

[VIEW DIGITAL VERSION >](#)

factfile 2022

Your essential guide to our performance in 2021/22



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

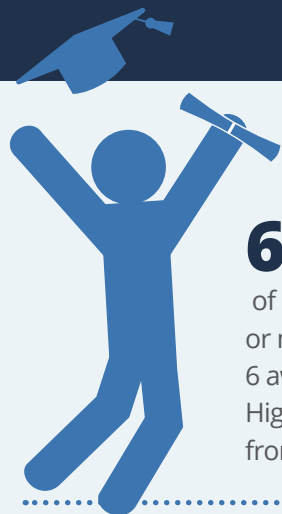
6 Delivering positive outcomes on health

7 Delivering positive outcomes on health

8 Protecting the built and natural environment

Summary | Key results

factfile 2022



67%

of pupils achieved 3 or more SCQF Level 6 awards, including Highers, by the end of S6 from 64% in 2020/21



3.0%

unemployment rate in West Lothian in 2021/22 compared to 4.1% in 2020/21

70%

of care leavers entering positive destinations, from 65% in 2020/21



£61.799

million invested by the council in improving our school estate

£89.520

million invested on improving, property, roads and IT infrastructure

92.2%

score achieved for the cleanliness of local streets, from 89.9% from 2020/21



65.3%

of people aged 65+ supported in their own home with care at home services in 2021/22, from 64% in 2020/21



15,156

customers received help and assistance from the Scottish

Welfare Fund, through either a crisis or community care grant, an increase from 10,698 in 2020/21

19,251

customer interactions were completed in 2021/22



2,750

complaints received, 154 fewer complaints than 2020/21

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 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.



67% of pupils achieved 3 or more SCQF Level 6 awards, including Highers, by the end of S6 from 64% in 2020/21

50% of pupils from most deprived areas achieved 3 or more SCQF Level 6 awards, including Highers, by the end of S6 from 43% in 2020/21

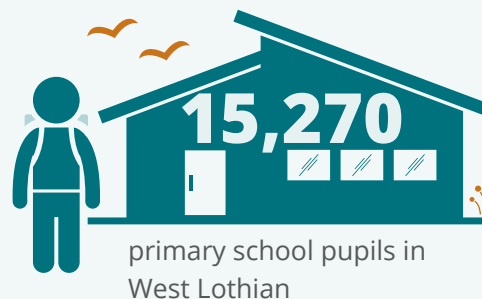
72% of S4 pupils achieved 5 or more SCQF Level 5 awards, including National 5s, from 68% in 2020/21

57% of S4 pupils from most deprived areas achieved 5 or more SCQF Level 5 awards, including National 5s, from 52% in 2020/21

423,049

breakfasts served across our primary, secondary and special schools, compared to 259,686 in 2020/21

£61.799 million invested by the council in improving our school estate in 2021/22



£7,688 was the average the council spent per secondary school pupil, from £7,378 in 2020/21

£6,556 was the average the council spent per primary school pupil, from £6,051 in 2020/21

The gap between pupils from the most and least deprived areas, who move into a positive destinations has reduced by 3% points since 2018

14,341 pupils took part in Active Schools programmes in 2021/22, a decrease from 7,891 in 2020/21



84% of primary pupils achieved expected levels in Numeracy in 2021/22 from 82% in 2020/21

84% of primary pupils achieved expected levels in Reading in 2021/22 from 82% 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.



100% of Early Learning & Childcare settings were graded good or better in 2021/22, same as 2020/21



85% of parents involved with the Families Together service who have demonstrated an improvement in their parenting skills in 2020/21, from 86% in 2020/21

£8,362 is the amount the council spent on average per pupil on pre-school education, from £7,486 in 2020/21



99% of pre-school parents allocated their first choice of pre-school from 99% in 2020/21

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 in attendance

46% of children who were 'looked after and accommodated' in a community setting were cared for in a kinship care setting in 2021/22, no change from 46% in 2020/21

88% cases evidence positive progress at the six months Looked After Child Review, up from 83% in 2020/21

33%

of pre-school children utilised the full-day nursery provision of offering greater flexibility for parents, a decrease from 35% in 2020/21



83.4% attendance levels in pre-schools, from 85.7% the previous year

11% of young people eligible for Aftercare services experienced one or more episodes of homelessness, down from 15% in 2020/21



70%

of care leavers entering a positive destination, from 65% in 2021/22

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.



