West Lothian Community Planning Partnership

Quality of Life Survey 2013
Research Report

February 2014

Prepared by:

Research Resource
17b Main Street
Cambuslang
G72 7EX

Contact: Lorna Shaw
T: 0141 641 6410
E: Lorna.shaw@researchresource.co.uk

Prepared for:

West Lothian Community Planning Partnership
Civic Centre
Howden Road South
Livingston
EH54 6FF

Contact: Susan Gordon
T: 01506 282141
E: susan.gordon@westlothian.gov.uk

West Lothian Community Planning Partnership

Quality of Life Survey 2013

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1. INTRODUCTION AND BACKGROUND

1.1. Introduction

This report summarises the process and outcome of the 2013 Quality of Life Survey undertaken with West Lothian Citizens' Panel.

1.2. Background

West Lothian Citizens' Panel was established in 1999 and is supported by the Community Planning Partnership. The panel was set up to help identify people's views on various aspects relating to living in West Lothian.

Prior to carrying out the Quality of Life Survey, the Panel was refreshed with approximately one third of Panel members selected for 'retiral'. Over time, it is inevitable that there will be attrition in Panel membership through people moving from the area, illness or death or a lack of desire to remain a Panel member. In addition, there is research evidence that suggests that Panel members can become atypical of the general population over time due to their exposure to information on the Council and it's Community Planning Partners through surveys and newsletters. There is also the chance that Panel members may suffer from survey fatigue. As such, undertaking periodic refreshment of the Panel is an important activity.

Membership is on a voluntary basis and is open to anyone who lives in West Lothian. The recruitment of members to the Citizens Panel to date has been carried out via random selection from the electoral register. Individuals can also apply directly to be part of it and some targeted recruitment activity has been carried out to ensure that members are representative of the wide demographic characteristics of the West Lothian population.

After the refreshment the Panel comprised a total of 3,112 residents of West Lothian. The demographic profile of the refreshed Panel relative to age, gender, multi member ward, tenure and ethnicity indicates that the refreshed Panel is broadly representative of the West Lothian population.

The table below illustrates the spread of the West Lothian population, per multi member ward compared to the spread of the Panel population. As shown, the Panel population is in line with the wider West Lothian population, the greatest difference being 2.2% more in Linlithgow.

Multi Member Ward	Population %	Panel %	Difference
Armadale & Blackridge	8.6%	8.0%	-0.6%
Bathgate	10.3%	10.2%	-0.1%
Broxburn Uphall & Winchburgh	10.9%	10.7%	-0.2%
East Livingston & East Calder	11.7%	12.3%	0.6%
Fauldhouse & Breich Valley	9.9%	9.5%	-0.4%
Linlithgow	9.3%	11.5%	2.2%
Livingston North	11.8%	10.7%	-1.1%
Livingston South	14.2%	14.7%	0.5%
Whitburn & Blackburn	13.3%	12.3%	-1.0%
Grand Total	**100.0%**	**100.0%**	

At multi member ward level, the Panel is broadly representative in terms of age and gender. At the overall West Lothian level, the Panel was also designed to be representative in terms of tenure and ethnicity. Of particular note, the Panel is now more representative in terms of the social rented sector, with 28% of Panel members residing within the social rented sector. 4.6% of Panel members are of non White ethnic origin.

The major activity of the Panel is the Quality of Life Survey. This is carried out approximately every 3 years. Quality of Life Surveys have been carried out in 1999, 2001, 2004, 2007, 2010 and this most recent one in 2013.

1.3. Approach

The Quality of Life survey questionnaire was developed by the Community Planning Partnership who engaged representatives from a range of organisations in relation to their information needs and how these were best captured. The questionnaire was developed specifically to address the information needs of the Community Planning Partners at this time linked to the Single Outcome Agreement, and the decision was taken to retain a number of the questions that had previously been asked in the 2010 survey for the purposes of benchmarking.

The questions within the Quality of Life survey were developed to reflect the priority areas within the Single Outcome Agreement. This report is structured within the themes which were covered within the questionnaire. A copy of the survey questionnaire is available in Appendix 2 of this report. The key topic areas the questionnaire addressed were:

- Overall Quality of Life
- West Lothian's Economy
- West Lothian Resident's Personal Economic Situation
- Learning and Skills
- Health and Wellbeing
- Community
- Safety
- Travel
- Environment
- Getting Help and Advice
- Overall Satisfaction

The questionnaire was sent to all Panel members on the 18th October 2013. This was sent by post, and for those whom we had an email address (2,078 Panel members) we sent an email version of this invitation, following up by post.   A subsequent follow up postal mailing was undertaken on the 15th November 2013 to remind those that had not yet responded to the survey and to encourage further response.   Finally, a targeted telephone boost was undertaken in order to increase the level of response from under represented groups. In particular, this was targeted at younger residents, in all areas.

Through a combination of these methods a total of 1764 responses were received to the survey. During the process, a number of Panel members also indicated that they no longer desired to be a member of West Lothian Citizens' Panel, reducing the number of Panel members to 3,083 members. The response rate to the Quality of Life Survey was therefore 57% overall.

This response rate is lower than the 70% response rate achieved in the 2010 Quality of Life Survey. However, it should be noted that the questionnaire was significantly longer than the previous survey with an additional 18 questions asked and an approximate questionnaire completion time of 40 minutes. This additional requirement of Panel members is reflected in the lower response rate.

1.4. Structure

This report is structured so that the survey questions are reported on within the themed area of the questionnaire to which they relate. These areas are:

- Overall Quality of Life and Satisfaction
- West Lothian's Economy
- West Lothian Resident's Personal Economic Situation
- Learning and Skills
- Health and Wellbeing
- Community
- Safety
- Travel
- Environment
- Getting Help and Advice

The report has been divided into three volumes:

- Volume 1: Summary of Key Findings
- Volume 2: Analysis of Findings
- Volume 3: Multi Member Ward Summaries

This volume aims to provide an analysis of the survey findings, highlighting significant differences between both the 2010 survey and between sub groups of respondents to the 2013 survey. Results have been analysed by:

- Multi member ward
- Age
- Gender
- Disability
- Children at school in the household
- Tenure
- Ethnicity

In order to ensure that the report remains accessible, only significant differences between groups have been highlighted.

2. OVERALL QUALITY OF LIFE

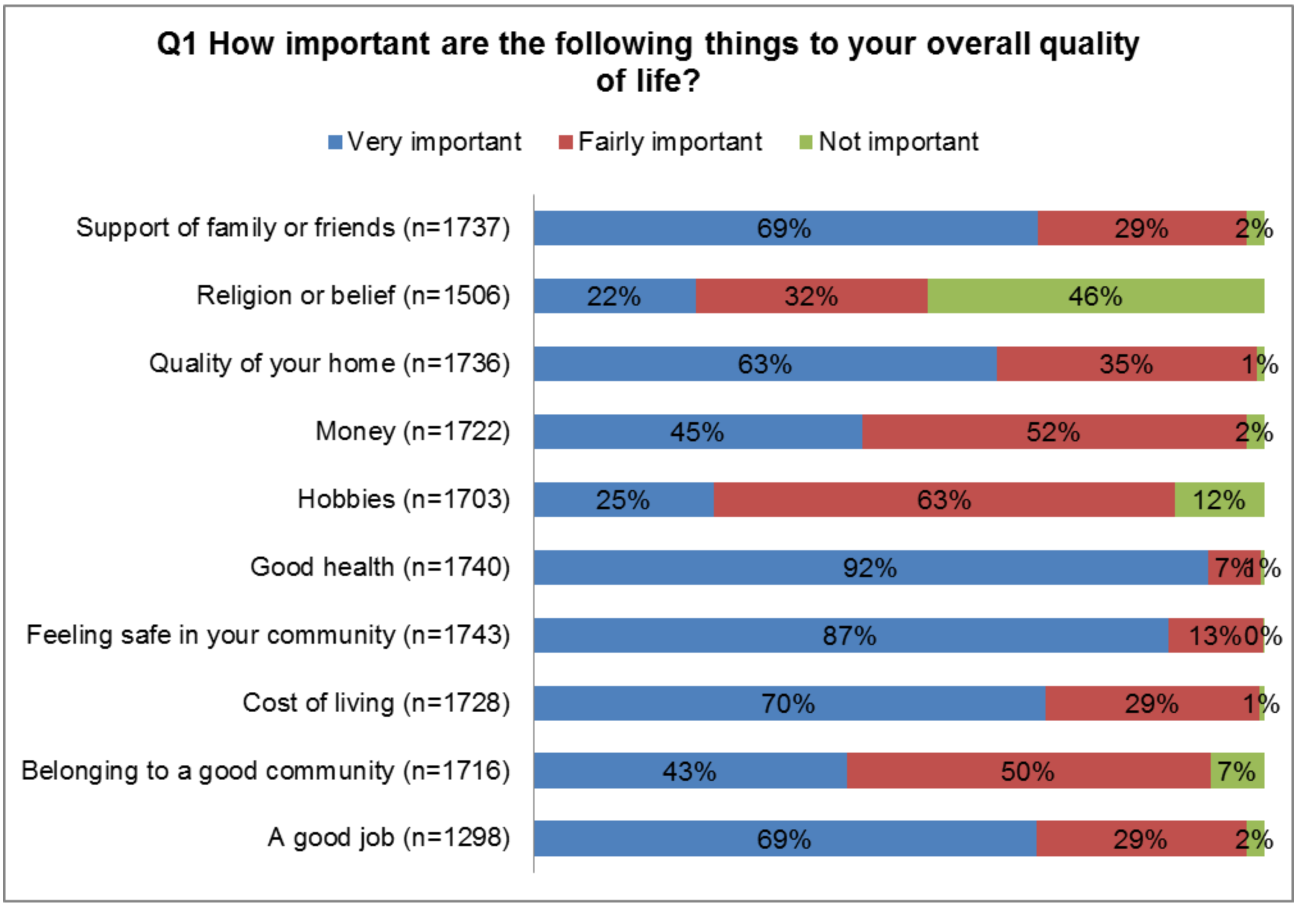
2.1. Factors which influence quality of life (Q1)

The survey opened by asking respondents to rate the importance of various factors on their quality of life. Factors which were perceived as being most important were:

1. Good health (92% stated very important)
2. Feeling safe in their community (87%)
3. Cost of living (70%)

On the other hand, the following factors had the highest proportion of respondents stating these were not important:

1. Religion or belief (46% stating not important)
2. Hobbies (12%)
3. Belonging to a good community (7%)



Analysis indicates that priorities vary depending upon respondent demographic characteristics. The key findings of this analysis are:

- Having a **good job** was significantly more likely to be very important for younger respondents, with 85% of those aged under 25 stating that this is very important to them compared to 51% overall.
- Belonging to a **good community** was more important for older respondents with in the region of half of respondents aged 60 and over stating this is very important compared to 20% of those aged 25-34.
- **Feeling safe in their community** and **good health** were very important to the majority of respondents, with no significant differences highlighted by age or situation.
- The **cost of living** was very important to 69% of respondents, however more likely to be very important to those living in the most deprived areas of West Lothian (75% very important) and those in social rented accommodation (78% very important).
- **Religion or belief** is significantly more likely to be important for those aged 75 and over than any other age group (44% of this group stated religion or belief was very important). It is also likely to be significantly more important for those of non-white British ethnic origin (36% stating very important compared to 19% White British ethnicity).

