

# factfile 2021

Your essential guide to our performance in 2020/21



**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

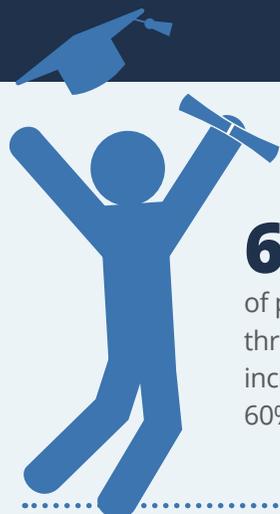
**6** Delivering positive outcomes on health

**7** Delivering positive outcomes on health

**8** Protecting the built and natural environment

# Summary | Key results

# factfile 2021



## 63%

of pupils achieved three or more level 6 including highs, from 60% in 2019/20



## 4.0%

unemployment rate in West Lothian in 2020/21 compared to 2.9% in 2019/20



## £34.880

million invested by the council in improving our school estate

## £56.2million

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

**3** people delayed more than 2 weeks to be discharged from hospital, at a point of census, per month from 16 per month in 2019/20



## 10,696

customers received help and assistance from the Scottish Welfare Fund, through either a crisis or community care grant, an increase from 6,635 in 2019/20

## Throughout the COVID-19 lockdown period the council has:

- Prioritised essential services such as careline, social care, care at home, waste collections, social work, essential housing repairs and care for vulnerable people;
- Provided key worker school hubs to support critical workers responding to the COVID-19 emergency;
- Provided free school meals to over 3,000 children daily;
- Provided additional financial support of £10 per week to over 5,500 children who are entitled to free school meals;
- Provided financial support to local businesses, charities and community groups through Business Support Grants, the Third Sector Resilience Fund and the Third Sector Hardship Fund
- Provided support to over 5,600 individuals who are at the highest risk of illness from COVID-19 and were asked to follow shielding measures;
- Provided support through the West Lothian Food Fund, to those most in need, who are experiencing barriers to access food.

The council has been able to provide these services through the flexibility and adaptability of the workforce. Large numbers of employees have undertaken alternative duties in social care, education hubs, meal provision and pharmacy deliveries, and contacting with people who are shielded.

# 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.

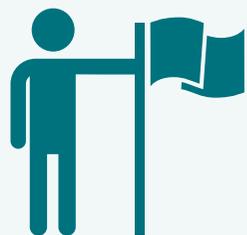
West Lothian performance has taken a number of key actions to further improve levels of attainments, including:

- 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.



**63%** of fifth year pupils achieved 3 or more level 6 including higher, from 60% in 2019/20

**68%** of fourth year pupils achieved five or more awards at Level 5 including higher, the same as 2019/20

**46%** of pupils from most deprived areas in S5 achieved 3 or more awards at Level 6, from 42% in 2019/20

**60%** of pupils from the most deprived areas in S6 achieved 1 or more SCQF awards at Level 6 in 2020/21, from 56% in 2019/20

**4,287**

Mainstream pupils attended School either as Vulnerable or Keyworker pupils during COVID-19 school closures, in 2020/21.

**£34.880** million invested by the council in improving our school estate in 2020/21



primary school pupils in West Lothian



secondary school pupils in West Lothian

**£7,378** was the average the council spent per secondary school pupil, from £6,872 in 2019/20

**£6,051** was the average the council spent per primary school pupil, from £5,424 in 2019/20



The gap between pupils from the most and least deprived areas, who move into a positive destination has reduced by 1% points since 2018

**7,503** primary pupils engaged with Active Schools curricular programmes in 2020/21, an increase from 6,092 in 2019/20



**82%** of primary pupils achieved expected levels in Numeracy in 2020/21

**82%** of primary pupils achieved expected levels in Reading in 2020/21



# 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 as in 2019/20

**35%** of pre-school children utilised the full-day nursery provision of offering greater flexibility for parents, an increase from 31.3% in 2019/20



