" were cared for in kinship care rather than other community based placement in 2018/19, from 87.5% in 2017/18.

88% cases evidenced positive progress at the six months Looked After Child Review, from 85% in 2017/18

£2,772 is the amount the council spent on average per pupil on pre-school education, from £2,399 in 2017/18

82% of senior pupils that are Looked After Children achieved level 4 Literacy, from 74% in 2017/18.

18.53%

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



89.9% attendance levels in pre-schools, from 89.4% the previous year

16% of young people eligible for Aftercare services experienced one or more episodes of homelessness.



100% of funded Early Years Provisions were graded good or better in 2018/19, an increase from 94% in 2017/18.

60% of care leavers entering a positive destination, from 56% the previous year

3 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 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 people find and sustain a job
- Undertaken a range of preventative, targeted projects to support our most vulnerable citizens
- Increased opportunities to help more adults become digitally included
- Improved access to advice and support across West Lothian
- Increase the number of affordable homes for rent
- Incorporated views of those with experience of living on a low income
- Upskill frontline staff to recognise those in need of help and make active referrals to get support



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.



13,522 customers provided money and energy advice to help improve household income. 31% of these customers were aged 60 years and over



360 new build council homes were completed in 2018/19, an increase from 132 in 2017/18

£24 million invested on the creation and acquisition of new council homes from £30.587million in 2017/18

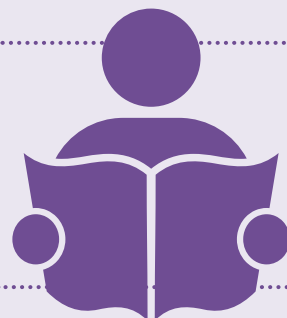


£72,905

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

11.94

days were taken on average to process new claims for housing benefit and council tax reduction was 14.43 in 2017/18



396 adults were helped to improve their literacy, numeracy and English as a second or other language skills.



79% of money advice customer debt successfully managed in 2018/19

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

6,120 customers recieved help and assistance from the Scottish Welfare Fund, through either a crisis or community care grant, an increase from 4,979 in 2017/18

£27.3 million increase in customer's disposable income achieved through council interventions and advice

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

4 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

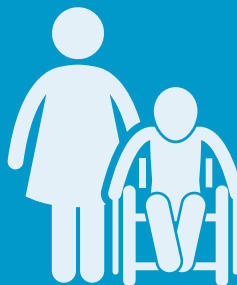
The council aims to enhance the continuity of care, allowing older people to live with support in their community and reduce the number of admissions to hospital or long-term institutional care.

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



6,207

requests for emergency assistance were responded to by the Home Crisis Care Service in 2018/19, from 5,517 in 2017/18



48

carers of older people had a support plan in place in 2018/19

3,708

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

876

people attended Dementia Cafes throughout West Lothian

£21.77

per hour spent by the council on providing care to support older people to live at home, from £20.28 in 2017/18



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

283

older people supported by the Food Train to remain at home with volunteers having made 4709 deliveries of fresh groceries in 2018/19

28

people waiting more than 2 weeks to be discharged from hospital, at a point of census, per month from 21 per month in 2017/18

65%

of people aged 65+ supported in their own home with care at home services in 2018/19



£518

per person, per week spent by the council on providing residential care for older people, from £484 in 2017/18



97%

Customer satisfaction with the quality of care services for older people in 2018/19



5 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.

