



West Lothian
Council

factfile

Your essential guide to
our performance in 2023/24



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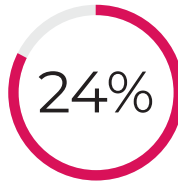


Raising Educational Attainment

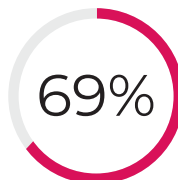
The council continue to improve literacy and numeracy for children and young people and remains strongly committed to helping West Lothian's young people make the most of their opportunities so they can achieve positive outcomes.

Achievements over the last year include:

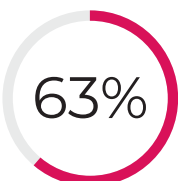
- West Lothian pupils are achieving significantly above the level of the virtual comparator and the national average at key measures of Breadth and Depth attainment at , Scottish Credit and Qualifications Framework (SCQF) Level 6
- The percentage of primary pupils achieving nationally expected levels of attainment in literacy and numeracy is above national performance in all measures, including those in the most deprived areas
- Continued investment in the school estate, including the extension of existing schools and opening of new schools, to improve suitability, accessibility and sustainability



of school leavers achieved 1 or more Level 7 awards, from 23% in 2022/23

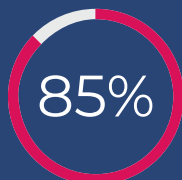


of school leavers achieved literacy and numeracy at Level 5, from 67% in 2022/23

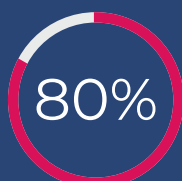


of school leavers achieved 3 or more SCQF Level 6 awards, including Highers, from 62% in 2022/23

Continuously raising attainment and achievement increases personal, social, cultural and economic opportunities to help young people fulfil their potential. The focus remains on service delivery that has a tangible impact on attainment, including addressing the attainment gap for the most deprived young people as well as those who are care-experienced. The council will also continue to work with parents and carers to develop positive attitudes to learning and health and wellbeing.



of primary pupils achieved expected levels in Numeracy in 2023/24 maintaining the previous achievement of 85% in 2022/23



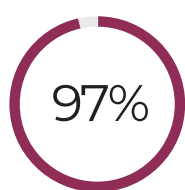
of primary pupils achieved expected levels in Literacy in 2023/24 from 79% in 2022/23



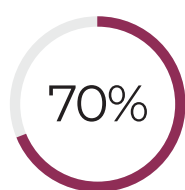


Strengthening care and support for children, adults and older people

The council aims to deliver high quality services that ensure that people in need of care and support in West Lothian are supported to live well.



97% of adults and older people supported at home who agree that they had a say in how their help, care and support was provided, from 80% the previous year



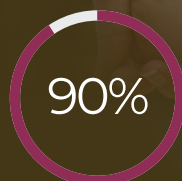
70% of adults and older people in receipt of care at home services supported by Technology Enabled Care, from 69% the previous year



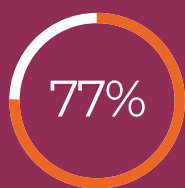
59% of adults and older people supported in their own homes with care at home services, from 56% the previous year

The number of Looked After Children have continued to reduce through the provision of early, holistic family support and intensive intervention for families when this is needed.

We aim to ensure there is a shift in the balance of care away from residential care, towards community-based placements. Community placements include Children Looked After at Home, Kinship Care and Fostering.



90% of children are being Looked After in the community, a positive position maintained from the previous year.



77% of community-based supervisions orders with an unpaid work condition supervised by the Justice Service, from 70% the previous year.

Community based supervision orders support people from re-offending and reduce risk by encouraging changes behaviours and focus on healthy lives.

The council supports people to secure stable housing and pursue employment and vocational training.



Investing in Skills and Jobs

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

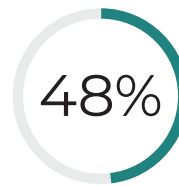
Investing in skills and jobs will positively impact on the quality of life and the overall

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.

The council will continue to focus on maximising employment opportunities with a particular focus on helping young people enter the job market.



