

Better Off

**The West Lothian Anti-Poverty Strategy
2012 - 2017**

Introduction

'Better Off' is the West Lothian Community Planning Partnership's plan of how we intend to tackle poverty in West Lothian.

This strategy has an overall purpose to help minimise the impact of poverty on the people of West Lothian. Its object is to ensure that people are equipped to cope with the challenges they currently face; those of the current, deep, economic recession and the welfare reforms.

The priorities for West Lothian Council and its Community Planning Partners are to:

- strengthen the ways in which we work together
- ensure that actions and resources are more targeted to help those who are most at risk of poverty

Poverty in West Lothian is a widespread, multi-dimensional issue, affecting many parts of our communities. This makes it difficult to be clear about the best approach to tackling poverty. The strategy identifies six priority areas which will look to inform the planned actions. These are:

- Income
- Employability
- Education
- Health
- Housing
- Community

The strategy and action plan will be supported significantly in the years 2012 to 2015 by the extra resource announced in the West Lothian Council budget for 2012 - 13.

This document will also help evidence the impact of poverty on various groups of people in West Lothian. Co-production is at the heart of the strategy. A wide range of individuals and groups have contributed their insights into their experiences of poverty, helping develop an understanding of how poverty can affect lives.

In order to ensure that our services are targeted and responsive to the changing needs of our communities, the strategy contains an action plan which will give more detail of the outcomes sought and how partners will work together to help minimise poverty. The action plan will be reviewed and reported on annually.

Context

Poverty is a significant feature of Scottish society and affects many people in many different ways. Whilst low income and material deprivation are the issues rightly at the forefront of the poverty debate, we recognise that 'poverty should not merely be reduced to a question of income alone, or material wellbeing; it is also a matter of wellbeing in other senses'ⁱ. There is a complex, interlinking relationship between factors that define and influence poverty and these cannot be looked at in isolation.

At present, there are two major factors causing or exacerbating the effects of poverty on people in West Lothian:

The Ongoing Impacts of the 2008 Economic Crisis	The Effects of Reforms to the Welfare System
<ul style="list-style-type: none">• There are 4,187 Jobseekers Allowance claimants in West Lothian.• There are approximately 2,000 young people aged 16 to 24 who are looking for work• Average weekly earnings in West Lothian are £459 compared with £487 for Scotland	<ul style="list-style-type: none">• West Lothian residents stand to lose between £17 - £20 million of income per year• 3800 fewer people will be entitled to Employment & Support Allowance (the new name for Incapacity Benefit). The average loss will be about £30 per week (a 40% drop in a single person's weekly income).• Approximately 2400 disabled people will lose their disability benefit

Notes

- 1) As highlighted above, proposals in the Welfare Reform Bill 2011 are set to have a substantial impact on West Lothian residents who stand to lose between £17 and £20 million of income per year. Claimants of health related benefits such as Disability Living Allowance and Incapacity Benefit look to be the hardest hit with an annual loss of approximately £13 - £19 million. Proposed changes to Housing Benefit are likely to have the most widespread impact with an estimated 75% of current claimants being adversely affected by the reforms, resulting in an annual loss of around £849,000. In real terms, this means a drastic reduction of income for thousands of people with many losing their entitlement to benefit altogether.

2) In West Lothian, areas of deprivation can be found over a relatively wide area due to dispersed urban settlement patterns. For this reason, the Scottish Index of Multiple Deprivation does not provide a true and accurate picture of deprivation. Although 17 datazones in West Lothian were identified as being in the top 15% most deprived in Scotlandⁱⁱ, it could be argued that this does not take into account small pockets of deprivation in more rural areas. It is important that all residents who are living in poverty or deprivation benefit from this strategic intervention, particularly following a period of severe economic downturn which has left more people facing financial insecurity. As such, geographical location has had a relatively minor influence on strategy development.

Understanding poverty in West Lothian would not be possible without hearing the voices of the people living it from day to day. The strategy has sought to consult with West Lothian residents and to use their opinions to inform and influence the outcomes and action plan. Co-production is at the heart of this strategy, bringing together the Council, its partners and the voices of West Lothian residents to create a plan that will effectively and efficiently reduce, prevent and alleviate poverty.

What is Poverty?

The UK Government is committed to eradicating child poverty and is underpinning this with legislative changes. We will update the strategy in line with new legislation as appropriate.

