

# factfile 2020

Your essential guide to our performance in 2019/20



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**6** Delivering positive outcomes on health

**7** Delivering positive outcomes on health

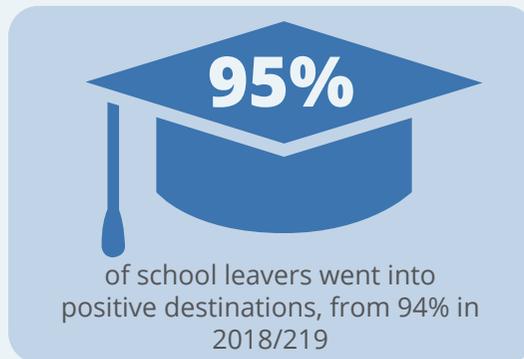
**8** Protecting the built and natural environment

# Summary | Key results

# factfile 2020



**60%** of pupils achieved three or more Level 6 qualifications, including higher, from 58% in 2018/19



**£39.9million** invested to improve West Lothian schools, roads, council properties and ICT infrastructure

**20.2%** of A class roads required maintenance treatment, from 21.2% in 2018/19

**£14.251** million invested by the council in improving our school estate

**99%** of pre-school parents allocated their first choice of pre-school, same as 2018/19

**6,635** customers received help and assistance from the Scottish Welfare Fund, from 6,120 in 2018/19

**2.8%** unemployment rate in West Lothian, from 3.9% in 2018/19



**16** people delayed more than 2 weeks to be discharged from hospital, at a point of contact of census, per month from 28 per month in 2018/19



**58.2%** of all household waste was recycled, from 65.2% in 2018/19



**69.3%** of customer enquiries were resolved at first point of contact, from 71.2% in 2018/19



# 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
- › All schools involved in evaluating and increasing parental engagement and family learning opportunities through the implementation of the West Lothian Parental involvement and Engagement Framework.

## 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.



**60%** of fifth year pupils achieved 3 or more level 6 including higher, from 58% in 2018/19

**68%** of fourth year pupils achieved five or more awards at Level 5 including higher, from 58% in 2018/19

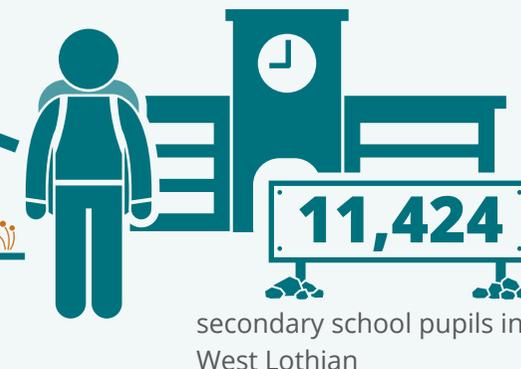
**43%** of pupils from most deprived areas in S5 achieved 3 or more awards at Level 6, from 40% in 2018/19

**44%** of pupils from most deprived areas in S6 achieved 3 or more awards at Level 6, from 39% in 2018/19

Around **800,000** breakfasts served across our primary, secondary and special schools, compared to 823,985 in 2018/19



**£14.251 million** invested by the council in improving our school estate in 2019/20



**£6,872** was the average the council spent per secondary school pupil, from £6,739 in 2018/19

**£5,424** was the average the council spent per primary school pupil, from £5,405 in 2018/19



**95%** of school leavers went into positive destinations, an increase from 94% in 2018/19

**135,688** pupils took part in Active Schools programmes in 2019/20, a decrease from 17,829 in 2018/19



**83%** of primary pupils were on track to achieve expected levels in Numeracy, due to Covid-19, in March 2020

**85%** of primary pupils were on track to achieve expected levels in Reading, due to Covid-19, in March 2020



# 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 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

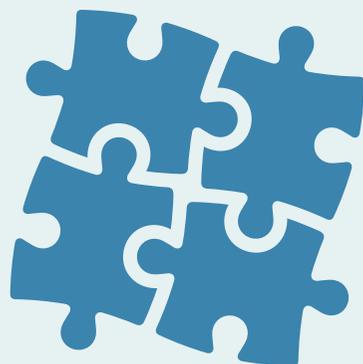
West Lothian Council has taken a number of key actions to deliver positive outcomes, including:

- 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



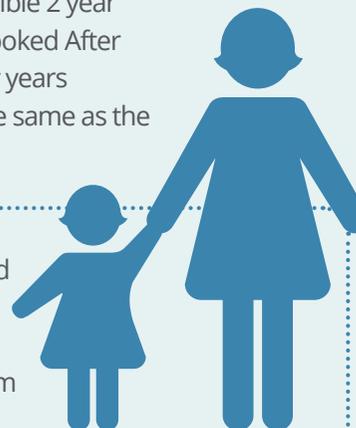
## Delivering positive outcomes and early interventions for early years

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.