**100%** of children and young people referred to Attendance, Improvement, Management service due to school attendance issues were diverted from statutory measures due to improvement attendance, same as 2019/20



**85.7%** attendance levels in pre-schools, from 89.3% the previous year



**86%** of parents feel their skills have improved as a result of their involvement with the Whole Family Support service in 2019/20, from 88% in 2019/20

**46%** 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 47% in 2019/20

**83%** cases evidence positive progress at the six months Looked After Child Review, from 85% in 2019/20

**15%** of young people eligible for Aftercare services experienced one of more episodes of homelessness, from 10% in 2019/20

**£7,486** is the amount the council spent on average per pupil on pre-school education, from £3,312 in 2019/20



**79%** of care leavers entering a positive destination, from 77% 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.



**1,707** customers were provided money and energy advice to help improve household income, 17% of these customers were aged 60 years and over



**711** new build council homes have been completed since 2018/19 with an increase of 35 in 2020/21, despite COVID-19 restrictions which significantly impacted construction sites.

**£10 million** invested on the creation and acquisition of new council homes from £13million in 2019/20



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

**9.85**

days were taken on average to process new claims for housing benefit and council tax reduction in 2020/21 from 13.84 in 2019/20



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



**83%**

of money advice customer debt successfully managed in 2020/21



**163** appeals were lodged to help customers appeal a DWP benefit decision. 88% cases heard had the decision over-turned

**10,696** customers received help and assistance from the Scottish Welfare Fund, through either a crisis or community care grant, an increase from 6,635 in 2019/20



**£30 million** increase in customer's 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.



**7,028**

requests for emergency assistance were responded to by the Home Crisis Care Service in 2020/21, from 6,851 in 2019/20



**145**

carers of older people had a support plan in place in 2020/21, a decrease from 243 the previous year

**3,668**

customers supported to remain in their homes with the provision of technology, a decrease from 3,681 in 2019/20



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

**266**

people attended Dementia Cafes throughout West Lothian in 2019/20, a decrease from 1,141 in 2018/19

**£23.90**

per hour spent by the council on providing care to support older people to live at home, from £22.45 in 2019/20



**64%** of people aged 65+ supported

in their own home with care at home services in 2020/21, from 63% in 2019/20

**387** older people supported by the Food Train to remain at home with volunteers having made 6004 deliveries of fresh groceries in 2020/21, an increase from 382 older people in 2019/20 and an increase of deliveries from 4728.

**3** people delayed more than 2 weeks to be discharged from hospital, at a point of census, per month from 16 per month in 2019/20

**£570**

per person, per week spent by the council on providing residential care for older people, from £537 in 2019/20



**100%**

customer satisfaction with the quality of care services for older people in 2020/21, an increase from 97% in 2019/20



# 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.

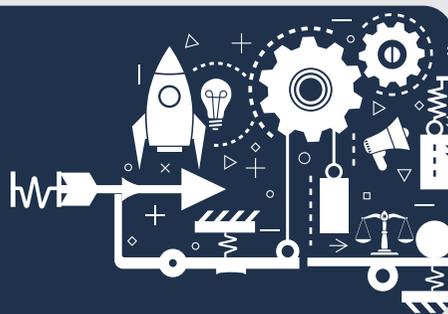


**4%** unemployment rate in West Lothian in 2020/21 compared to 2.9% in 2019/20

**1,328** small medium enterprises (SMEs) assisted by the council, a substantial increase from 489 in 2019/20 due to one-off COVID-19 grant support.

**18** wage subsidy places within West Lothian companies employing less than 50 employees were created by the council, from 64 employment places in 2019/20

**330** jobs generated by 263 new business start-ups this year.



**91.3%** retail/shop occupied in West Lothian (Armadale, Bathgate, Broxburn, Linlithgow and Livingston) in 2020/21, from 92% occupied in 2019/20



**32%** of customers from Acces2employment, training or education in 2020/21, from 48% in 2019/20



**263** new business start-ups assisted by the council. Although a decrease from 365 start-ups assisted in 2019/20, it reflects strong determination by new businesses to start-up even in a pandemic.