The Scottish and UK Government use household income as a measure of poverty. Those, whose household income is below 60% of the UK median, are considered to be living in relative poverty; if income is below 50%, they are defined as living in absolute poverty.

However, to enable us to recognise issues relating to poverty and better understand its impact in West Lothian, a more holistic interpretation is required.

“Individuals, families and groups in West Lothian can be said to be in poverty when they lack the resources to obtain the types of diet, participate in the activities, and have the living conditions and amenities which are customary, or are at least widely encouraged and approved, in the societies in which they belong”ⁱⁱⁱ.

This definition allows us to acknowledge that poverty is about more than income. Poverty has a direct impact on our health, well-being and quality of life. It can also limit our access to advice and support, limiting opportunity, and can cause social isolation and diminish hopes and aspirations. This definition also allows us to recognise that poverty can affect people regardless of their individual situation.

A Poverty Profile of West Lothian

- Latest available figures, from November 2011, show that there are currently 4187 Jobseekers Allowance (JSA) claimants in West Lothian^{iv}
- Unemployment amongst 18-24 year olds is slightly higher than the Scottish average with 1290 young JSA claimants^v
- A further 400 - 500 young people aged 16-17 are currently registered with Skills Development Scotland. Most of these young people will not be claiming JSA as they are too young, so the actual figure for youth unemployment is approximately 2000^{vi}
- Competition for jobs currently stands at 4 JSA claimants for every 1 vacancy^{vii}
- There are approximately 15600 working age benefit claimants in West Lothian. This includes people who are not able to work and are claiming Income Support or sickness benefits such as Employment & Support Allowance^{viii}

- West Lothian has a population of approximately 27,620 older people who receive their state pension. Within this population, 11,960 also receive additional benefits in some form, such as Pension Credit, disability benefits and top-ups for carers^{ix}
- Approximately 27,500 people in West Lothian are defined as experiencing income deprivation^x
- 8,950 disabled people in West Lothian rely on Incapacity Benefits as the main or major source of their income. This number will be cut by 3800 in the next couple of years^{xi}
- 12,160 disabled people rely on Disability Living Allowance to meet the extra costs associated with their illness or disability. Estimates are that 2400 will lose this help in the move to the new Personal Independence Payments due to be introduced in 2013^{xii}
- West Lothian Council Revenues unit have calculated that over 2800 households will be adversely affected by the changes to Local Housing Allowance
- The average life expectancy of a person in Blackburn, an area identified as having widespread deprivation is 71 years for a man and 80 for a woman. A man in East Calder, an area with comparatively little deprivation can expect to live to 80 and a woman to 84 years.
- There is a greater prevalence of mental ill health, coronary heart disease and early deaths from cancer in areas of multiple deprivation such as Craigshill, Fauldhouse and Whitburn Central.
- Mothers in these areas are also more likely to smoke during pregnancy and less likely to breastfeed.
- West Lothian has approximately 7,094 properties let by registered social landlords. Of these households, 3% of current tenants have more than 13 weeks rent arrears. This works out to approximately 212 households^{xiii}.
- There are currently 12,631 council houses in West Lothian, of which 2.3% have more than 13 weeks rent arrears, approximately 290 households.

Tackling Poverty in West Lothian

Although low disposable income is the main cause of poverty, it would be wrong to view it purely as a lack of money. The reality for those living in poverty is far more complicated and often, they face a multitude of problems with no immediate or obvious solutions available. Cause and effect of poverty become intertwined and impossible to define. The strategy recognises that people experiencing financial difficulty often fall into three distinct categories:

- Skint:** This group encompasses people in crisis. Severe debt and difficulty accessing benefits tend to lead people to crisis point where people cannot afford even the basic essentials.
- Surviving:** These people are just getting by. In many cases, they are struggling to make ends meet on low wages or benefits and are having difficulty meeting the costs of maintaining their home.
- Saving:** This group is made up of individuals with a comfortable income, but who struggle to make provision for their future. Savings goals and long term aspirations such as educational attainment are often hampered by difficulty planning financially for the future.

Our Priorities

- **Income**
The continually rising cost of living is not being reflected in wages or benefit rates and the impending welfare reforms only look set to further compound this problem. A holistic approach to income maximisation is required to address the struggle to make ends meet.
- **Employability**
Following a deep economic recession, employment is not easy to come by for many people. Being equipped with the skills, knowledge and confidence to sustain and secure employment is fundamental to improve life chances for individuals seeking work and their families.
- **Housing**
A secure warm home is something that many people take for granted. Affordability and sustainability of housing can be a daily struggle for those living in poverty. Keeping up with rent, upkeep of a house and making sure the home is well heated and insulated can be incredibly difficult with very little money to do so.