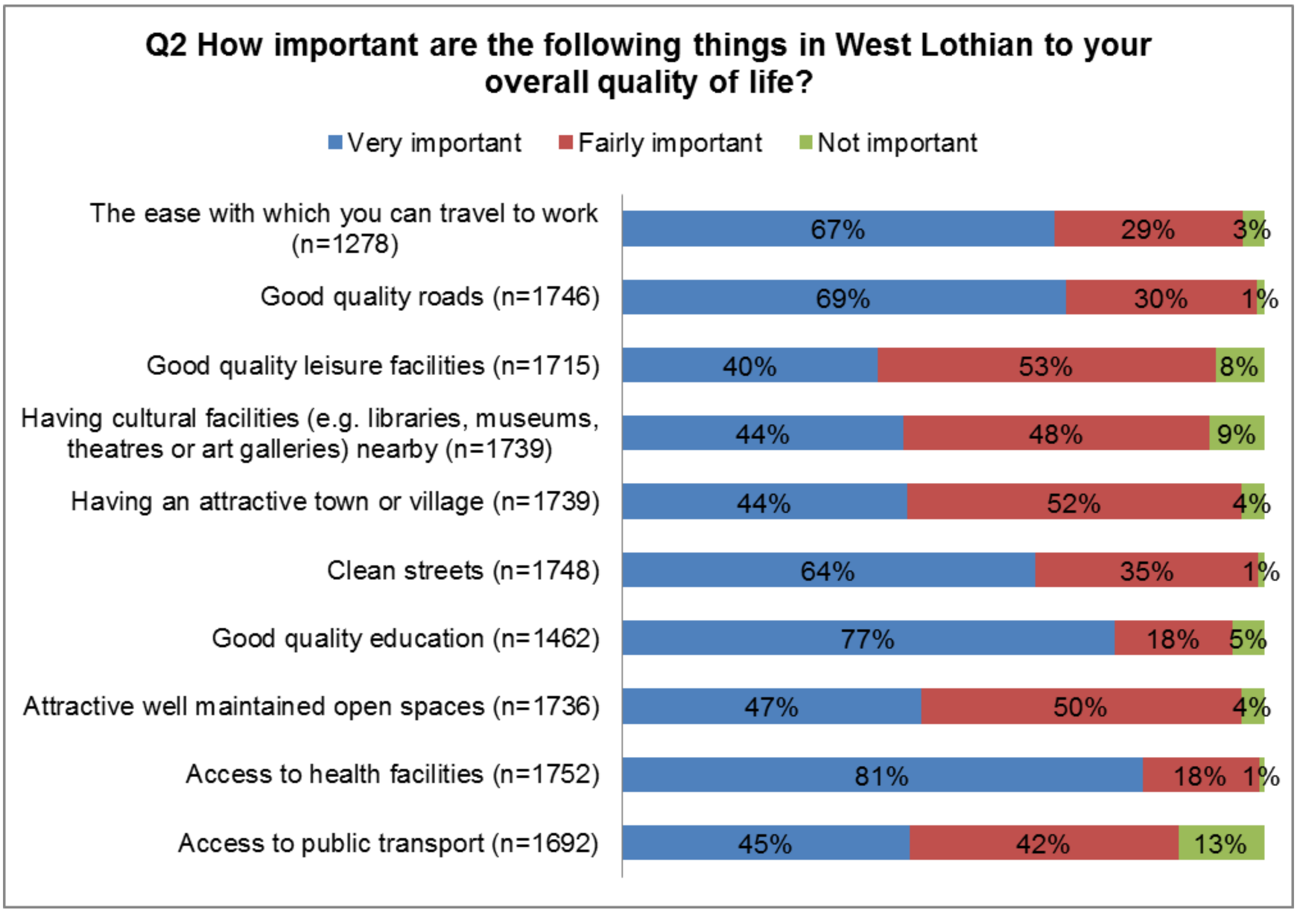
2.2. Services which influence quality of life (Q2)

Following on from this, respondents were asked how important they feel services provided within West Lothian are with regards to their quality of life. Factors which were perceived as being most important included:

1. Access to health facilities (81% stating very important)
2. Good quality education (77%)
3. Good quality roads (69%)

However, factors which were perceived as being less important were:

1. Access to public transport (13% stating not important)
2. Having cultural facilities nearby (9%)
3. Good quality leisure facilities (8%).



Analysis by demographic characteristics indicates that:

- Older respondents (aged 75 and over) were significantly more likely to state that **access to public transport** (66% stated very important) was very important to them than other age groups. This was also more likely to be important for those in social rented accommodation (66% stated very important).
- Older respondents (aged 75 and over) were also significantly more likely to state that **access to health facilities** (93% stated very important) was very important to them than other age groups.
- **Good quality leisure facilities** were more likely to be very important for respondents aged under 60 (43% very important) than those aged over 60 (35% very important).
- **Good quality education** was more likely to be very important for respondents aged under 60 (74% very important) than those aged over 60 (53% very important).
- **Clean streets** was more likely to be very important for those in social rented accommodation (71% very important) than those in owner occupied accommodation (65% very important).

Analysis by multi member ward indicates that priorities vary by multi member ward indicates varying levels of importance by ward. This is shown in the table below with the highest and lowest proportions of respondents stating very important by ward highlighted. As shown, access to health facilities was most likely to be very important in all areas, closely followed by good quality education and good quality roads.

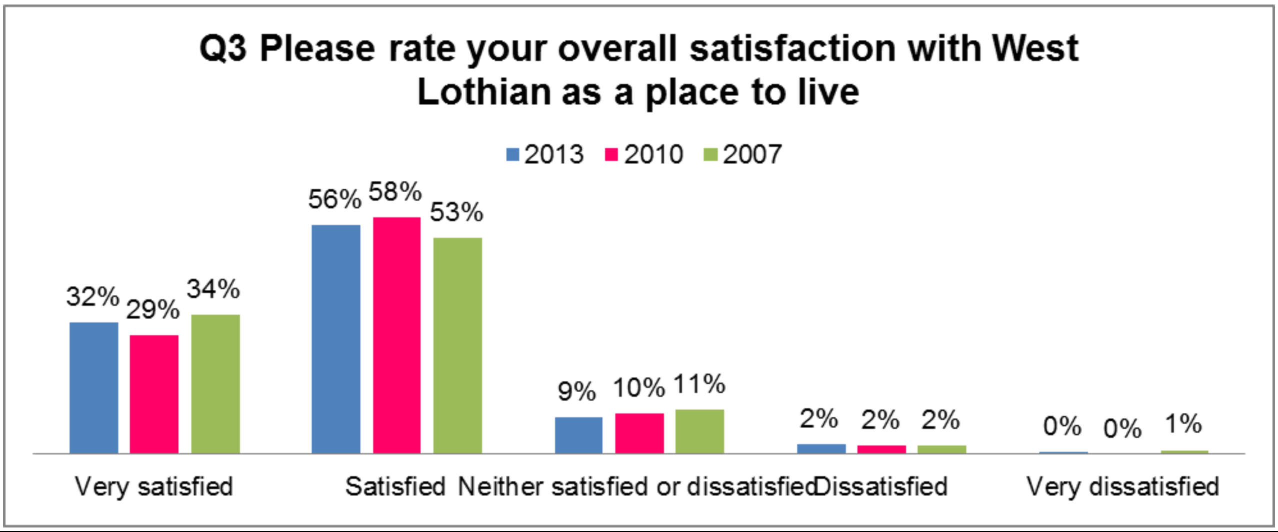
Good quality roads showed significant variance in the extent to which respondents stated it was very important with respondents in Fauldhouse and Breich Valley most likely to state that it was very important (82%) for them compared to Linlithgow where respondents were least likely to state that it was very important (59%).

Q2 How important are the following things in West Lothian to your overall quality of life? % stating very important

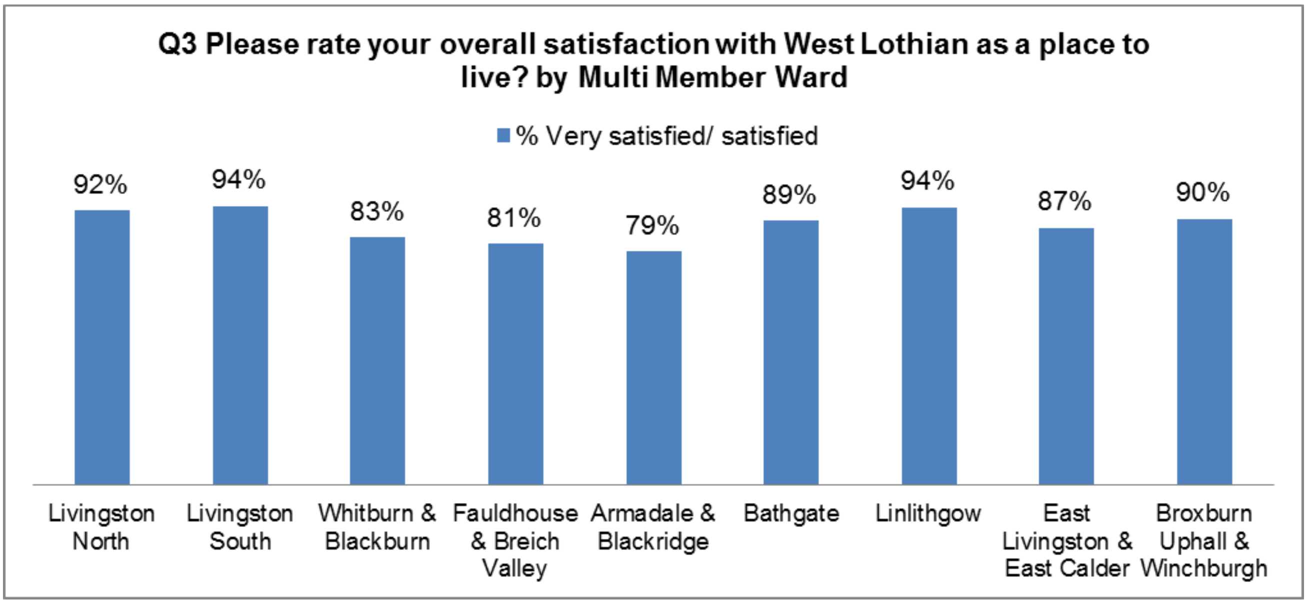
	Livingston North	Livingston South	Whitburn & Blackburn	Fauldhouse & Breich Valley	Armadale & Blackridge	Bathgate	Linlithgow	East Livingston & East Calder	Broxburn Uphall & Winchburgh
Base	**186**	**248**	**210**	**153**	**123**	**189**	**249**	**202**	**201**
Access to public transport	43%	44%	46%	47%	37%	42%	41%	48%	50%
Access to health facilities	82%	83%	83%	83%	77%	75%	81%	81%	83%
Attractive well maintained open spaces	52%	52%	52%	45%	36%	34%	51%	48%	42%
Good quality education	81%	80%	85%	80%	77%	74%	70%	72%	72%
Clean streets	66%	68%	67%	70%	63%	61%	57%	63%	67%
Having an attractive town or village	53%	48%	50%	40%	33%	34%	52%	43%	39%
Having cultural facilities nearby	52%	40%	50%	49%	37%	40%	45%	44%	35%
Good quality leisure facilities	41%	39%	50%	47%	39%	36%	41%	32%	35%
Good quality roads	79%	63%	73%	82%	69%	68%	59%	66%	73%
The ease with which you can travel to work	63%	60%	74%	75%	69%	67%	66%	63%	73%

2.3. Overall satisfaction with West Lothian as a place to live (Q3)

Overall, 88% of respondents stated that they were satisfied with West Lothian as a place to live. This represents no significant change to the 87% who were satisfied in 2010 and 2007.



Analysis by multi member ward does indicate variance in satisfaction levels, ranging from 94% stating that they were satisfied in Linlithgow and Livingston South to 79% satisfied in Armadale and Blackridge.



Satisfaction levels by multi member ward were broadly similar to those reported in 2010, with only marginal variance evidenced in most areas with the exception of Fauldhouse and Breich Valley where satisfaction with West Lothian as a place to live has decreased by 6% points.