2,720 customers were provided money and energy advice to help improve household income, 14% of these customers were aged 60 years and over



69 additional council homes in 2021/22, with 38 new build completions and 31 homes purchased to increase supply, the same as the previous year

£26 million invested on the creation and acquisition of new council homes from £10million in 2020/21



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

12.26

days were taken on average to process new claims for housing benefit and council tax reduction in 2021/22 from 9.84 days in 2020/21



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



£1.3m

of money advice customer debt successfully managed in 2021/22 from £1m in 2020/21



109 appeals were lodged to help customers appeal a DWP benefit decision. 84% cases heard had the decision over-turned

15,156 customers received help and assistance from the Scottish Welfare Fund, through either a crisis or community care grant, an increase from 10,698 in 2020/21



£28million 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.



8,351

requests for emergency assistance were responded to by the Home Crisis Care Service in 2021/22, from 7,028 in 2020/21

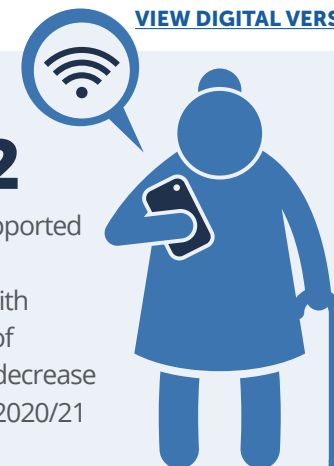


186

carers of older people had a support plan in place in 2021/22, an increase from 145 the previous year

3,632

customers supported to remain in their homes with the provision of technology, a decrease from 3,668 in 2020/21



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

177

people attended Dementia Cafes throughout West Lothian in 2021/22, an increase from 164 in 2020/21

£24.97

per hour spent by the council on providing care to support older people to live at home, from £23.90 in 2020/21



customer satisfaction with the quality of care services for older people in 2021/22, a decrease from 100% in 2020/21

414

older people supported by the Food Train to remain at home with volunteers having made 6,199 deliveries of fresh groceries in 2021/22, an increase from 387 older people in 2020/21 and an increase of deliveries from 6,004 in 2020/21

27

people delayed more than 2 weeks to be discharged from hospital, at a point of census, per month from 3 per month in 2020/21

£583

per person, per week spent by the council on providing residential care for older people, from £570 in 2020/21



65.3% of people aged 65+ supported in their own home with care at home services in 2021/22, from 64% in 2020/21



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.

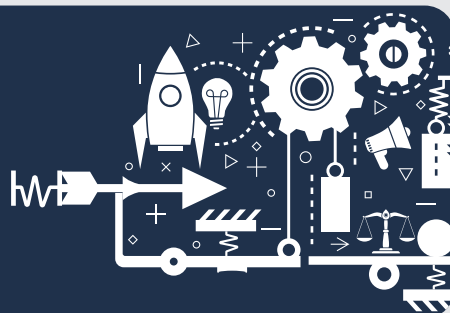


3% unemployment rate in West Lothian in 2021/22 compared to 4.1% in 2020/21

811 small medium enterprises (SMEs) assisted by the council, a higher than normal volume due to Covid grant support.

72 wage subsidy StepsN2work places within West Lothian companies employing less than 50 employees were created by the council, from 18 employment places in 2020/21

407 jobs generated by 325 new business start-ups this year.



325

new business start-ups assisted by the council, an increase from 263 in 2020/21.



165 of the 325 new businesses supported by the council were started by women, which is 51% of all start-ups.

440 unemployed people assisted into work, compared to 264 in 2020/21

91.9% retail/shop occupied in West Lothian (Armadale, Bathgate, Broxburn, Linlithgow, Livingston and Whitburn) in 2021/22, from 91.3% occupied in 2020/21



46% of customers from Acces2employment, training or education in 2021/22, from 32% in 2020/21



15.71%

of unemployed people in West Lothian assisted into work in 2021/22 by the council, from 6.84% in 2020/21



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 West Lothian is also having an impact on the demand for health and social care.