- **Health**

There are irrefutable links between poverty and ill health. Although Scotland's overall health is generally improving, this is happening at a slower rate among the poorest in society, and so the gap between rich and poor is widening. Mental illness, drug and alcohol abuse and 'killer diseases' such as heart disease are more prevalent among those living in poverty and life expectancy is lower for the poorest people^{xiv}.

- **Education**

The educational achievement gap between society's richest and poorest is apparent from early years. Qualification levels are significantly lower among those living in poverty and school leavers living in the most deprived areas are less likely to move on to positive destinations^{xv}. A good standard of education is essential to secure well paid employment, further learning or training opportunities and avoid falling into the poverty trap.

- **Community**

People living in poverty are less likely to be able to fully participate in their communities because many simply do not have the disposable income needed to take part in clubs, events or activities in their area. People living in the most deprived areas are more likely to experience anti-social behaviour and to feel unsafe in their neighbourhood. Problems such as vandalism, litter, noise disruption and drug dealing are more common in deprived areas and, as a result, ill feeling towards such areas is reinforced^{xvi}.

Who is Affected by Poverty

Whilst this strategy recognises that any individual can be affected by poverty at any point in their lives, it is important that intervention is targeted at the people most in need.

The strategy will adopt the West Lothian life-stages model, which considers the five life stages; early years, school age, young people in transition, adults of working age and older people. This highly effective approach is not only focussed and cost effective, it also ensures early intervention to minimise the impact of poverty at any life stage.

Impact of poverty

In our discussions with individuals and groups, they told us about how poverty affected them. We have captured some of their experiences in the case studies below:

Case Study 1: Single Person

Mr B is 26 years old with mental health problems. He is unable to work due to this and claims Employment & Support Allowance – he is currently awaiting a medical assessment. He has split recently from his partner and had to move out of the home he shared with her and their young son. He needs to find a new place quickly, near his ex-partner, with an extra bedroom so he can share in childcare responsibilities and have his son to stay overnight. Mr B feels that the best option is to secure private rented accommodation, however, due to welfare reforms, the maximum amount of help he can get towards his rent is due to drop from £425 per month to just £250. With little or no chance of finding a 2 bedroom private rented property for £250 per month, Mr B is left with very few options. He can either go down the homeless route which gives him no control over the area he is housed in or how quickly this may happen. He could apply to various housing associations all of which takes time, and restrictions will apply. Alternatively, Mr B could enter into a shared private let with a roommate where his £250 rent rebate is much more likely to be able to cover his portion of the rent; however, this may have implications on his access arrangements for his son. The stress of this situation is having a detrimental effect on Mr B's mental health and the disruption in routine is also affecting Mr B's relationship with his son.

Mr B is at risk of losing substantial money through changes to Employment and Support Allowance and Housing Benefit.

Case Study 2: Family

Mr & Mrs Smith live in a 5 bedroom council house. They have 4 children living at home between the ages of 10 and 20. Mr Smith works, as does the eldest child. Mrs Smith is a full-time mum looking after the remaining three children who are at school. The family have struggled financially for a number of years and have been on the verge of eviction on more than one occasion. Mr & Mrs Smith have recently been sequestered but despite this continue to struggle to make ends meet. At the most recent point of eviction the family found themselves at crisis point, having to sell personal belongings and electrical goods in order to prevent being evicted from their home. Mr Smith was also assisted by his employer who paid him his holiday pay for the next year thereby forfeiting any holidays due to him for the next year.

This family continue to struggle, most recently having bank and wage arrestments for council tax arrears and again falling into arrears with their rent. Mrs Smith suffers from depression and this ongoing situation is now affecting her health and wellbeing and currently she is not emotionally capable to look for employment.

Mr & Mrs Smith are at risk of soon becoming homeless, breaking up the family and incurring substantial extra cost for the Council and its partners.

Case Study 3: Older Person

Mrs N was struggling with poor health and money worries. She found it very difficult to get out of the house and was relying more and more on family and friends to help her out. Mrs N struggled to make ends meet on her basic State Pension and was unable to save any money at all for other items she needed. She was unaware of any help available for her.