Satisfaction with West Lothian as a place to live by multi member ward (2013 vs 2010)

	% Very satisfied/ satisfied 2013	% Very satisfied/ satisfied 2010	Change (2010 to 2013)
Livingston North	92%	89%	3%
Livingston South	94%	92%	2%
Whitburn & Blackburn	83%	84%	-1%
Fauldhouse & Breich Valley	81%	87%	-6%
Armadale & Blackridge	79%	79%	-1%
Bathgate	89%	88%	1%
Linlithgow	94%	94%	0%
East Livingston & East Calder	87%	87%	0%
Broxburn Uphall & Winchburgh	90%	87%	3%

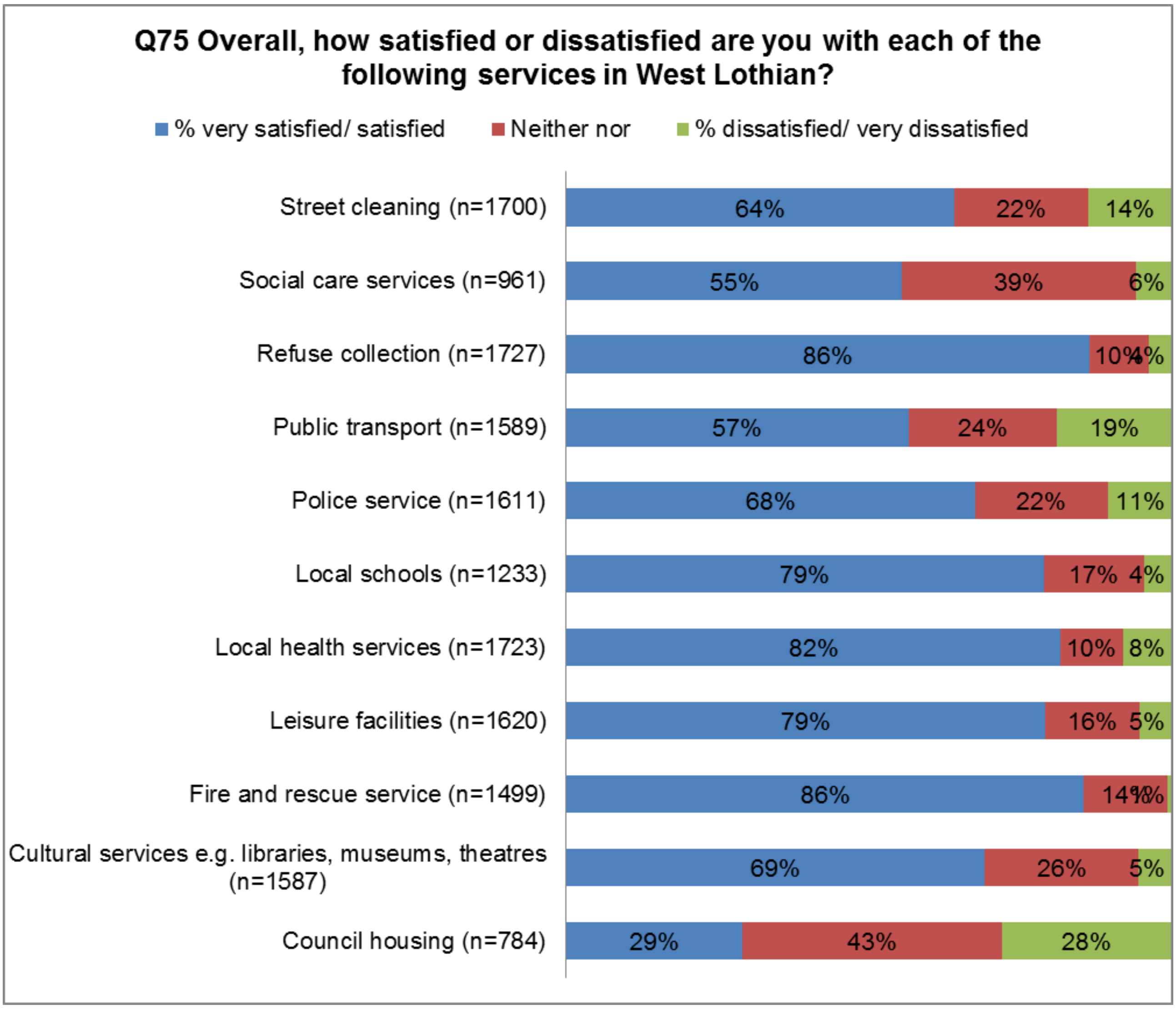
2.4. Overall satisfaction with services in West Lothian (Q75)

The survey asked respondents to rate their satisfaction with various services provided in West Lothian. Overall, residents were most likely to state that they were satisfied with:

- Refuse collection (86%)
- Fire and rescue service (86%)
- Local health services (82%).

On the other hand, dissatisfaction was higher with regard to:

- Council housing (28% dissatisfied)
- Public transport (19%)
- Street cleaning (14%)

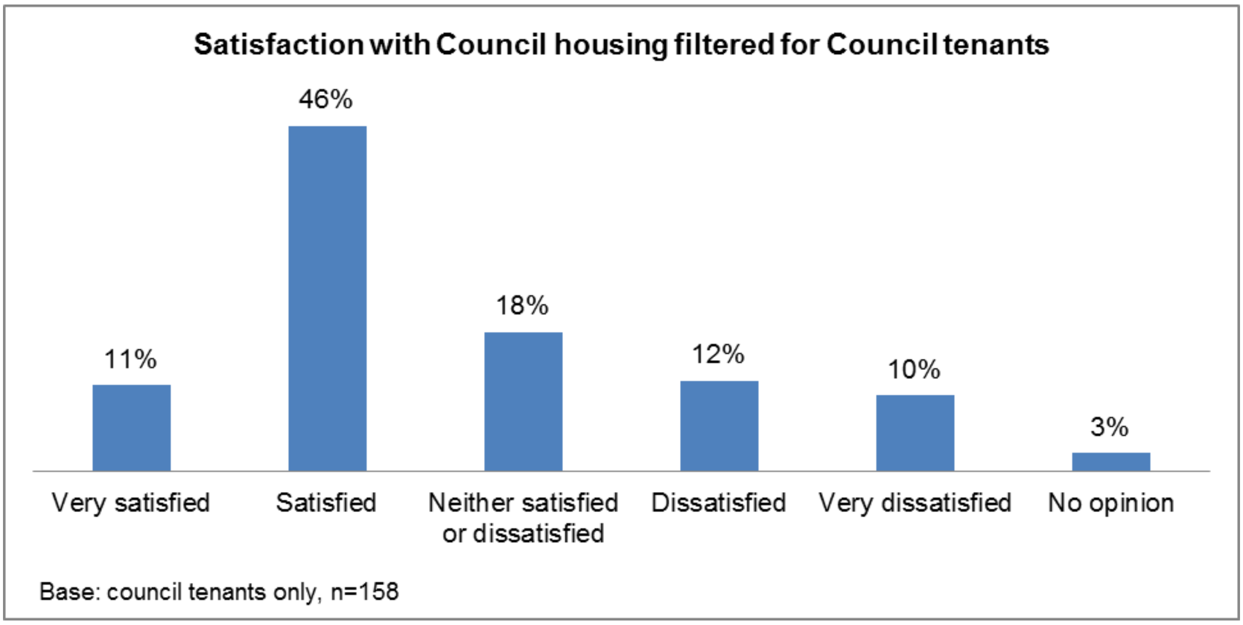


Comparison to the 2010 survey results shows that for the majority of indicators, satisfaction levels are very similar. The most significant positive change can be seen with regard to street cleaning where satisfaction has increased by 7% points. Additionally, satisfaction with refuse collection has increased by 5% points.

Q75 Overall, how satisfied or dissatisfied are you with each of the following services in West Lothian? % satisfied 2010 and 2013

	% very satisfied/ satisfied 2013	% very satisfied/ satisfied 2010	Change 2010 to 2013
Council housing	29%	35%	-6%
Cultural services e.g. libraries, museums, theatres or art galleries	69%	71%	-2%
Fire and rescue service	86%	87%	-1%
Leisure facilities	79%	80%	-1%
Local health services	82%	85%	-3%
Local schools	79%	80%	-1%
Police service	68%	70%	-2%
Public transport	57%	60%	-3%
Refuse collection	86%	81%	5%
Social care services	55%	58%	-3%
Street cleaning	64%	57%	7%

The greatest decrease in satisfaction can be seen with regard to Council housing where satisfaction has decreased by 6% points. However, care should be taken with regard to this result about Council housing as it relates to resident perceptions overall in relation to the Council housing service as opposed to specific experience of Council housing from West Lothian Council housing tenants. The table below illustrates that when satisfaction with Council housing is filtered only for those respondents who are Council tenants, the level of satisfaction is much greater, sitting at 57% overall.



Analysis by multi member ward shows varying satisfaction levels with services, by area. The highest and lowest levels of satisfaction, per service, are highlighted below. As shown, respondents living in the Armadale & Blackridge multi member ward are consistently likely to have stated either the lowest level of satisfaction or amongst the lowest levels of satisfaction for services. Conversely, higher levels of satisfaction can be seen in Bathgate and Livingston North.

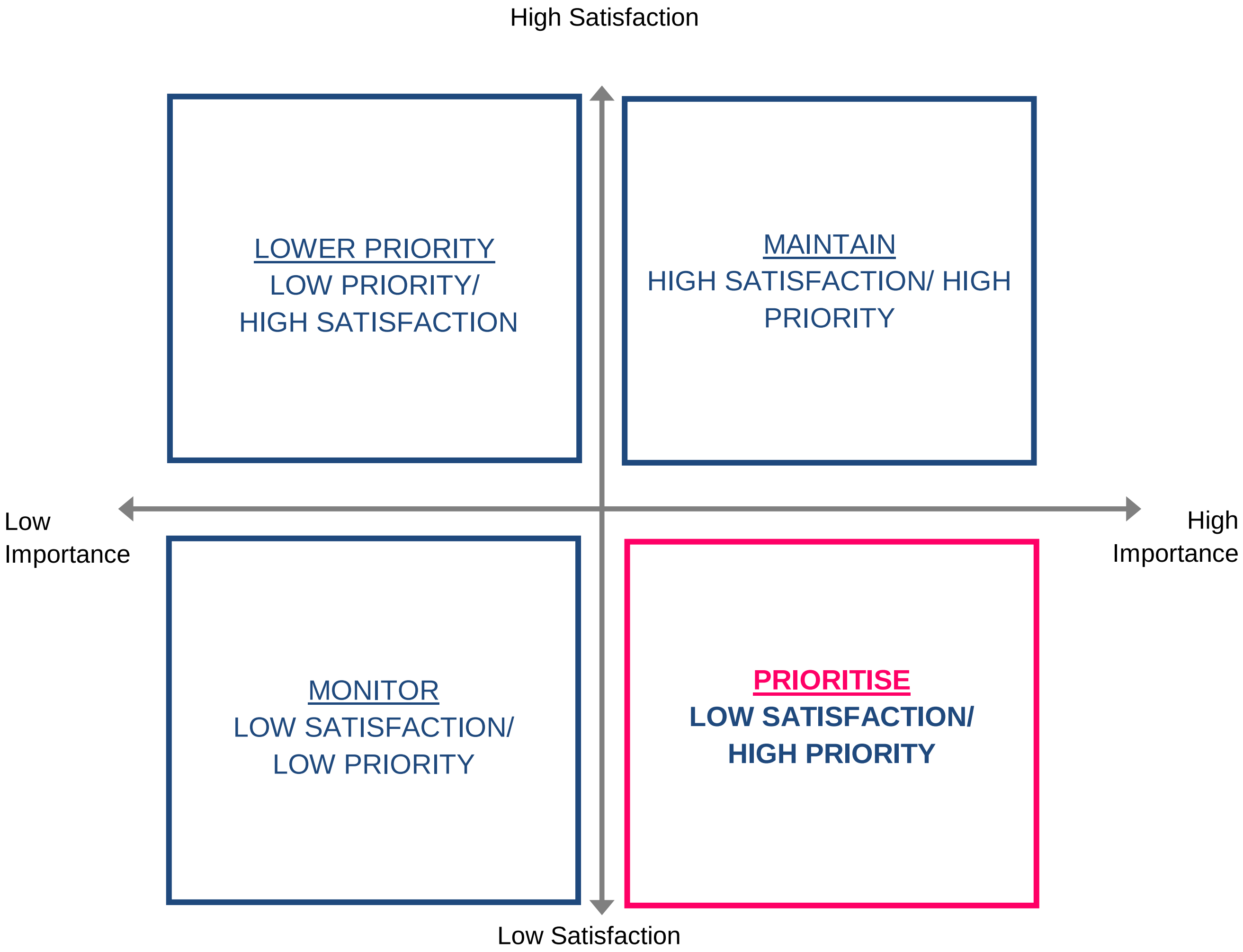
It is interesting to note that the most consistent level of satisfaction across multi member wards relates to refuse collection where there is a variance of just 4% points between the highest and lowest satisfaction ratings, indicating a consistent service across West Lothian.