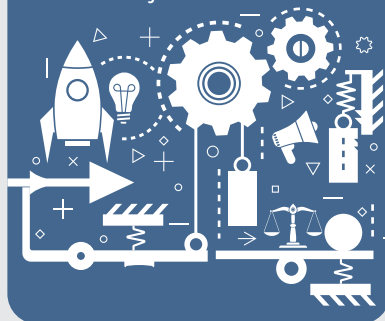


3.9%

unemployment rate in West Lothian in 2018/19 compared to 4.3% in 2017/18



520 jobs generated by new business start-ups this year, from 550 jobs in 2017/18



458 small medium enterprises (SMEs) assisted by the council, an increase from 452 in 2017/18

78 wage subsidy places within West Lothian companies employing less than 50 employees were created by the council, from 100 employment places in 2017/18

90.5%

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



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

385 new business start-ups assisted by the council, from 403 start-ups assisted in 2018/19



218 of the new businesses supported by the council were started by women, equivalent to 2017/18. This compares to 167 new businesses supported by the council which were started by men in 2018/19

410 unemployed people assisted into work in 2018/19 compared to 348 in 2017/18

11.1%

of unemployed people in West Lothian assisted into work in 2018/19 by the council, from 10.5% in 2017/18

36% customers from Access2employment progressed into employment, training or education in 2018/19 from 58% in 2017/18.

access2employment

6 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

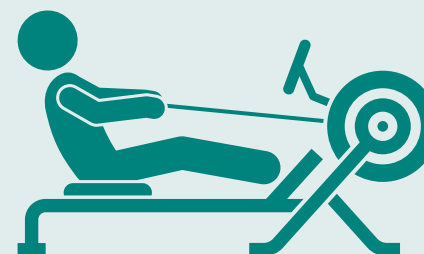
The key focus is to address serious health inequalities, which links low income with a range of social and health issues including life expectancy. An ageing population in the county is also having an impact on the demand for health and social care.



134 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 31.7% of all service users compared to 141 people in 2017/18



723 food hygiene inspections of food retailers and manufacturers carried out, from 781 in 2017/18



1,771,534 attendances at Indoor Sports Facilities (excluding pools) in 2018/19

319 people with a learning disability supported in their own tenancies, a total of 56.6% of service users in mainstream accommodation as reported in Learning Disability return

86% of occupational therapy assessments allocated within six weeks of referral

99.4% customer satisfaction with the service delivered by Adult Learning Disability services.

69% of clients received drug or alcohol treatment in less than three weeks from referrals in 2018/19, a decrease from 79% in 2017/18



282,462 attendance at Outdoor Sport Facilities in West Lothian in 2018/19



1,811,600 people visited country parks (Beechraigs, Calderwood and Almondell and Polkemmet) an increase from 2018/19

100% customer satisfaction with the service delivered by Adult Physical Disability services.

2,252 Alcohol Brief Interventions were delivered in primary care and specialist NHS services in 2018/19.

775,038

swimming attendances at council and West Lothian Leisure swimming facilities in 2018/19 with 15% provided free



7 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 work with our partner agencies to provide support, reduce incidents of antisocial behaviour and crime and help prevent reoffending to ensure that people at risk are protected.
- We will tackle antisocial behaviour through a range of preventative and diversionary activities and joint working with our Community Safety Partners including Police Scotland, Scottish Fire and Rescue Service and local voluntary sectors.
- We will deliver our Community Safety Plan 2019-2022 to meet our community safety outcomes.
- We will utilise activities that are available through the Community Safety Partnership. Primary schools can still take part in the interactive safety programme; the Risk Factory and Secondary schools can take part in the re-designed annual road safety programme Westdrive.

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 457 new Community Payback orders including 282 that consisted of unpaid work, resulting in 36,536 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.



18% fewer fire raising crimes in 2018/19 with 86 received, compared to 105 received in 2017/18

276 referrals for children experiencing domestic abuse responded to by the council in 2018/19



202 hate crimes were reported in 2018/19 compared to 239 crimes in 2017/18

In 2018/19 we worked with our partners to improve community safety through a range of measures including;