**99%** of pre-school parents allocated their first choice of pre-school from 94% in 2018/19

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



**100%** of children and young people referred to Attendance, Improvement, Management service due to school attendance issues were diverted from statutory measures due to improved attendance, from 94% in 2018/19



**88%** of parents feel their skills have improved as a result of their involvement with the Whole Family Support service in 2019/20, from 82% in 2018/19

**47%** of children who were 'looked after and accommodated' in a community setting were cared for in a kinship care setting in 2019/20, up from 46% in 2018/19.

**85%** cases evidence positive progress at the six months Looked After Child Review, from 88% in 2018/19

**£3,312** is the amount the council spent on average per pupil on pre-school education, from £2,772 in 2018/19

**31.3%**

of pre-school children utilised the full-day nursery provision of offering greater flexibility for parents, an increase from 18.53% in 2018/19



**89.3%** attendance levels in pre-schools, from 89.9% the previous year

**10%** of young people eligible for Aftercare services experienced one or more episodes of homelessness, from 16% in 2018/19



**100%** of Early Learning & Childcare settings were graded good or better in 2019/20, an increase from 86% in 2018/19

**77%** of care leavers entering a positive destination, from 60% 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.



**1,434** customers were provided money and energy advice to help improve household income. 23% of these customers were aged 60 years and over



**73%** of money advice customer debt successfully managed in 2019/20



**316** new build council homes were completed in 2019/20, from 361 in 2018/19

**£13 million** invested on the creation and acquisition of new council homes from £24 million in 2018/19



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

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

**13.84**

days were taken on average to process new claims for housing benefit and council tax reduction in 2019/20 from 11.94 in 2018/19



**435** appeals were lodged to help customers appeal a DWP benefit decision. 85% cases heard had the decision over-turned

**6,635** customers received help and assistance from the Scottish Welfare Fund, through either a crisis or community care grant, an increase from 6,057 in 2018/19



**£30.5 million** increase in customers' disposable income achieved through council interventions and advice

# 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.



**6,851**

requests for emergency assistance were responded to by the Home Crisis Care Service in 2019/20, from 6,207 in 2018/19



**243**

carers of older people had a support plan in place in 2019/20, an increase from 48 the previous year

**3,681**

customers supported to remain in their homes with the provision of technology, an increase from 3,708 in 2018/19



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

**1,141**

people attended Dementia Cafes throughout West Lothian, an increase from 876 in 2018/19

**£22.45**

per hour spent by the council on providing care to support older people to live at home, from £21.77 in 2018/19



**100%** of housing with care or registered care housing were graded as good or above by the Care Inspectorate, the same as the previous year

**382** older people supported by the Food Train to remain at home with volunteers having made 4,728 deliveries of fresh groceries in 2019/20, an increase from 283 older people in 2018/19

**16** people delayed more than 2 weeks to be discharged from hospital, at a point of census, per month from 28 per month in 2018/19

**63%** of people aged 65+ supported in their own home with care at home services in 2019/20, from 65% in 2018/19



**£537** per person, per week spent by the council on providing residential care for older people, from £518 in 2018/19



**97%** customer satisfaction with the quality of care services for older people in 2019/20, the same as the previous year



# 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 2019/20 we worked with people with multiple barriers who required more intensive support.



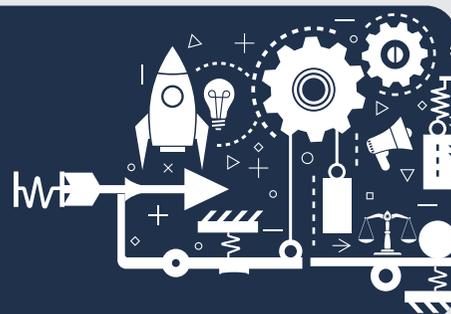
**2.8%** unemployment rate in West Lothian in 2019/20 compared to 3.9% in 2018/19

**489** small medium enterprises (SMEs) assisted by the council, an increase from 458 in 2018/19



**64** wage subsidy places within West Lothian companies employing less than 50 employees were created by the council, from 78 employment places in 2018/19

**516** jobs generated by new business start-ups this year, from 520 jobs in 2018/19



**92%** retail/shop occupied in West Lothian (Armadale, Bathgate, Broxburn, Linlithgow and Livingston) in 2019/20, from 90.5% occupied in 2018/19



**48%** of customers from Access2employment progresses into employment, training or education in 2019/20, from 36% in 2018/19



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

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



**203** of the 365 new business supported by the council were started by women, similar proportion to female starts in 2018/19.