In terms of street cleaning, despite the increase in satisfaction it can be seen that there is still significant variance across Wards with respondents in Linlithgow most satisfied with street cleaning and respondents in East Livingston and East Calder least satisfied.

Q75 Overall, how satisfied or dissatisfied are you with each of the following services in West Lothian? By multi member ward

	Livingston North	Livingston South	Whitburn & Blackburn	Fauldhouse & Breich Valley	Armadale & Blackridge	Bathgate	Linlithgow	East Livingston & East Calder	Broxburn Uphall & Winchburgh
Cultural services e.g. libraries, museums, theatres	71%	68%	67%	69%	62%	77%	70%	62%	72%
Fire and rescue service	88%	86%	91%	87%	75%	88%	79%	86%	86%
Leisure facilities	82%	80%	81%	70%	75%	83%	78%	78%	82%
Local health services	79%	85%	73%	81%	73%	84%	90%	78%	86%
Local schools	76%	82%	77%	78%	74%	86%	82%	77%	75%
Police service	79%	73%	69%	66%	55%	75%	52%	69%	69%
Public transport	67%	62%	53%	48%	45%	66%	54%	55%	53%
Refuse collection	86%	88%	86%	86%	86%	87%	87%	84%	86%
Social care services	62%	53%	57%	52%	46%	56%	52%	62%	56%
Street cleaning	64%	68%	65%	56%	57%	70%	74%	53%	62%

In order to provide some sort of direction with regard to action planning, a prioritisation analysis was undertaken in terms of a number of services including public transport, health facilities, education, cultural and leisure facilities. The prioritisation analysis plots residents' view of the quality of service (i.e. their satisfaction with a particular service) against the importance of this service. These are set upon a chart which comprises four quadrants, as shown below:

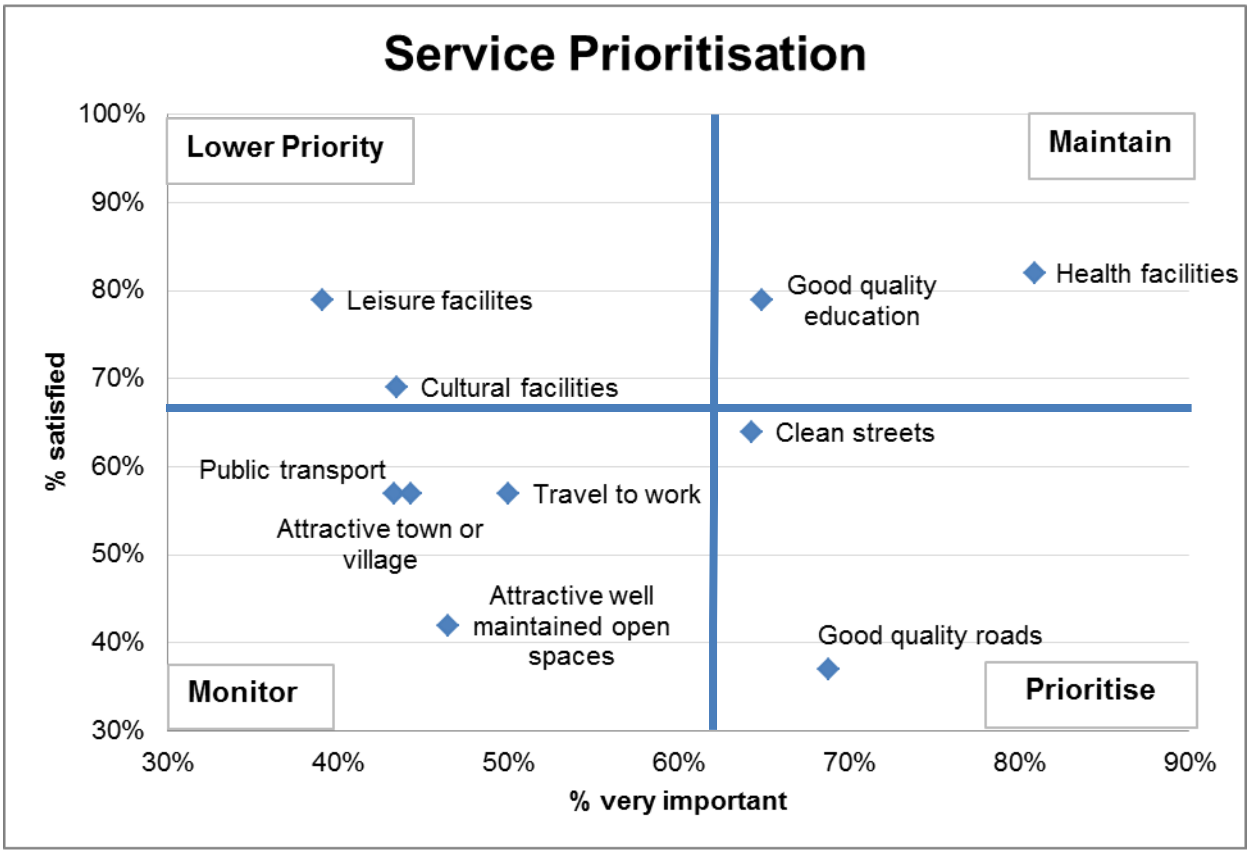


As shown, each box indicates a different level of priority and satisfaction, the top right box indicating high satisfaction, high priority, which we would recommend maintaining. This is the most desirable box to be in. The top right left indicates low priority, high satisfaction. This is also a positive outcome and a position which the Partnership should try to maintain. The bottom left box indicates low satisfaction, but also lower priority, we would recommend monitoring these services as satisfaction is lower. It is naturally desirable to attempt to increase satisfaction, however if resources are limited, these are the areas which should be given lower priority.

Finally, the bottom right box indicates low satisfaction, high priority. It is within these areas that the Partnership should prioritise to place resources and effort in terms of improvements or changes to service delivery. Increases in satisfaction in these aspects are likely to yield the greatest increase in customer satisfaction.

Prioritisation analysis has been undertaken utilising where possible for the services which are listed in question 2 of the questionnaire which asked about the importance of these services to respondents overall quality of life in West Lothian. A corresponding question relating to satisfaction with these services has also been asked within the questionnaire. For analysis purposes, the overall level of satisfaction of each aspect was calculated by adding together the % of customers stating that they are either 'very satisfied or 'satisfied. With regard to the importance of each area, this has been based upon the proportion of respondents rating each service as 'very important' at question 2.

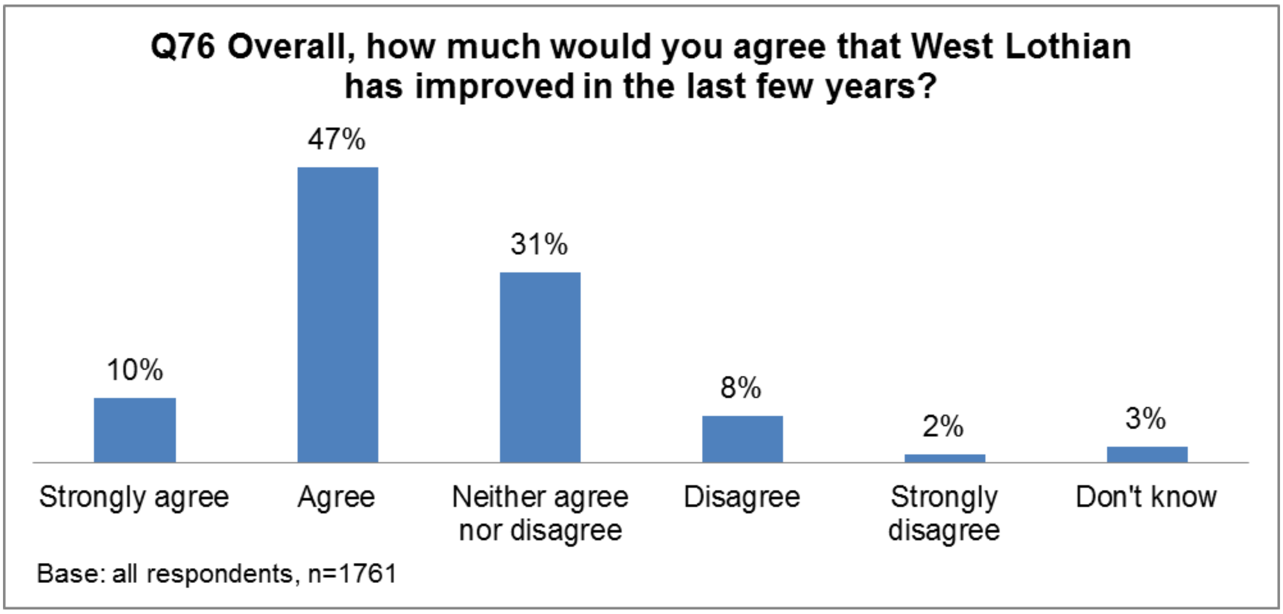
The following chart illustrates the outcomes of the prioritisation analysis for each service. This indicates that the services which fall into each quadrant are as follows:



It is important to remember, however, that resident opinions alone should not provide the focus for Council activity, rather should form part of the jigsaw in developing the Council's overall policies and strategies.

2.5. Perception of change in West Lothian (Q76)

Just over half or respondents (57%) agreed that West Lothian has improved in the last few years compared to 10% who disagreed with this statement. In 2010, respondents were asked a similar question. At this time, 66% of respondents agreed that West Lothian had improved compared to 9% who disagreed.



Analysis by multi member ward indicates that respondents in Livingston North were most likely to agree that West Lothian has improved. Conversely, respondents in Whitburn & Blackburn were most likely to disagree.

Q76 Overall, how much would you agree that West Lothian has improved in the last few years? By Multi Member Ward