Due to her deteriorating health and wellbeing, Mrs N was allocated a social worker, who referred her to the Pensioner Income Maximisation Service (PIMS). As Mrs N was mostly housebound, a member of the team visited her at home and identified that she may be entitled to a disability benefit such as Attendance Allowance due to her difficulties caring for herself. The PIMS team assisted Mrs N with benefit claim forms and as a result, she was awarded high rate Attendance Allowance of £73.60 per week as well as some Pension Credit. As a result she received help towards her rent and council tax worth a further £47 per week.

Mrs N was delighted with the extra money. She says that she will now be able to afford to replace a broken electric scooter which she has been without for the past year or so; she will be able to get out of the house more often.

Messages from People Affected By Poverty

A range of affected groups and individuals have been consulted. An analysis of their comments shows

Income:

- 52% of people cited their main income as wages from employment, yet over one third of respondents said they were either struggling to make ends meet or living in poverty. This shows an overlap of around 20% of people who work but are still experiencing poverty.
- 31% admit they regularly borrow money simply to make ends meet and 11% often miss payments and have problems with arrears.

'Having so many places offering easy money, like Wonga, Quick Quid and Provident is bad. They are on the high street, they come round your door and keep sending you letters until you take a loan. When money gets tight, you get tempted.'

Employability:

- 12% felt that increased employment opportunities and employability skills were the best way to tackle poverty.

'A lot of the time it's just not worth working as you don't get much more than you would on benefits – National Minimum Wage has become more like the maximum wage!'

'There is so much competition for jobs, so many people all going for the one vacancy. You need to stand out.'

Housing:

- 41% struggle to afford their gas and electricity bills.
- 24% spoke of housing problems including rent arrears, disrepair and overcrowding.
- 36% felt it was a struggle financially to keep up with the maintenance of their homes.

'Gas is a luxury I can't afford.'

'The choice is often pay bills or buy food.'

'More affordable housing is needed. My daughter is stuck in a private let; her rent is £650 per month so they can't afford to pay their council tax. They get no help as her partner works, his wages are being arrested every month. The thing is, if she could get into affordable social housing, she would be comfortable with her finances and afford all her bills.'

Health:

- 17% defined themselves as disabled. One third of respondents spoke of health issues, describing their overall health as 'fair' or worse.
- 10% felt they would like more help to live a healthy lifestyle through food co-ops, help to quit smoking and cheaper exercise being more easily accessible.

'Dealing with benefits is stressful. I have to hand in a sick line to the Jobcentre every week and they've now told me I have to have an appointment or post it in. This means extra stress and cost to me, but I have to do it or my benefit will stop.'

'I would like to eat healthy food, but my carers don't have time to cook. They will only prepare microwave meals and won't touch the cooker. They even promote takeaway places!'

Education:

- 20% felt their standard of education was 'fair' or worse.
- 26% had plans to further their education in some way, either through college or university, vocational training or apprenticeship.
- 7% felt that the best way to tackle poverty is through better financial education.

'There isn't much point in going to college or uni. My friend graduated from uni ages ago and she's still working in the warehouse with me for low pay. What was the point of all those student loans to get nothing in return?'

'The whole mindset has changed; in today's culture, people want things now and don't want to save.'

'I give my children loans, which they have to pay back from their pocket money to help them understand how these things work in the real world.'

Community:

- Half of all people asked said they were regularly or occasionally involved in community groups or events.
- 5% said that the cost and accessibility of public transport was a big issue for them.

'I don't really do much within my community, I keep myself to myself. I'm not really aware of what's going on and the things I do see are often too expensive.'

'I'd like to see an increase in the amount of good, fun, cheaper entertainment. But it has to be made easier to get to. At the moment, transport is costly and time consuming.'

How the Strategy Fits In With Outcome Agreements

This strategy represents a shared vision between West Lothian Council and its partners to deliver targeted and appropriate intervention in order to alleviate poverty in a preventative manner.

The strategy adopts the three priorities set out in the Life Stages programme:

- **Targeting services to reduce inequalities**
- **Shifting resources upstream to deliver preventative services**
- **Ensuring that we obtain the maximum impact for our expenditure**

The Single Outcome Agreement (SOA) has been used to inform and develop strategy outcomes. High level indicators included in the action plan have been taken from the SOA in order to maximise impact.