**488** unemployed people assisted into work in 2019/20 compared to 410 in 2018/19

**17.43%** of unemployed people in West Lothian assisted into work in 2019/20 by the council, from 11.1% in 2018/19



# 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 Health and Social Care Partnership (HSCP) – 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
- promoting positive health and wellbeing to all, including through the provision of leisure facilities and well maintained open spaces

## Delivering positive outcomes on health

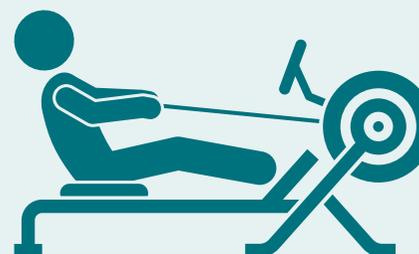
The key focus is to address serious health inequalities, which links low income with a range of social and health issues including life expectancy. An ageing population in the county is also having an impact on the demand for health and social care.



**145** people who had a physical disability with intensive needs were provided with ten care hours per week to support them in their community, a total of 35.7% of all service users compared to 134 people in 2018/19



**598** food safety inspections of food retailers and manufactures carried out, from 723 food hygiene inspections in 2018/19



**1,650,534**

attendances at Indoor Sports Facilities (excluding pools)



**58%** of occupational therapy assessments allocated within six weeks of referral, from 86% in 2018/19



**265,572**

attendances at Outdoor Sport Facilities (excluding pools) in 2019/20



**98.9%** customer satisfaction with the service delivered by Adult Learning Disability services.

**89%** of clients received drug or alcohol treatment in less than three weeks from referrals in 2019/20, an increase from 69% in 2018/19



**100%** customer satisfaction with the service delivered by Adult Physical Disability services, the same as the previous year.

**1,505,835** people visited country parks (Beechraigs, Calderwood and Almondell and Polkemmet) an increase from 2018/19

**2,467**

Alcohol Brief Interventions were delivered in primary care and specialist NHS services in 2019/20, from 2,252 in 2018/19

**864,844**

swimming attendances at council and West Lothian Leisure swimming facilities in 2019/20



# 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 431 new Community Payback orders including 282 that consisted of unpaid work, resulting in 37,989 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.



**28%** more fire raising crimes in 2019/20 with 110 received, compared to 86 received in 2018/19

**94.5%**

children reported feeling safer as a result of engagement with the DASAT Children Service



**170** hate crimes were reported in 2019/20 compared to 202 crimes in 2018/19

In 2019/20 we worked with our partners to improve community safety through a range of measures including;

**431** community payback orders were made in 2019/20 of which 281 contained unpaid work requirements

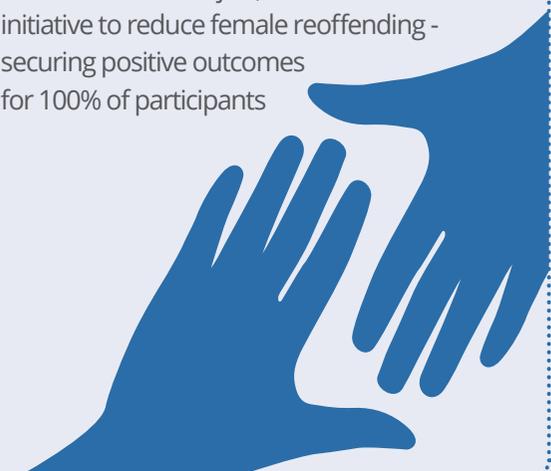
**37,989** hours of community payback orders were made in 2019/20, from 36,536 in 2018/19



**3,420**

new incidents of antisocial behaviour were managed by the Safer Neighbourhood team in 2019/20, from 3,719 in 2018/19