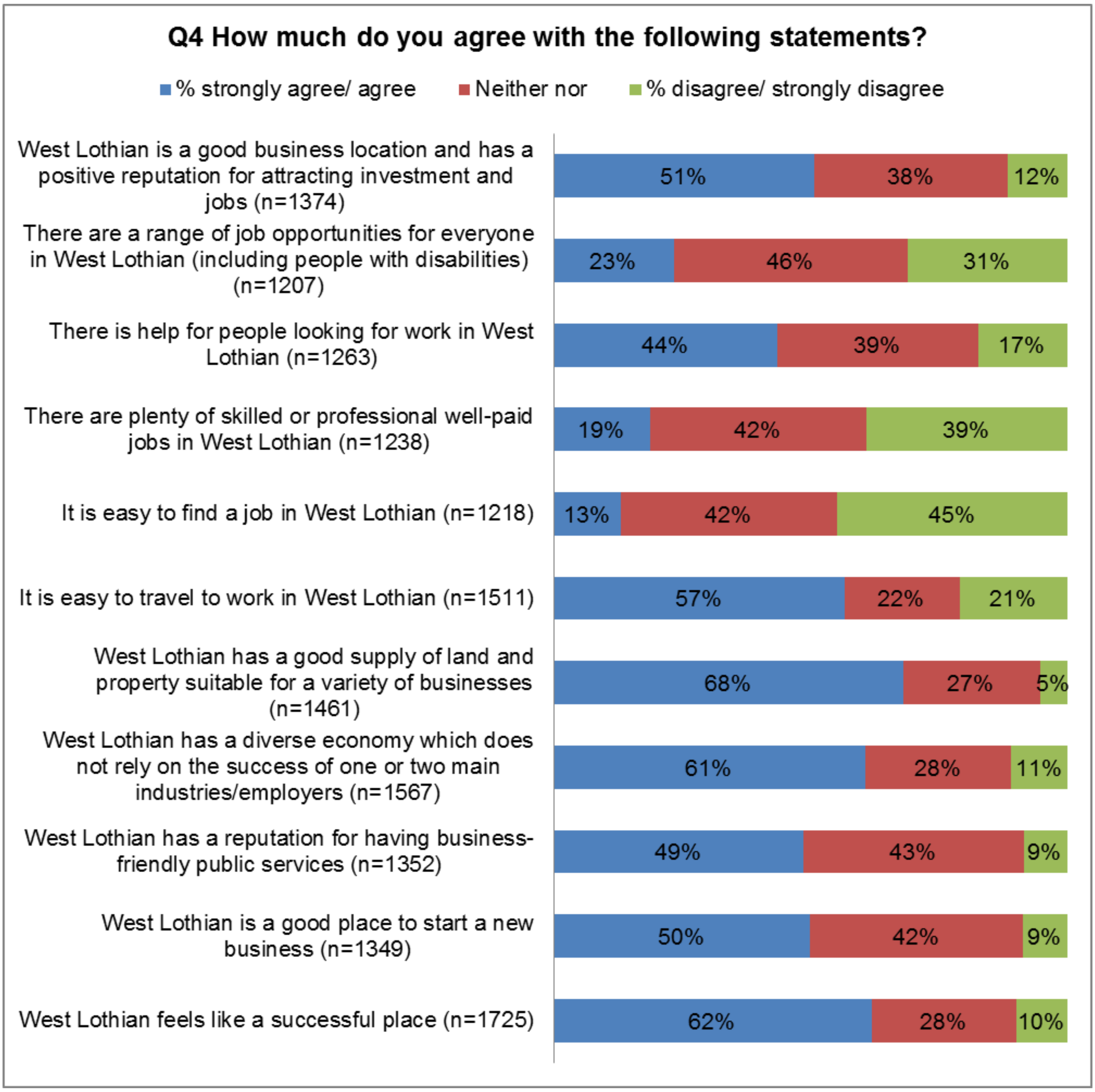
	Livingston North	Livingston South	Whitburn & Blackburn	Fauldhouse & Breich Valley	Armadale & Blackridge	Bathgate	Linlithgow	East Livingston & East Calder	Broxburn Uphall & Winchburgh
Base	**180**	**232**	**206**	**149**	**119**	**183**	**233**	**197**	**194**
Strongly agree/ agree	72%	61%	56%	60%	58%	57%	55%	55%	60%
Neither agree nor disagree	23%	32%	26%	32%	32%	32%	39%	37%	31%
Disagree/ strongly disagree	5%	7%	18%	8%	10%	11%	6%	9%	9%

3. ECONOMIC SITUATION

3.1. Perceptions of West Lothian's economy (Q4)

- In terms of a place to do business, West Lothian was viewed in a positive light:
    - West Lothian has a good supply of land and property suitable for a variety of businesses (68% strongly agree/ agree).
    - West Lothian feels like a successful place (62%).
    - West Lothian has a diverse economy which does not rely on the success of one or two main industries/employers (61%).
    - It is easy to travel to work in West Lothian (57%).
    - West Lothian is a good business location and has a positive reputation for attracting investment and jobs (51%). This has increased from 46% in 2010.
    - West Lothian is a good place to start a new business (50%). This has increased from 41% in 2010.
    - West Lothian has a reputation for having business-friendly public services (49%). This has increased from 40% in 2010.

- However, as a place to work or find employment, there was not such a positive response:
    - There are a range of job opportunities for everyone in West Lothian (including people with disabilities) (23%)
    - There are plenty of skilled or professional well-paid jobs in West Lothian (19%)
    - It is easy to find a job in West Lothian (13%)


Q4 How much do you agree with the following statements?
% strongly agree/ agree
Neither nor
% disagree/ strongly disagree
West Lothian is a good business location and has a positive reputation for attracting investment and jobs (n=1374)
51%
38%
12%
There are a range of job opportunities for everyone in West Lothian (including people with disabilities) (n=1207)
23%
46%
31%
There is help for people looking for work in West Lothian (n=1263)
44%
39%
17%
There are plenty of skilled or professional well-paid jobs in West Lothian (n=1238)
19%
42%
39%
It is easy to find a job in West Lothian (n=1218)
13%
42%
45%
It is easy to travel to work in West Lothian (n=1511)
57%
22%
21%
West Lothian has a good supply of land and property suitable for a variety of businesses (n=1461)
68%
27%
5%
West Lothian has a diverse economy which does not rely on the success of one or two main industries/employers (n=1567)
61%
28%
11%
West Lothian has a reputation for having business-friendly public services (n=1352)
49%
43%
9%
West Lothian is a good place to start a new business (n=1349)
50%
42%
9%
West Lothian feels like a successful place (n=1725)
62%
28%
10%

4. RESIDENT'S PERSONAL ECONOMIC SITUATION

4.1. Shopping habits (Q5 to Q7)

Residents were asked where they shop for a variety of items. Respondents selected more than one option for some categories therefore further analysis has been undertaken to identify an overall proportion of respondents who stated that they shop in West Lothian (including their village or town). This shows that the majority shop in West Lothian for the majority of their purchases:

- 96% shop for food groceries and general household provision within West Lothian.
- 87% shop for local services such as plumbers, electricians etc.
- 77% shop for clothes and footwear.
- 75% shop for entertainment such as cinemas, nightclubs and restaurants (up from 69% in 2010).
- 63% shop for domestic appliances such as washing machines or TVs.
- 49% shop for large purchases such as cars.

The most notable change in shopping profile when comparing to the 2010 survey responses is the increase in online shopping. For example, 23% in 2013 stated that they shop for domestic appliances online compared to 15% who did this in 2010. Shopping for clothes and footwear has also increased from 3% in 2010 to 12% in 2013 and large purchases such as cars etc. have risen from 5% shopping online in 2010 to 10% in 2013.

Q5 Where do you shop for the following things?					
	Your village or town	**In West Lothian**	**Outside West Lothian**	**Online**	**Not Applicable**
Food, groceries and general household provision	46%	57%	6%	4%	0%
Local services such as plumbers, electricians, etc	26%	64%	5%	4%	7%
Entertainment such as cinemas, night clubs and restaurants	15%	59%	31%	1%	6%
Clothes and footwear	16%	63%	25%	12%	0%
Domestic appliances such as washing machine, TVs, etc	12%	52%	23%	23%	1%
Large purchases such as cars, large items of domestic, kitchen or bedroom furniture	6%	45%	50%	10%	4%

Analysis by multi member ward indicates, perhaps unsurprisingly, that in all areas, respondents are most likely to shop within West Lothian with the exception of residents of Linlithgow who are more likely than those in other areas to shop outside West Lothian for entertainment (57%), clothes and footwear (60%) and domestic appliances (49%). They were also more likely than other areas to shop for large purchases outwith West Lothian (73%), although it is notable that the proportion of respondents who shop outside West Lothian increases in all areas for the purchase of large items.

In terms of frequency of purchase, the most frequently purchased items are food, groceries and general household provisions which 97% purchase at least weekly.

Just over half of respondents (57%) stated that they purchase entertainment such as cinemas, night clubs and restaurants on a monthly basis. Respondents aged under 25 were most likely to do this on a weekly basis (19%) and respondents aged over 60 were most likely to purchase entertainment less often than monthly.

Just under half of respondents (48%) purchase clothes and footwear on a monthly basis. Again, respondents aged under 25 were most likely to do this weekly (17%). Respondents aged between 25 and 44 were most likely to purchase clothes and footwear on a monthly basis (58%) whereas older respondents were likely to do this less often.

Q6 How often do you shop for the following?

	Daily	Weekly	Monthly	Less often
Food, groceries and general household provision	21%	76%	3%	1%
Services such as plumbers, electricians etc	0%	1%	3%	97%
Entertainment such as cinemas, night clubs and restaurants	0%	12%	45%	43%
Clothes and footwear	0%	5%	44%	52%

In terms of the last purchase of domestic and large purchases, 40% have purchased a domestic appliance such as washing machine or TV in the last year and 35% have purchased a large purchase such as a car, kitchen or bedroom furniture in the last year.

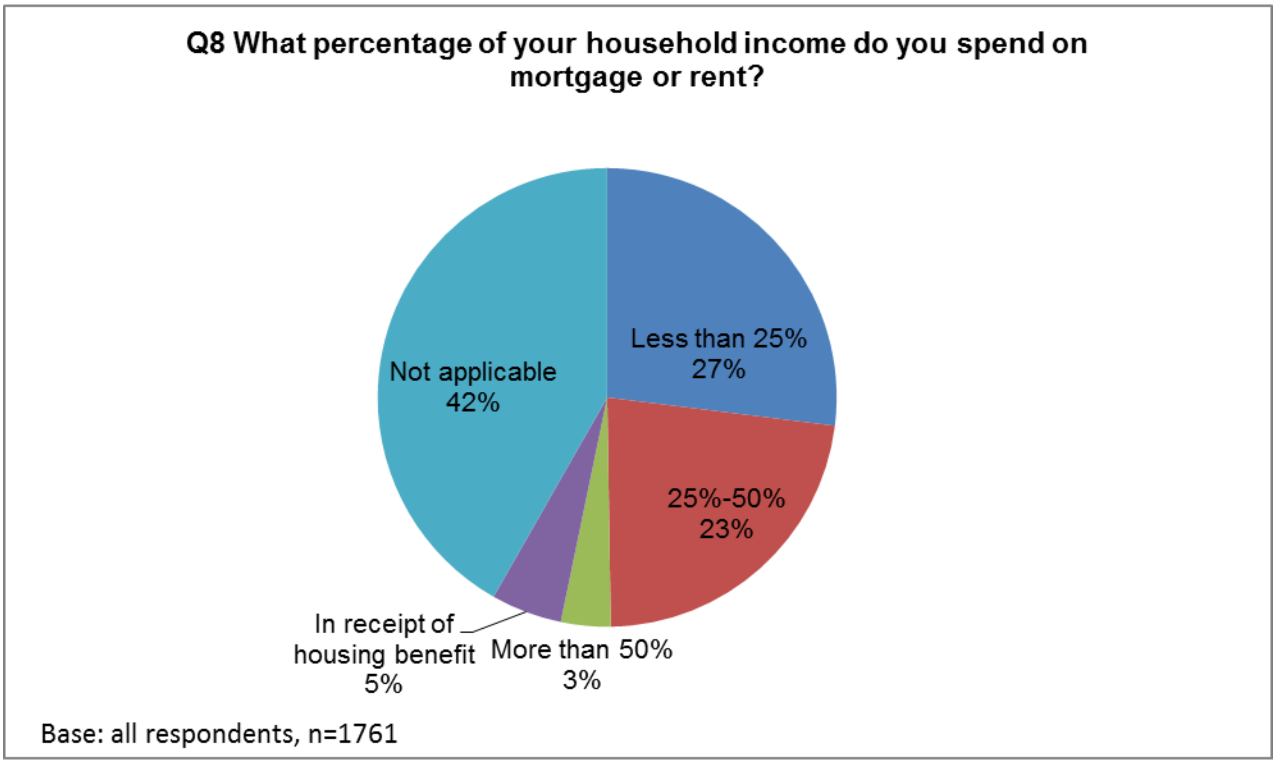
Q7 When did you make your last purchase of the following

	Last six months	Last 12 months	Last 18 months	2 years +
Domestic appliances such as washing machines, TV's etc	20%	20%	19%	41%
Large purchases such as cars, kitchens or bedroom furniture	20%	15%	14%	51%

Analysis by age indicates that older respondents, in particular those aged 75 and over were least likely to have bought domestic appliances (58% last purchased more than 2 years ago) and large purchases (75% last purchased more than 2 years ago).

4.2. Income expenditure on mortgage or rent (Q8)

Just over one quarter of respondents (27%) spend less than 25% of their household income on mortgage or rent. This represents a decrease from 33% who spend this proportion in 2010. Just under one quarter (23%) spend between 25-50% and 4% spend more than 50%. The remaining respondents were either in receipt of housing benefit or stated ‘not applicable’. The proportion of respondents stating not applicable has increased from 33% in 2010.