**117** of the 263 new businesses supported by the council were started by women, which is 45% of all starts.



**264** unemployed people assisted into work in 2020/21 compared to 488 in 2019/20

**6.84%** of unemployed people in West Lothian assisted into work in 2020/21 by the council, from 17.43% in 2019/20



# 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

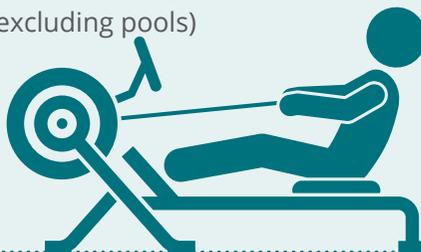
## Delivering positive outcomes on health

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.



**140,057**

attendances at Indoor Sport Facilities (excluding pools)



**108**

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 29.7% of all service users compared to 145 people in 2019/20



**36%** of occupational therapy assessments allocated within six weeks of referral, from 58% in 2019/20



**94,349**

attendances at Outdoor Sport Facilities (excluding pools) in 2020/21



**97.7%** customer satisfaction with the service delivered by Adult Learning Disability services.

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

**1,775,874** people visited country parks (Beechraigs, Calderwood and Almondell and Polkemmet) a 20% increase from 2019/20

**95%** of clients received drug or alcohol treatment in less than three weeks from referrals in 2020/21, an increase from 89% in 2019/20



**361**

Alcohol Brief Interventions were delivered in primary care and specialist NHS services in 2019/20, from 2,467 in 2020/21

**69,905**

swimming attendances at council and West Lothian Leisure swimming and facilities in 2020/21



# 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.



**9%** less fire raising crimes in 2020/21 with 100 received, compared to 110 received in 2019/20

**97%**

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



**237** hate crimes were reported in 2020/21 compared to 170 crimes in 2019/20

**992** active antisocial behaviour cases in 2020/21 compared to 725 in 2019/20

**66%** antisocial behaviour cases were closed within target, from 75.9% in 2019/20

**£1.127m**

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

**108** recorded dangerous driving offences in 2020/21, an increase from 83 in 2019/20



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

**200** community payback orders were made in 2020/21 of which 281 contained unpaid work requirements

**13,058** hours of community payback orders were made in 2020/21, from 37,989 in 2019/20



**5,193**

new incidents of antisocial behaviour were managed by the Safer Neighbourhood team in 2020/21, from 3,420 in 2019/20

**134** women were supported by the Almond project, a council initiative to reduce female reoffending - securing positive outcomes for 99% of participants