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



**725** active antisocial behaviour cases in 2019/20 compared to 466 in 2018/19

**75.9%** antisocial behaviour cases were closed within target, from 79% in 2018/19

**£396,755**

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

**83** recorded dangerous driving offences in 2019/20, an increase from 69 in 2018/19



# 8 Protecting the built and natural environment

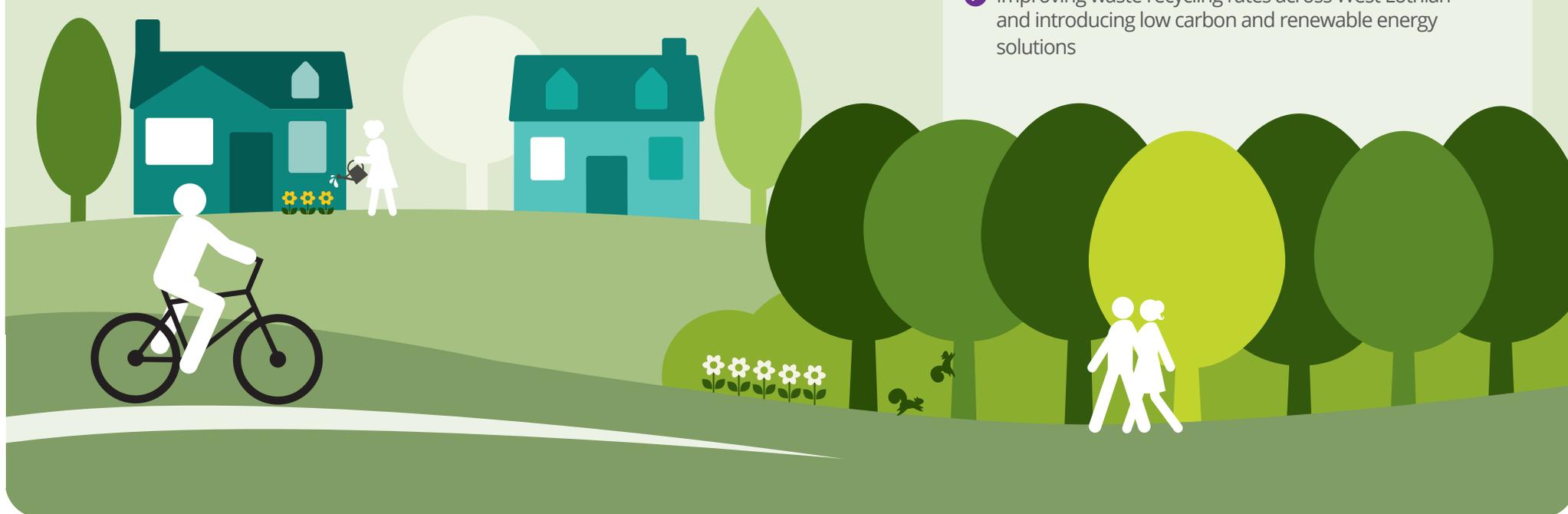
The council aims to develop a strong, inclusive and sustainable West Lothian. We want to build communities and services that are well-designed and protect the built and natural environment for current residents and future generations.

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  
**7.6 million**

bins emptied in 2019 and recycled 58.2% of all household waste from 65.2% in 2018

**£2.760million** invested by the council in improving roads and footpaths in 2019/20

**93.2%** score achieved for the cleanliness of local streets, from 94.4% from 2018/19

**20.2%** of A Class roads were considered for maintenance through the Scottish Road Maintenance Condition Survey in 2019/20, from 21.2% in 2018/19

LED replacements have led to a  
**2,679,185 kWh** reduction in electricity consumption from street lighting in 2019/20. This reduction could power 635 homes for a year.

**6,880**

tonnes of salt were used on roads and



**3,236**

tonnes of salt for 2,559 grit bins

**94.2%** of West Lothian council houses met the Scottish Housing Quality Scotland Standard, a decrease from 99.8% from the previous year

**83.2%** planning applications were dealt with within statutory period in 2019/20

**1,494** is the number of building warrant applications determined in 2019/20 from 1,369 in 2018/19

**89.6%** housing stock were compliant with Energy Efficiency Standard for Social Housing, an increase from 64% in 2018/19

**40** properties were improved by the Home Energy Efficiency Programme Scotland in 2019/20, from 120 in 2018/19

**1,513** new houses were granted planning permission for 2019/20, with 47 flats approved and 46.53 ha of residential land granted planning permission in principle



# factfile 2020

## Our Council



**£39.956 million**

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

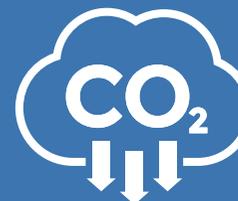


**98.5%** of council house repairs were completed within target timescales, an increase from 97.8% in 2018/19



**385,465** telephone calls answered and 21,463 emails from the public

Total annual emissions from buildings, transport, external lighting, waste and water from 50,830 tonnes CO<sub>2</sub>e in 2018/19 to 36,635 tonnes CO<sub>2</sub>e in 2019/20



visits to our website in 2019/20 from 2.45 million in 2018/19



of council tax collected from 96.4% in 2018/19

**69.3%**

of customers enquiries were resolved at first point of contact in 2019/20, from 71.2% the previous year

**64,505**

customer enquiries handled in our local council offices and partnership centres

**2,868** complaints received, 514 less complaints than 2018/19