Respondents aged 25-34 were most likely to spend a greater proportion of their income on rent or mortgage with 47% in this category stating that they spend between 25%-50% and 8% spending more than 50%.

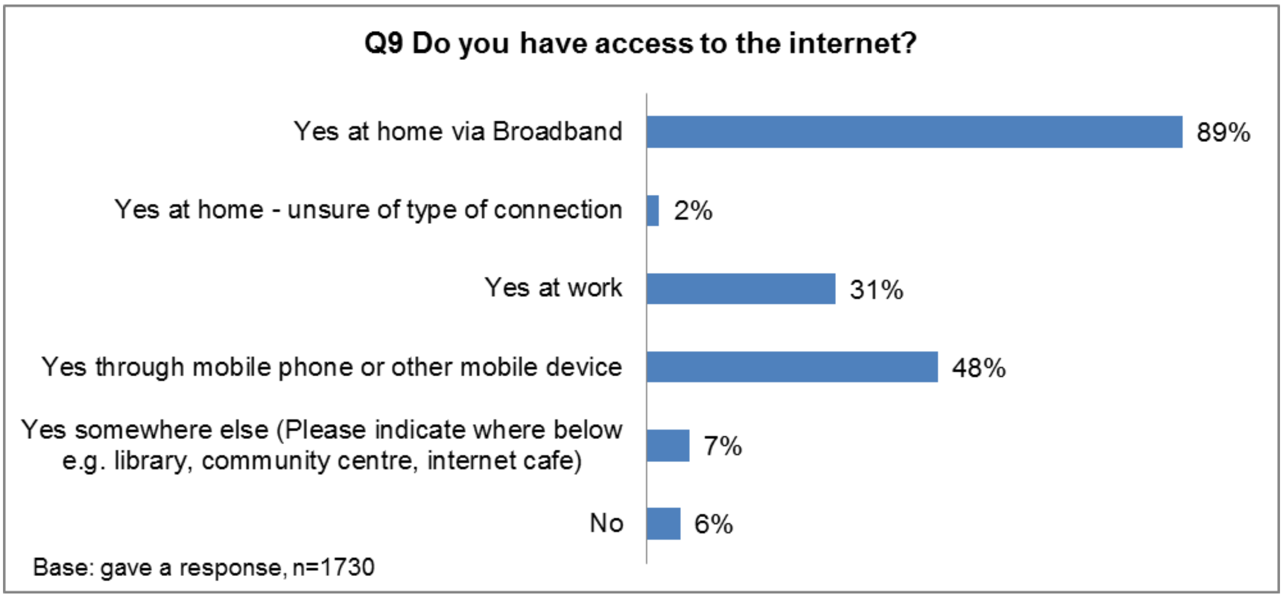
The older age groups were most likely to state not applicable to this question, potentially implying that they are living mortgage free. 72% of respondents aged 75 and over stated not applicable.

Analysis by tenure indicates that owner occupiers were the group most likely to spend the lowest proportion of their income on mortgage or rent with 30% stating that they spend less than 25%. One third of respondents in social rented accommodation (33%) stated that they spend between 25-50% on their rent.

4.3. Internet access and usage (Q9/Q10)

Almost nineteen out of twenty respondents (94%) of respondents stated that they have internet access (up from 89% in 2010):

- 89% access at home via Broadband
- 48% access via a mobile device
- 31% access at work

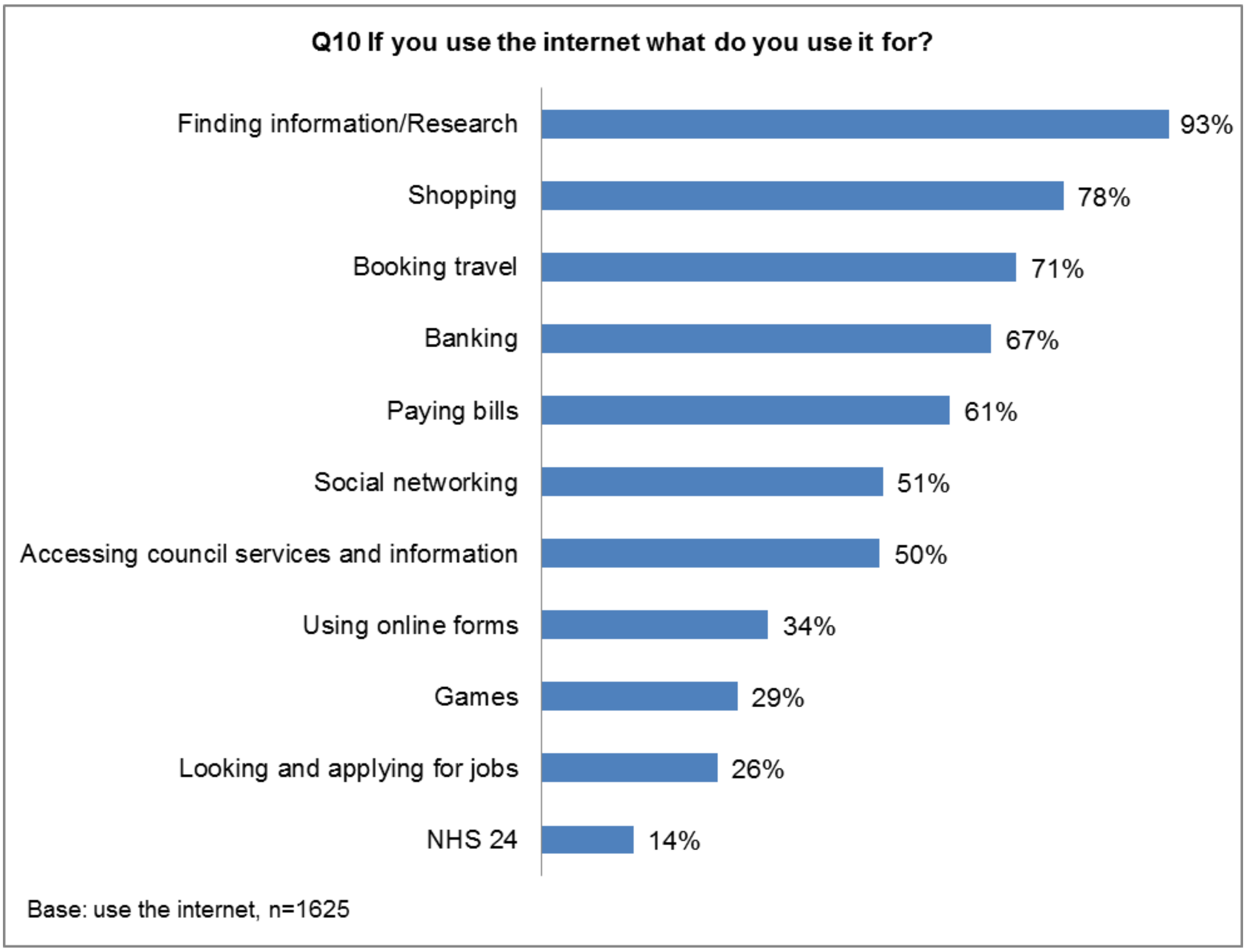


Analysis indicated that there were some significant differences between sub groups in relation to access.

- Owner occupiers were significantly more likely to have access (97%) than respondents in social rented accommodation (77%). Those in social rented accommodation were also significantly less likely to have access at home via Broadband with 63% of this group having home access compared to 93% of owner occupiers. 43% of those in social rented accommodation and 49% of owner occupiers had mobile access.
- Younger respondents aged under 45 were significantly more likely to have access (98%) than those aged over 75 (68%). In terms of method of access, access via a mobile device is greatest for those aged 25-34 (76%) whereas access at home via broadband peaks for respondents in the 35-59 age groups where 92% access the internet in this way.

Those that access the internet do so most frequently to:

1. Find information or research (93%)
2. Shopping (78%)
3. Booking travel (71%)



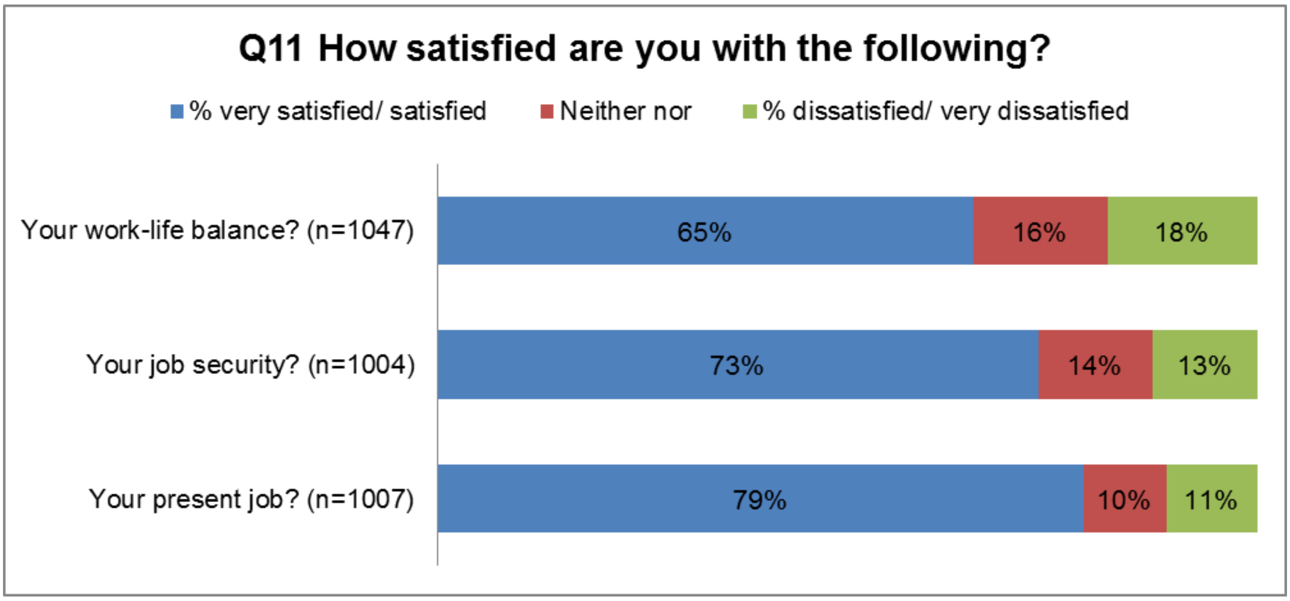
Generally, younger respondents (under 44) were more likely to use the internet for all reasons. There were some notable differences in the way that respondents of different ages use the internet:

- Respondents aged 35-44 were most likely to do their banking (79%) and paying bills (82%) on the internet.
- Respondents aged 25-34 were most likely to use social networking (85%).
- Respondents aged under 25 were most likely to look and apply for jobs online (63%).

4.4. Satisfaction with economic situation (Q11)

Thinking about their current employment situation:

- 79% were satisfied with their present job.
- 73% were satisfied with job security (up from 64% in 2010).
- 65% were satisfied with their work life balance.



