



# factfile

2015 Your essential guide to our  
performance in 2014/15

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West Lothian  
Council

**1**

# Delivering positive outcomes and early interventions for early years

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

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

## Early interventions

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

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



## Delivering positive outcomes and early interventions for early years

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



**96%** of pre-school parents allocated their first choice of pre-school, from 95% the previous year

**38** Looked After two-year olds were supported by Family Centres, helping these children transition to nursery, from 33 the previous year

**58** young mothers and **55** children accessed the Young Mother's Service; of these 12 children moving off the Child Protection Register



**58** pregnant young women were supported in Sure Start's keyworking Young Mothers Home Service by home visiting and group work, the same as in 2013/14

**80%** of "looked after children" were cared for in kinship care rather than residential accommodation in 2014/15, from 88% the previous year

**82%** of children, whose parents completed Incredible Years Triple P parenting programmes, improved outcomes, from 83% the previous year

**£2,392** is the amount the council spent on average per pupil on pre-school education, from £2,335 the previous year

**11.1** years is the average age equivalent score for Primary 7 pupils in Reading, from 11.0 years in 2013/14

**10.6** years is the average age equivalent score for Primary 7 pupils for General Mathematics, the same as the 2013/14 average

**10.6** years is the average age equivalent score for Primary 7 pupils for Mental Arithmetic, from 10.5 years in 2013/14 average



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

## 2 Improving the employment position in West Lothian

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

### Employability

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

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



## Improving the employment position in West Lothian

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

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



**92.6%** retail/shop occupied in West Lothian (Armadale, Bathgate, Broxburn, Linlithgow and Livingston), from 90% occupied in 2013/14

**597** small medium enterprises (SMEs) assisted by the council, an increase from 507 in the previous year

**211** wage subsidy places within West Lothian companies employing less than 50 employees were created by the council, from 249 employment places in 2013/14

**717** jobs generated by new business start-ups this year, from 607.5 jobs in 2013/14



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

**468** new business start-ups assisted by the council, from 459 start-ups assisted in 2013/14



**160** of the new businesses supported by the council were started by women, from 207 in 2013/14

**11.4%** of unemployed people in West Lothian assisted into work in 2014/15 by the council, from 10.6% the previous year



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## Improving attainment and positive destinations for school children

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

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

### Improving attainment

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

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

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



## Improving attainment and positive destinations for school children

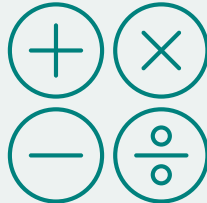
The council aims to help our young people make the most of their opportunities in life and become effective contributors to our local community.

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

**38%** of fifth year pupils achieved 3 or more Highers, from 30% in 2013/14

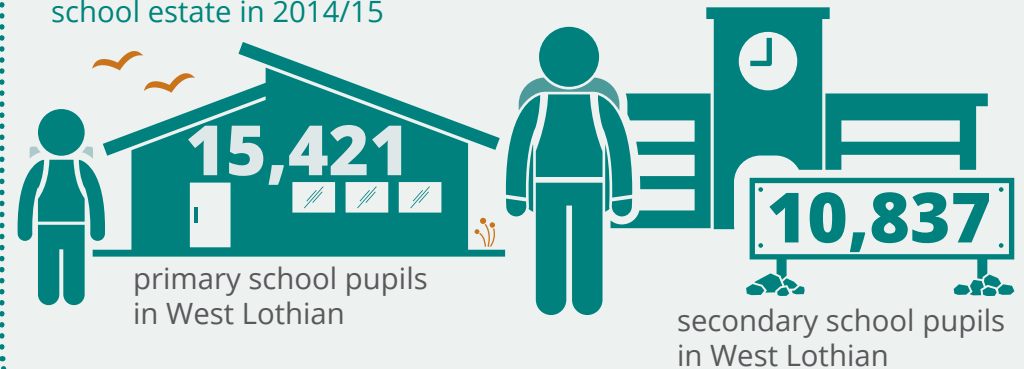
**44%** of pupils achieved five or more awards at Level 5 SCQF qualifications, from 41% in 2013/14

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



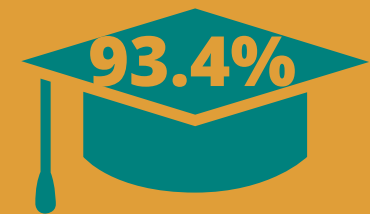
More than **750,000** breakfasts served across our primary, secondary and special schools in 2014/15