# 8 Protecting the built and natural environment

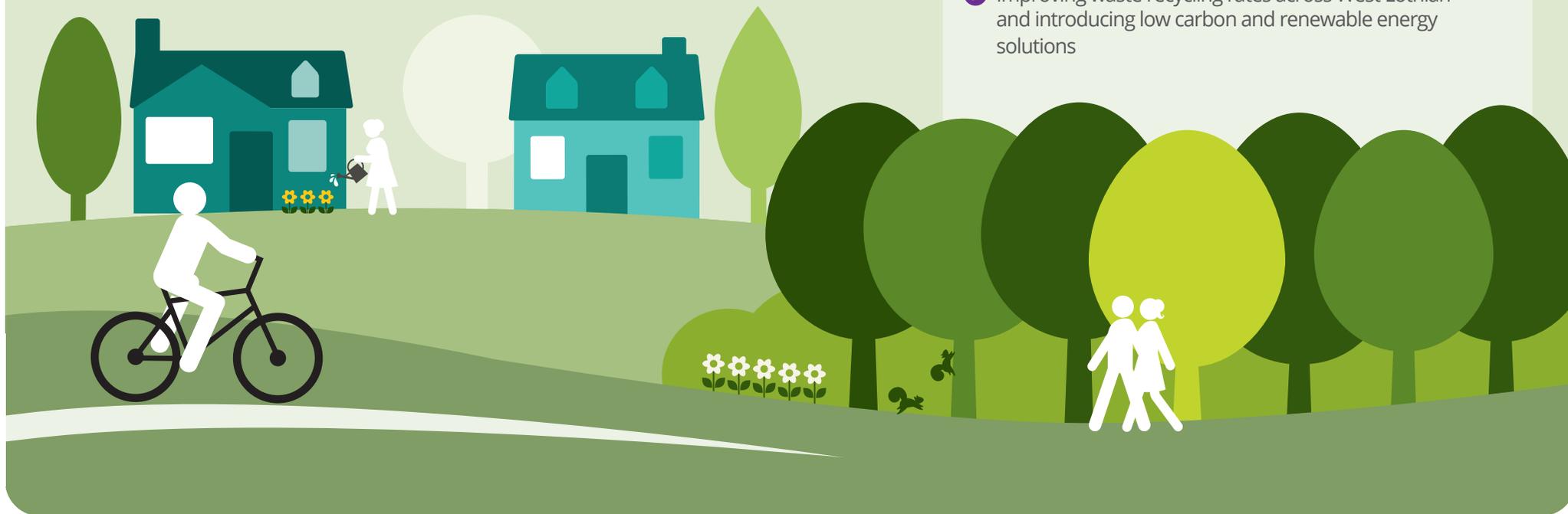
The council aims to develop a strong, inclusive and sustainable West Lothian. We want to build communities and services that are well-designed and protect the built and natural environment for current residents and future generations.

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 6.1** million bins emptied in 2020 and recycled 45% of all household waste from 58.2% in 2019. The decrease was a direct result of COVID-19 restrictions at recycling centres and increased contamination within household waste.

**£3.186million** million invested by the council in improving roads and footpaths in 2020/21

**89.9%** score achieved for the cleanliness of local streets, from 93.2% from 2019/20

**24.6%** of A Class roads were considered for maintenance through the Scottish Road Maintenance Condition Survey in 2020/21, from 20.2% in 2019/20

LED replacements have led to a **2,183,823kw** reduction in electricity consumption from street lighting in 2020/21. This reduction could power 590 homes for a year.

**10,188**

tonnes of salt was used on roads



**6,328**

tonnes of salt was used on footways and replenishing 2,593 grit bins

**91.4%**

housing stock were compliant with Energy Efficiency Standard for Social Housing, an increase from 89.6% in 2019/20

**77.98%**

planning applications were dealt with within statutory period in 2020/21

**386**

properties were improved by the Home Energy Efficiency Programme Scotland in 2020/21, from 40 in 2019/20

**1,254**

is the number of building warrant applications determined in 2020/21 from 1,494 in 2019/20

**1,073**

new houses were granted planning permission for 2020/21, with 354 flats approved an approx 36ha of residential land granted planning permission in principle



# factfile 2021

## Our Council



**£56.182 million**

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

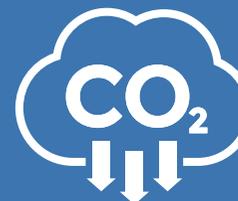


**98%** of council house repairs were completed within target timescales, from 98.5% in 2019/20



**465,335** telephone calls answered and 29,477 emails from the public

Total annual emissions from building, transport, external lighting, waste and water was 30,748 tonnes CO<sub>2</sub>e in 2020/21



million visits to our website in 2020/21 from 2.67 million in 2019/20



of council tax collected from 96.6% in 2019/20



**19,689**

customer interactions were completed in 2020/21

**2,904** complaints received, 36 more complaints than 2019/20

**97.5%**

of council operational buildings are sustainable for their current use