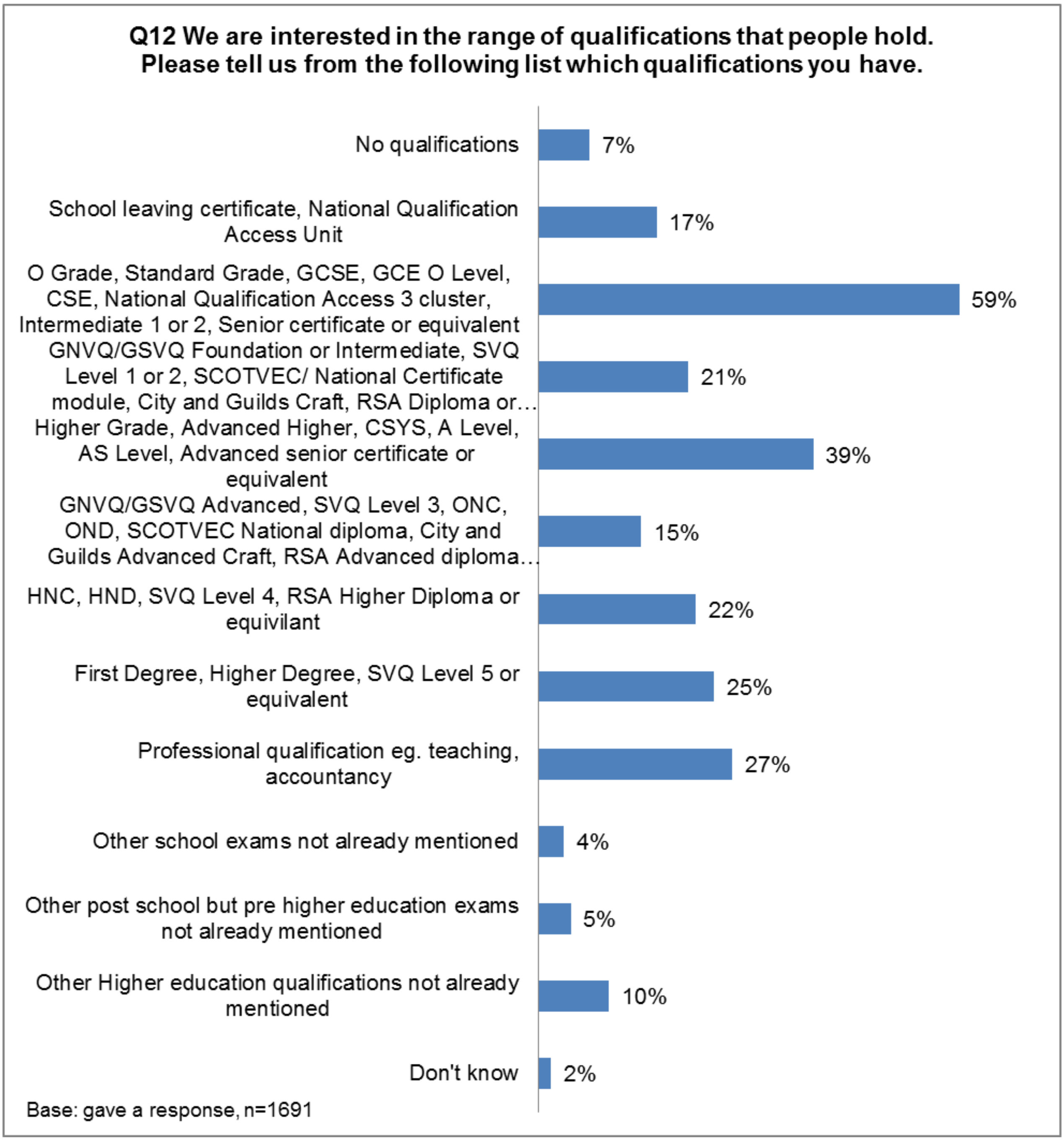
Analysis showed some significant differences in satisfaction with respondents' current economic situation:

- In terms of their **present job**, respondents aged 25-34 were most satisfied (83% satisfied) and respondents aged under 25 least satisfied (60%). Additionally, analysis by educational attainment shows that those with higher levels of educational attainment are more likely to be satisfied with their present job with those with a professional qualification most satisfied (84%).
- When considering their **job security**, respondents aged 45-59 were most satisfied (75%) and those aged under 25 least satisfied (57%). Those with no qualifications were least likely to be satisfied with their job security (60%).
- Most likely to be satisfied with their **work life balance** were respondents aged 60-74 (72%) and least likely to be satisfied were those aged under 25 (53%). Interestingly, whilst those with a professional qualification were most likely to be satisfied with their present job, they were less likely to be satisfied with their work life balance (63%) than those with other levels of educational attainment.

5. LEARNING AND SKILLS

5.1. Educational attainments (Q12)

The greatest proportion of respondents stated that they held O Grade, Standard Grade, GCSE, GCE O Level, CSE, National Qualification Access 3 cluster, Intermediate 1 or 2, Senior certificate or equivalent (59%). 39% had Higher Grade qualifications, 27% had Professional qualifications such as teaching or accountancy and 25% a First Degree.

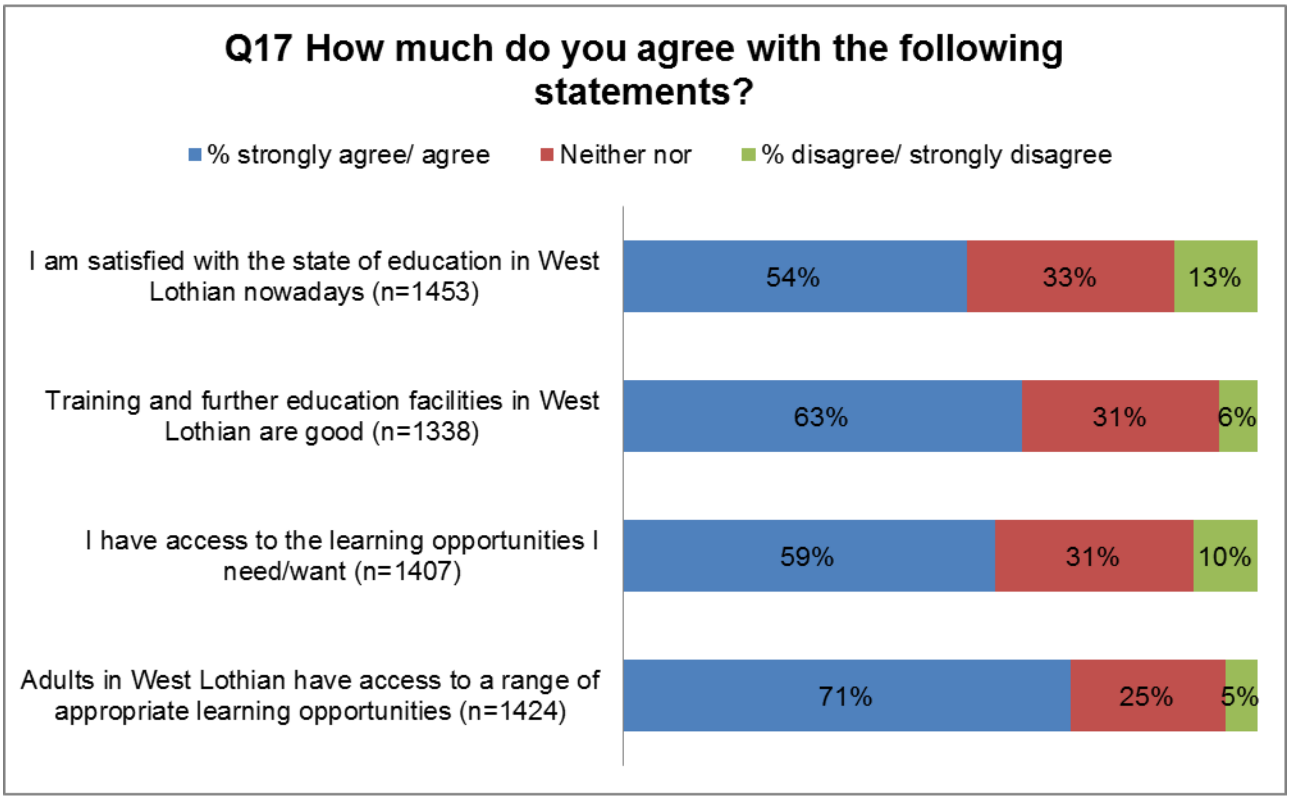


5.2. Learning and training opportunities (Q15 to Q17)

Just over one in ten respondents (11%) stated that they are currently accessing learning or training opportunities. In the main (54%), this is being done for their job. 30% are doing this to further their education, 20% for leisure and 12% for some other reason.

All respondents were asked about their perceptions of learning or training opportunities in West Lothian. As shown:

- 71% agreed that 'Adults in West Lothian have access to a range of appropriate learning opportunities' (65% in 2010).
- 63% agreed that 'Training and further education facilities in West Lothian are good' (57% in 2010).
- 59% agreed that 'I have access to the learning opportunities I need/want' (54% in 2010).
- 54% agreed that 'I am satisfied with the state of education in West Lothian nowadays' (49% in 2010).



Analysis indicates that where were currently accessing learning or training opportunities they had a different view to those who were not currently accessing learning or training opportunities. Those who were currently accessing learning or training were more likely to agree that 'I have access to the learning opportunities I need/ want (63% agree compared to 58% of those that are not currently accessing learning or training). Interestingly, they were also more likely to disagree with 20% of those that are currently accessing learning or training disagreeing with this statement compared to 9% of those who are not.

In terms of agreement with the statement 'training and further education facilities in West Lothian are good, 57% of those that are currently accessing learning or training agreed with this statement and 10% disagreed. This was compared to 64% of those who are not currently accessing learning or training agreeing with the statement and 6% disagreeing.

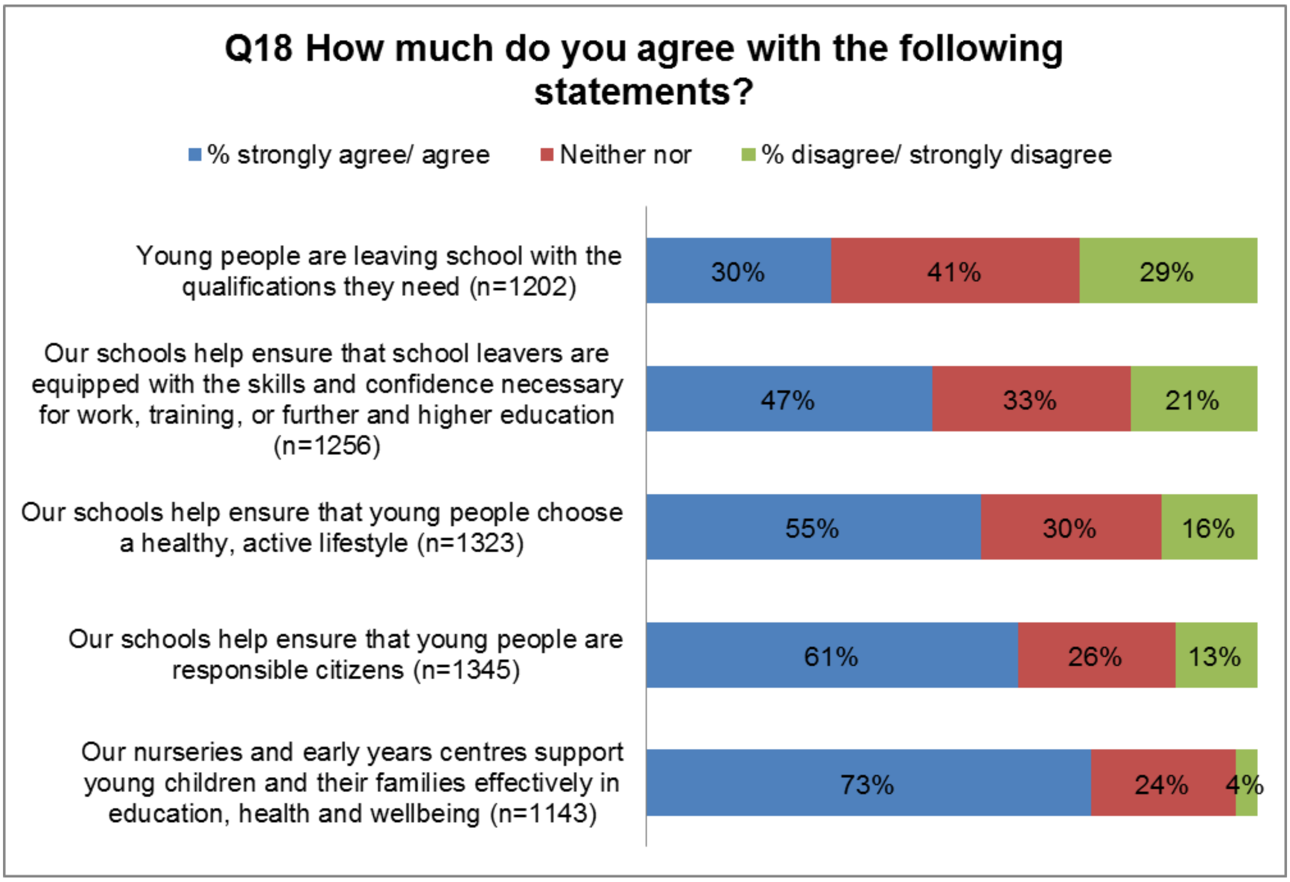
Respondents with children at school were significantly more likely to state that they were satisfied with the state of education in West Lothian nowadays (61% agree) than those who did not have children at school (52% agree).