**£12 million** invested by the council in improving our school estate in 2014/15



**£6,531** was the average the council spent per secondary school pupil, from £6,423 in 2013/14

**£4,750** was the average the council spent per primary school pupil, from £4,826 in 2013/14



**93.4%** of school leavers went into employment, further education or training

**17,884** pupils took part in Active Schools programmes in 2014/15



**16%** of schools improved their attendance levels from the previous year in 2013/14



# 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

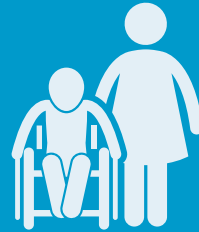
The council aims to enhance the continuity of care, allowing older people to live with support in their community and reduce the number of admissions to hospital or long-term institutional care.

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



**3,488**

Requests for emergency assist and were responded to by the Home Crisis Care Service in 2014/15, from 2000 in 2013/14



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

**732** people attended Dementia Cafes throughout West Lothian

**£24.08** per hour spent by the council on providing care to support older people to live at home, from £21.70 in the previous year



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

## West Lothian remains one of the top performers in Scotland

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



**35%** of people over 65 years with intensive needs supported by the council to remain at home, from 38% in 2013/14

**4,246**

customers supported to remain in their homes with the provision of technology, from 4,335 customers in 2013/14



**315** older people supported by the Food Train to remain at home with volunteers having made nearly 4,264 deliveries of fresh groceries in 2014/15, from 241 older people in 2013/14

**£400** per person, per week spent by the council on providing residential care for older people, from £373 the previous year



# 5

## Minimising poverty, the cycle of deprivation and promoting equality

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

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

### Minimising poverty

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

- Allocated £90,000 to support credit unions to help West Lothian residents save and borrow money at affordable rates
- Increased the range of additional training and employment opportunities to help young people find and sustain a job
- Undertaken a range of preventative, targeted projects to support our most vulnerable citizens
- Increased the number of public access computers and learning opportunities to help more adults to become digitally included



## Minimising poverty, the cycle of deprivation and promoting equality

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



**13,000** customers (approximately) provided money and energy advice to help improve household income. 31% of these customers were aged 60 years and over

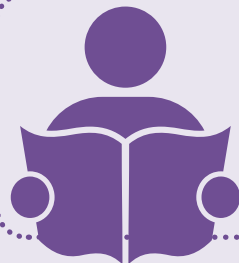


**712** tenants and owner-occupiers supported to keep their home, from 758 supported in 2013/14

**1,317** households presented themselves as homeless in 2014/15, with the council finding permanent homes for 83%



**98,091** public access PC sessions in West Lothian libraries, from 114,989 sessions the previous year



**923** adults were helped to improve their literacy, numeracy and English as a second or other language skills; **24%** of whom gained a qualification



**618** children in schools now regularly save with their local credit union

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

**£12 million** of customer debt managed with council money advice support, around £400,000 less total debt than 2013/14

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

## 6

# Reducing crime and improving community safety

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

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

## Reducing Crime

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

- › The council's approach to divert young people from statutory measures, prosecution and custody through early intervention and community alternatives
- › This includes activities that are funded by the Community Safety Strategic Steering Group such as, Risk Factory, Westdrive and the Diversionary Football project
- › The council delivered intensive key working family interventions to 48 of the most-at-risk families



## Reducing crime and improving community safety

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



**92** received fire raising crimes in 2014/15 compared to 127 received in 2013/14

**10,756** calls made about antisocial behaviour in 2014/15, compared to 11,462 in 2013/14



**257** hate crimes were reported in 2014/15 compared to 231 crimes in 2013/14

**1,554** calls were made about vandalism and reckless conduct in 2014/15 compared to 1,890 in 2013/14

**£225,000**

invested by the council in casualty reduction schemes in 2014/15 to make West Lothian roads safer

**2,513** referrals for children experiencing domestic abuse responded to by the council in 2014/15



**1,783** alcohol related incidents reported in 2014/15 compared to 2,380 in 2013/14

**47** high risk offenders worked with and supervised by the council in 2014/15

**340** people who had been placed on probation or community payback orders supervised and unpaid work arranged for 402 orders