852,509

attendances at Indoor Sport Facilities (excluding pools)



178

food safety inspections of food retailers and manufactures carried out in 2021/22

151

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 48.24% of all service users compared to 108 people in 2020/21



52% of occupational therapy assessments allocated within six weeks of referral, from 36% in 2020/21



216,826

attendances at Outdoor Sport Facilities (excluding pools) in 2021/22



97.4% 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 in 2020/21.

85% of clients received drug or alcohol treatment in less than three weeks from referrals in 2021/22, a decrease from 95% in 2020/21



1,416,935

people visited country parks (Beechraigs, Calderwood and Almondell and Polkemmet) a decrease from 2020/21 a decrease from 1,775,874 in 2020/21

585,274

swimming attendances at council and West Lothian Leisure swimming and facilities in 2021/22



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 382 new Community Payback orders including 207 that consisted of unpaid work, resulting in 25,122 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.



16% increase in fire raising crimes in 2021/22 with 116 received, compared to 100 received in 2020/21

91%

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



264 hate crimes were reported in 2021/22 compared to 237 crimes in 2020/21

In 2021/22 we worked with our partners to improve community safety through a range of measures including;

382 community payback orders were made in 2021/22 of which 207 contained unpaid work requirements

25,122 hours of community payback orders were made in 2021/22, up from 13,058 in 2020/21



4,361

new incidents of antisocial behaviour were managed by the Safer Neighbourhood team in 2021/22, from 5,193 in 2020/21

857 active antisocial behaviour cases in 2021/22 compared to 992 in 2020/21

66.7% antisocial behaviour cases were closed within target, from 66% in 2020/21

£617,000

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

92 recorded dangerous driving offences in 2021/22, a decrease from 108 in 2020/21



131 women were supported by the Almond project, a council initiative to reduce female reoffending - securing positive outcomes for 98% 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 6.5 million bins emptied in 2021 and recycled 41.3% of all household waste from 45% in 2020

£3.362million invested by the council in improving roads and footpaths in 2021/22

92.2% score achieved for the cleanliness of local streets, from 89.9% from 2020/21

24.5% of A Class roads were considered for maintenance through the Scottish Road Maintenance Condition Survey in 2021/22, from 24.6% in 2020/21

LED replacements have led to a **2,149,847kw** reduction in electricity consumption from street lighting in 2021/22. This reduction could power 740 homes for a year.

5,255

tonnes of salt was used on roads



1,372

tonnes of salt was used on footways and replenishing 2,571 grit bins

93.6%

housing stock were compliant with Energy Efficiency Standard for Social Housing, an increase from 91.4% in 2020/21

77.06%

planning applications were dealt with within the statutory period in 2021/22

308

properties were improved by the Home Energy Efficiency Programme Scotland in 2021/22, from 386 in 2020/21



1,486

is the number of building warrant applications determined in 2021/22 from 1,254 in 2020/21

1,320

new houses were granted planning permission for 2021/22, with 147 flats approved and approx 6.5ha of residential land granted planning permission in principle

factfile 2022

Our Council



£89.520 million

million Invested on improving property, roads and IT infrastructure

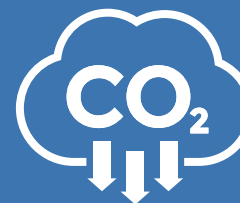


96.1% of council house repairs were completed within target timescales, a decrease from 98.08% in 2020/21

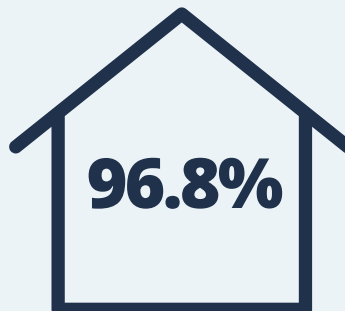


461,833 telephone calls answered and 26,010 emails from the public

Total annual emissions from building, transport, external lighting, waste and water for 2021/22 is 30,120 tonnes, down from 30,748 tonnes CO₂e in 2020/21



million visits to our website in 2021/22 from 2.79 million in 2020/21



of council tax collected from 96.1% in 2020/21



19,251

customer interactions were completed in 2021/22

2,750 complaints received, 154 less complaints than 2020/21

96.7%

of council operational buildings are suitable for their current use