73 wage subsidy StepsN2work places within West Lothian companies were created by the council, in 2023-24. An increase from the previous year.



48% of Employability customers progressing into employment, training or education in 2023-24

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 (SE) and Skills Development International (SDI)
- Investing in improving skill 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

304 new business in West Lothian supported through Business Gateway, from 301 in 2022/23

354 jobs generated by new business start-ups assisted by Business Gateway, from 403 jobs in 2022/23

589 small and medium sized businesses received support from the council's Business Gateway service, from 617 in 2022/23



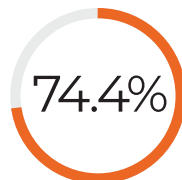
Helping to Create Strong and Sustainable Communities

The council aims to support the development of a strong, inclusive and sustainable West Lothian. We want to support empowered communities through services that are well designed and protect the built and natural environment for current citizens and future generations.

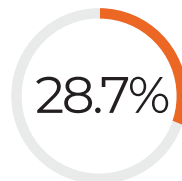
We will continue to focus on building an infrastructure that will support a growing and thriving West Lothian, ensuring that there is access to council services, schools, housing, roads and transportation networks that will allow people, families and businesses to succeed.



of customer enquiries recorded within the Customer Service Centre were resolved at first point of contact, from 92.9% in 2022/23



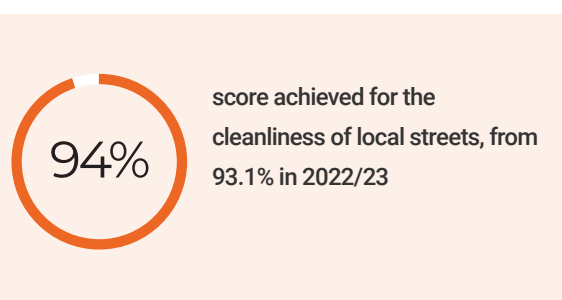
of all local planning and other applications or consents determined (fully assessed and decision issued) within the statutory period, including householder planning applications and other consents, from 74.12% in 2022/23



of A Class road network should be considered for maintenance treatment, from 22.6%

Our aim is to provide services which support healthier lifestyles, inclusions and social equality and sustainable economic growth. To create strong and sustainable communities in West Lothian, the council will focus on:

- Supporting the sustainable residential and commercial development of the local area
- 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





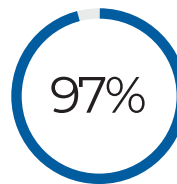
Tackling Homelessness, Poverty and Inequality

The council aims to help people living in poverty and deprivation as they have significantly worse life outcomes than those in average households, and this is often determined at a very early age by family circumstances.

The Advice Shop supported over 14,500 individual customers, resulting in an increased income of over £24m through additional benefits and managing nearly £6.7m of debt. Over £568,000 customer savings were secured over the period,

through energy efficiency advice and access to financial support with energy costs along with 287 potential evictions prevented to ensure that tenants can remain in their homes.

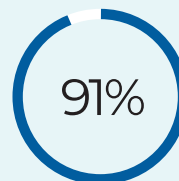
£6,772,952
of problem debt was handled by debt advisors leading to reduction in customer debt repayments of **£1,691,743**



97% of Crisis Grant Decisions were made within 1 day in 2023/24, from 74.2% in 2022/23

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

- Launched the Upstream pilot to prevent homelessness amongst young people in 2 secondary schools in partnership with Rock Trust
- Continued to deliver the young person's emergency prevention (YEP) service and plan to mainstream this activity by January 2025
- Began construction work on the new young persons supported housing facility in Livingston with a completion date of Summer/Autumn 2025
- Developed and sustained enhanced housing options for under 18s
- The combined actions have resulted in a 13% decrease in Youth Homelessness in 2023/24
- Enhanced support for those experiencing addiction issues has been implemented across emergency accommodation
- Rolled out trauma awareness training across all Housing Needs operational staff



91% of new homeless tenancies were sustained for more than a year in 2023/24, a decrease from 94% in 2022/23



80% homelessness applications were assessed within timescale in 2023/24, an increase from 48% in 2022/23





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