Aspirations set out in the 'West Lothian Community Plan – Towards 2020' have been adopted by the strategy^{xvii}. In addition, the strategy adheres to the core values set out in the community plan in the following ways:

- **Equalities:** An equality impact assessment of the strategy, action plan consultation process has ensured that the diverse communities are included in this process.
- **Community Engagement:** Extensive consultation has been carried out with West Lothian residents to hear the voices of those at the heart of the strategy.
- **Best Value:** The action plan is targeted and co-ordinated, designed to respond to the needs of local people.
- **Sustainability:** The strategy will be reviewed regularly to ensure that outcomes are being achieved and resources are being put to best use.

Outcomes

The overall outcome of the strategy is that poverty in West Lothian is reduced, using early intervention, preventative measures and more targeted resources to achieve the biggest long term impact.

To encourage more targeted intervention, there are a number of outcomes relating to the strategy priorities:

Income:

Outcome 1: West Lothian citizens are less at risk of financial exclusion as a result of having their disposable income maximised.

Example Action:

The effects of the changes to welfare will be minimised for those residents in West Lothian who are ill or disabled by help from CAB West Lothian and the Advice Shop at dedicated advice surgeries held in General Medical Practices throughout the area. In 2012/13, 500 ill/disabled people will be protected from the effects of welfare changes.

Outcome 2: West Lothian adults are empowered to make responsible financial decisions and be more economically active.

Example Action:

West Lothian residents will have access to face to face money advice sessions that will help them budget more effectively and plan for the future. 400 clients will have received face to face financial education service.

Employability:

Outcome 1: West Lothian residents have the ability to secure and sustain employment.

Example Action:

350 additional opportunities for young people will be created. Opportunities will be; 250 wage subsidy places, 60 Future Jobs Fund and 40 additional roles.

Outcome 2: Young people increase their participation in employability programmes and are able to engage effectively in employment and training opportunities.

Example Action:

Skills Development Scotland will deliver Career Information, Advice and Guidance (CIAG) services and actively case manage all unemployed 16-19 year olds.

Housing:

Outcome 1: People in West Lothian can find a suitable place to live and have affordable, quality housing options available to them that are sustainable in the long term.

Example Action:

1000 new affordable homes will be built by 2017.

Outcome 2: West Lothian residents are less at risk of fuel poverty through increased knowledge and understanding of energy issues and support to budget better.

Example Action:

All social housing stock will have at least 100mm of loft insulation, lagged hot water tanks/pipes and cavity wall insulation.

Outcome 3: Housing conditions in West Lothian are improved in both the social rented and private housing sectors.

Example Action:

The number and percentage of properties within all sectors meeting Scottish Housing Quality Standards (65.7% at 31st March 2011) will be 100% by 2015.

Health:

Outcome 1: People have access to healthier food choices.

Example Action:

Older people in West Lothian experiencing difficulties accessing food supplies will be able to use the services of Food Train to help them access fresh foods on a weekly basis, without health or means testing

Outcome 2: Adults have the confidence and ability to lead a healthy lifestyle on a budget for themselves and their children.

Example Action:

'Cooking By Numbers', designed to improve literacy skills and teach skills for healthy eating on a budget, will be delivered to targeted populations

Outcome 3: People live longer, healthier, more independent and fulfilling lives.

Example Action:

Older people and their carers are aware of their financial and legal planning options

Education:

Outcome 1: Parents and carers receive the necessary support to ensure their children are ready to start nursery and school.

Example Action:

Deliver a range of interventions designed to improve confidence in parenting and improved self worth

Outcome 2: Children and young people make good progress with educational achievements and attainments and are equipped with the knowledge and skills to proceed to adult working life.

Example Action:

Seminars will be organised for school pupils in S3/4, to let them know about causes of poverty and to encourage employability. 240 pupils will attend these seminars each year.

Outcome 3: Adult life chances are maximised by improving their educational achievement.

Example Action:

Those who are identified as MCMC, particularly the most vulnerable are supported to remain in identified destinations with ongoing support

Community:

Outcome 1: Communities are able to do more for themselves.

Example Action:

People in West Lothian affected by poverty become advocates. The Poverty Alliance will work with communities between December 2011 and March 2012 to set up a scrutiny group to work alongside the Community Planning Partners on the maintenance and review of the Anti-Poverty Strategy.

Outcome 2: Ex-offenders are less likely to re-offend by ensuring they are able to fully re-integrate into society upon leaving prison.