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



**706**  
fewer victims of antisocial behaviour in 2014/15 compared to 2013/14



## 7

## 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.



**73** people who had a physical disability with intensive needs provided within ten care hours per week to support them in their community, a total of 33% of all service users compared to 84 people in 2013/14



**753** food hygiene inspections of food retailers and manufacturers carried out, from 856 the previous year

**63,312**

participants in physical activity participant sessions delivered in West Lothian in 2014/15



**223** people with a learning disability supported in their own tenancies, a total of 35.2% of service users overall, compared to 239 in 2014/15

**91%** of occupational therapy assessments allocated within six weeks of referral, compared to 88% the previous year

**96.2%** of clients received drug or alcohol treatment in less than three weeks from referrals in 2014/15, compared to 98% in the previous year



**47,010** visitors to the Lowport Centre for outdoor adventure and learning compared to 43,714 the previous year

**1,100,000** people visited country parks (Beechraigs, Calderwood and Almondell and Polkemmet), compared to 947,000 the previous year

**812,923**

swimming sessions provided at council and West Lothian Leisure swimming facilities in 2014/15



## 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.



**7 million**

bins emptied in 2014/15 and 45.4% of all household waste recycled from 44.3% in 2013/14

**12,849**

tonnes of salt were used on roads and

**1,111**

tonnes of salt for 1,869 grit bins

**93.8%**

score achieved for the cleanliness of local streets, a dip of 4.2% from 2013/14

**£2.9million** invested by the council in improving roads and footpaths in 2014/15

**£1.4million** investment in improving local transport links between communities and improving cycling, walking, safer streets, car parks and drainage

Maintained the condition of roads in West Lothian at the same levels as 2013/14, with just over 25% of road length requiring maintenance treatment



**663,209 kWh**

reduction in energy consumption by the council in 2014/15, an increase on previous year's levels

**99.9%** of West Lothian council houses met the Scottish Housing Quality Scotland Standard, an improvement on 94.2% in 2013/14

**146** new houses built in West Lothian, 12.6% of all new council houses built in Scotland in 2014/15

**21%** of all housing completions in West Lothian were West Lothian Council houses

**1,356** is the number of building warrant applications granted in 2014/15 from 900 the previous year

**988** new houses were granted planning permission in 2014/15



# factfile enablers

## Financial planning

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

### In 2014/15 the council:

- Invested £40.9 million improving schools, other property, roads and IT infrastructure
- Invested £27.3 million building new council homes and improving existing housing stock and delivered budget savings of £7.1 million
- 96.1% of supplier payments paid within 30 days, slightly above 96% in 2013/14
- 94.9% of council tax collected, an increase of 0.5% from 2013/14
- 93% of council house repairs were completed within target timescales
- Total annual emissions from buildings, transport, external lighting, waste and water from 59,597 tonnes CO<sub>2</sub>e in 2013/14 to 61,120 tonnes CO<sub>2</sub>e in 2014/15.

## Corporate governance & risk

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

### In 2014/15 the council:

- Received 2,113 complaints, this is 77 more complaints than 2013/14
- Received 1,260 Freedom of Information requests and responded to 92% within target timescale and increase of 7%
- 100 data requests received by the council and 81% received a response within timescale, a dip of 7%
- 100% of properties were compliant with property related health and safety legislation, including Legionella testing, Gas Safety testing, fire safety risk assessments and asbestos management procedures.
- Processed 2,485 licence applications including 1,140 licences for hire cars and civic licensing and 1,345 liquor applications
- Called, held and clerked 272 committee meetings

## Modernisation & improvement

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

### In 2014/15 the council:

- Answered over 426,900 telephone calls and 26,957 emails from the public
- Website received an average of 1.64 million visits in 2014/15. This is an increase from 1.6 million in 2013/14
- Handled 82,951 enquiries in Customer Information Services
- Registered 2,110 births, 1,540 deaths, 925 marriages and 10 civil partnerships
- Ranked 246 in the Stonewall Index, placing as the top Local Authority in Scotland and remaining within the top 20 organisations across all sectors in Scotland
- Responded to 24,377 IT requests, with 92.4% completed within service standards, an improvement from 88% in the previous year
- Re-accredited in the Customer Service Excellence (CSE) standard
- Council achieved IIP Gold in 2014/15