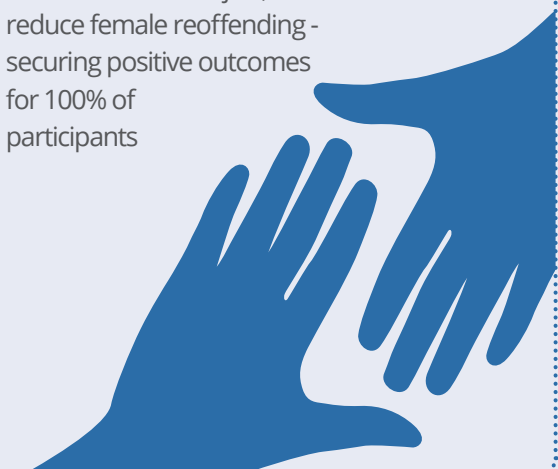
457 community payback orders were made in 2018/19 of which 282 contained unpaid work requirements

36,536 hours of community payback orders were made in 2018/19



3,719 new incidents of antisocial behaviour were managed by the Safer Neighbourhood team in 2018/19.

44 women were supported by the Almond Project, a council initiative to reduce female reoffending - securing positive outcomes for 100% of participants



466 active antisocial behaviour cases in 2018/19 compared to 891 in 2017/18

79% antisocial behaviour cases were closed within target

69 recorded dangerous driving offences in 2018/19, a decrease from 90 in 2017/18

£1.061 million invested on improving the road and footway network for Cycling Walking and Safer Streets

£249,000

invested by the council in casualty reduction schemes in 2018/19 to make West Lothian roads safer



8 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
8.26 million

bins emptied in 2018 and recycled 65.2% of all household waste from 61.3% in 2017

5,478

tonnes of salt were used on roads and

2,560

tonnes of salt for 2,379 grit bins



71.2%

of customer enquiries were resolved at first point of contact

£2.6million invested by the council in improving roads and footpaths in 2018/19

94.4% score achieved for the cleanliness of local streets, from 93.4% from 2017/18

21.2% of A Class roads were considered for maintenance through the Scottish Road Maintenance Condition Survey in 2018/19, from 21.6% in 2017/18

LED replacements have led to a
1,810,548kWh reduction in electricity consumption from street lighting in 2018/19. This reduction could power 496 homes for a year.

99.8% of West Lothian council houses met the Scottish Housing Quality Scotland Standard, an increase from the previous year

64% housing stock were compliant with Energy Efficiency Standard for Social Housing.



76.4% planning applications were dealt with within statutory period in 2017/18.

120 properties were improved by the Home Energy Efficiency Programme Scotland in 2018/19.

1,369 is the number of building warrant applications granted in 2018/19 from 1,410 in 2017/18

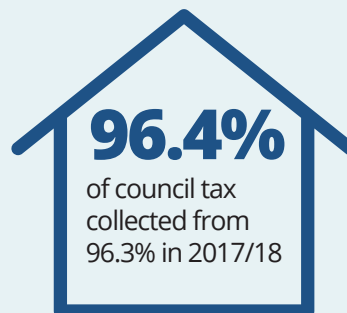
246 new houses were granted planning permission for 2018/19, with 185 flats approved and 8.97ha of residential land granted planning permission in principle

factfile 2019 Our Council



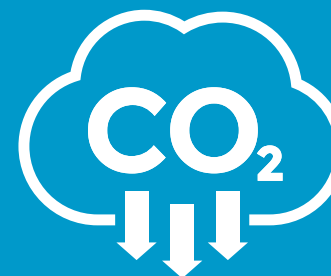
£28.7 million

Invested on improving schools, other property, roads and IT infrastructure



96.4%

of council tax collected from 96.3% in 2017/18



Total annual emissions from buildings, transport, external lighting, waste and water from 58,831 tonnes CO₂e in 2017/18 to 50,830 tonnes CO₂e in 2018/19



97.8%

of council house repairs were completed within target timescales, an decrease from 95.9% in 2017/18

Ranked 192 in the Stonewall Index, placing WLC as a **top Ranked Local Authority in Scotland** and within the top 18 organisations in the Local Government sector across the UK.



2.45 million

visits to our website in 2017/18 from 2.32 million in 2016/17

82,453

customer enquiries handled in our local council offices and partnership centres

3,382

complaints received, 213 more complaints than 2017/18



346,764

telephone calls answered and 29,139 emails from the public