Example Action

Ex-offenders will be helped towards a stable financial and housing situation allowing them to engage with services offering employability and training activity.

Outcome 3: Information is effectively communicated to West Lothian residents to enable people to manage their financial affairs.

Example Action:

A 'West Lothian Advice Portal' will give on line, one stop access to all citizens in West Lothian to find information, help, advice and support in financial matters

Implementation of the Strategy

The strategy will last from 2012 to 2017, with a substantive review in 2014. The action plan will be monitored quarterly and will be updated every year. A report on progress will be delivered to the Community Planning Partnership annually.

The Poverty Alliance will engage with the local community to form a scrutiny panel which will work alongside the Community Planning Partnership. They will have a key role to play in the continuing development of the strategy.

Appendix A

Many thanks to those who took part in the discussions, interviews and questionnaires and to all organisations and agencies who gave their time and opinions:

- Ability Outreach Group at Lanthorn Community Centre
- Almond Housing
- Carers West Lothian
- Carmodean Disability Group
- Citizens Advice Bureau
- Community Race Forum
- Craigshill Neighbourhood Network
- Dedridge Neighbourhood Network
- Ethnic Minority Women's Group
- Fauldhouse Community Development Trust
- Heart and Stroke Support Group, Bathgate
- Homestart, West Lothian
- Kidzeco
- Ladywell Neighbourhood Network
- Mayfield Community House
- Princes Trust
- Salvation Army
- Skills Development Scotland Youth Groups
- West Lothian Citizen's Panel
- West Lothian College
- West Lothian Credit Union Forum
- West Lothian Disability Forum
- West Lothian Financial Inclusion Network

Appendix B

ⁱ McKendrick, J.H. et al (2011) *Poverty In Scotland 2011 – Towards a More Equal Scotland* London. Child Poverty Action Group

ⁱⁱ Scottish Index of Multiple Deprivation (2009)

ⁱⁱⁱ Townsend, P (1979) *Poverty in the UK, survey of household resources & standards of living*. Harmondsworth; Penguin Books, pg.31

^{iv} Source: <http://www.westlothian.com/media/docs/commpr/kei/wleunov2011>

^v Source: <http://www.westlothian.com/media/docs/commpr/kei/wleunov2011>

^{vi} Source: <http://www.westlothian.com/media/docs/commpr/kei/wleunov2011>

^{vii} Source: <http://www.westlothian.com/media/docs/commpr/kei/wleunov2011>

^{viii} Source: <https://www.nomisweb.co.uk/reports/lmp/la/2038432152/report.aspx#tabwab>

^{ix} Source: http://www.sns.gov.uk/Reports/Report.aspx?ReportId=1&MetaIndicatorCode=CS-GPC_pertotal#Meta

^x Source: http://www.sns.gov.uk/Reports/Report.aspx?ReportId=1&MetaIndicatorCode=CS-GPC_pertotal#Meta

^{xi} Beaty, C and Fothergill, S (2011) *'Incapacity Benefit Reform: The Local, Regional and National Impact'* Centre for Regional Economic and Social Research, Sheffield Hallam University

^{xii} Source: <http://www.scottishpovertyforum.org.uk/ImpactReport.pdf>

^{xiii} Source: http://www.scottishhousingregulator.gov.uk/stellent/groups/public/documents/webpages/shr_statisticstables2009-10.hcsp#TopOfPage

^{xiv} Scottish Government (2008) *Equally Well: report of the ministerial task force on health inequalities*. Available from: <http://www.scotland.gov.uk/Resource/Doc/229649/0062206.pdf> (accessed 23/08/11)

^{xv} Skills Development Scotland (2010) *School Leaver Destination Report 2009-10 West Lothian Council*. Available from: http://www.skillsdevelopmentscotland.co.uk/media/4112/SLDR_2009-10_WestLothianCouncil.pdf (accessed 25/08/11)

^{xvi} Scottish Government (2011) *Scotland's People Annual Report: results from the 2009/2010 Scottish Household Survey*. Available from: <http://www.scotland.gov.uk/Resource/Doc/933/0120278.pdf> (accessed 25/08/11)

^{xvii} West Lothian Council (2009) *Towards 2020: Community Plan 2010-2020*. Available from: http://www.westlothian.gov.uk/media/downloaddoc/1799465/lcp/CommunityPlan_2010-2020 (accessed 25/08/11)