5.3. Early Years and School Education (Q13/ Q14/ Q18)

One quarter of respondents (25%) had children at school. 59% had children at primary school and 53% had children at secondary school, 11% had children at a local authority nursery school, 4% at a private nursery school and 1% at a special school.

All respondents were asked about their perception of early years and school education.

- 73% agreed that 'Our nurseries and early years centres support young children and their families effectively in education, health and wellbeing' (up from 51% in 2010).
- 61% agreed that 'Our schools help ensure that young people are responsible citizens' (up from 47% in 2010).
- 55% agreed that 'Our schools help ensure that young people choose a healthy, active lifestyle' (up from 44% in 2010).
- 47% agreed that 'Our schools help ensure that school leavers are equipped with the skills and confidence necessary for work, training, or further and higher education' (up from 37% in 2010).
- 30% agreed that 'Young people are leaving school with the qualifications they need' (up from 23% in 2010).



Analysis by those who have children at school compared to those that do not indicates that those that have experience of school education are significantly more positive in their responses to these statements. Positively, this has also increased since 2010 for the majority of indicators (shown in brackets in table below)

% Agreeing with statements about school education by whether or not respondents have children at school				
	Have children at school		Do not have children at school	
	Base	% strongly agree/ agree	Base	% strongly agree/ agree
Our nurseries and early years centres support young children and their families effectively in education, health and wellbeing	386	80% (75%)	752	69%
Our schools help ensure that young people are responsible citizens	424	78% (75%)	915	53%
Our schools help ensure that young people choose a healthy, active lifestyle	423	70% (70%)	893	48%
Our schools help ensure that school leavers are equipped with the skills and confidence necessary for work, training, or further and higher education	365	55% (48%)	884	43%
Young people are leaving school with the qualifications they need	328	43% (30%)	867	25%

5.4. Participation in cultural activities (Q19/ Q20)

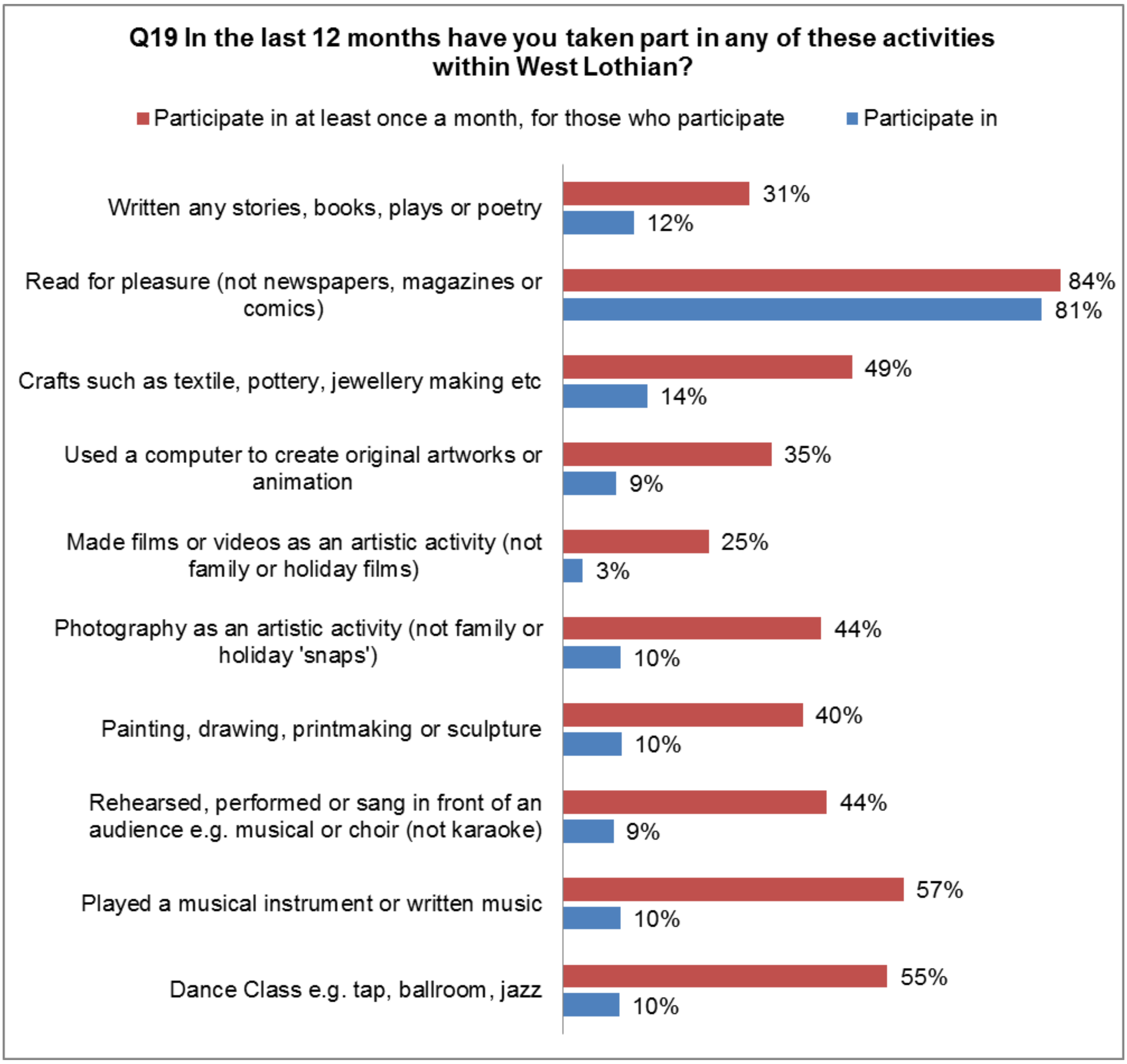
Two new questions were asked in order to understand the profile of cultural participation in West Lothian. The most common cultural activities participated in or cultural venues/ locations visited by West Lothian residents were:

- Read for pleasure (not newspapers, magazines or comics) (81% participate)
- Film at cinema or other venue (75%)
- Library (63%)
- Place of historical or archaeological interest (54%)
- Play, drama or other theatrical performance e.g. musical or pantomime (47%)
- Exhibition or collection of art, photography or sculpture (41%)
- Craft exhibition (40%)

Of the cultural activities that West Lothian residents participated in, the activities that were participated in most frequently (defined as participate in at least once a month) were:

- Read for pleasure (not newspapers, magazines or comics) (84% have done this at least once per month)
- Played a musical instrument or written music (57%)
- Dance Class e.g. tap, ballroom, jazz (55%)
- Crafts such as textile, pottery, jewellery making etc. (49%)
- Rehearsed, performed or sang in front of an audience e.g. musical or choir (not karaoke) (44%)
- Photography as an artistic activity (not family or holiday 'snaps') (44%)
- Painting, drawing, printmaking or sculpture (40%)
- Library (37% have done this at least once a month)

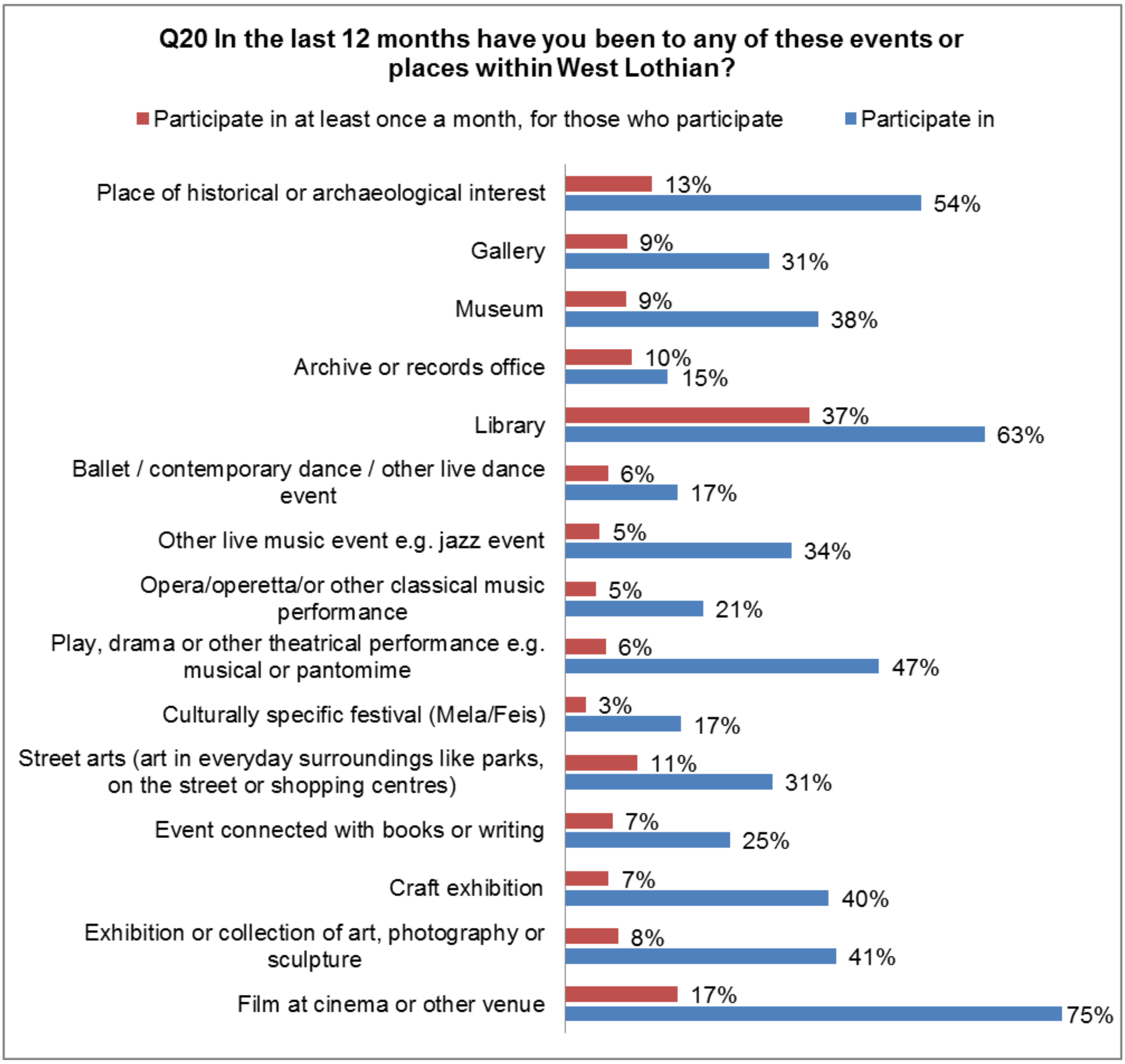
The chart below profiles cultural participation:



Some significant differences can be seen in relation to cultural participation:

- Whilst reading is the most popular activity for all age groups, younger respondents (aged under 35) were less likely to read than older respondents. The age group most likely to read were those aged 60-74 where 84% read. This is compared to 63% of under 25s.
- Generally, under 25s were less likely to participate in most cultural activities, with the exception of playing a musical instrument or written music (12%), painting, drawing, printmaking or sculpture (15%), photography (20%) and using a computer to create artworks or animation (12%). It should be noted that the numbers involved are small in this respect so this analysis should be treated as indicative only and not statistically robust.

The chart below profiles visits to cultural events or places:



Whilst libraries were the most commonly visited place, there were significant differences by age, with the age group most likely to have visited libraries being those aged 25-34 (72% visited). Most likely to have visited libraries at least once a week were those aged over 75 (19% visit at least once a week).

When it comes to viewing a film at a cinema or other venue, younger respondents were most likely to have done this (86% of under 25s and 84% of 25-34 year olds) whereas older respondents were least likely (45% have done this).

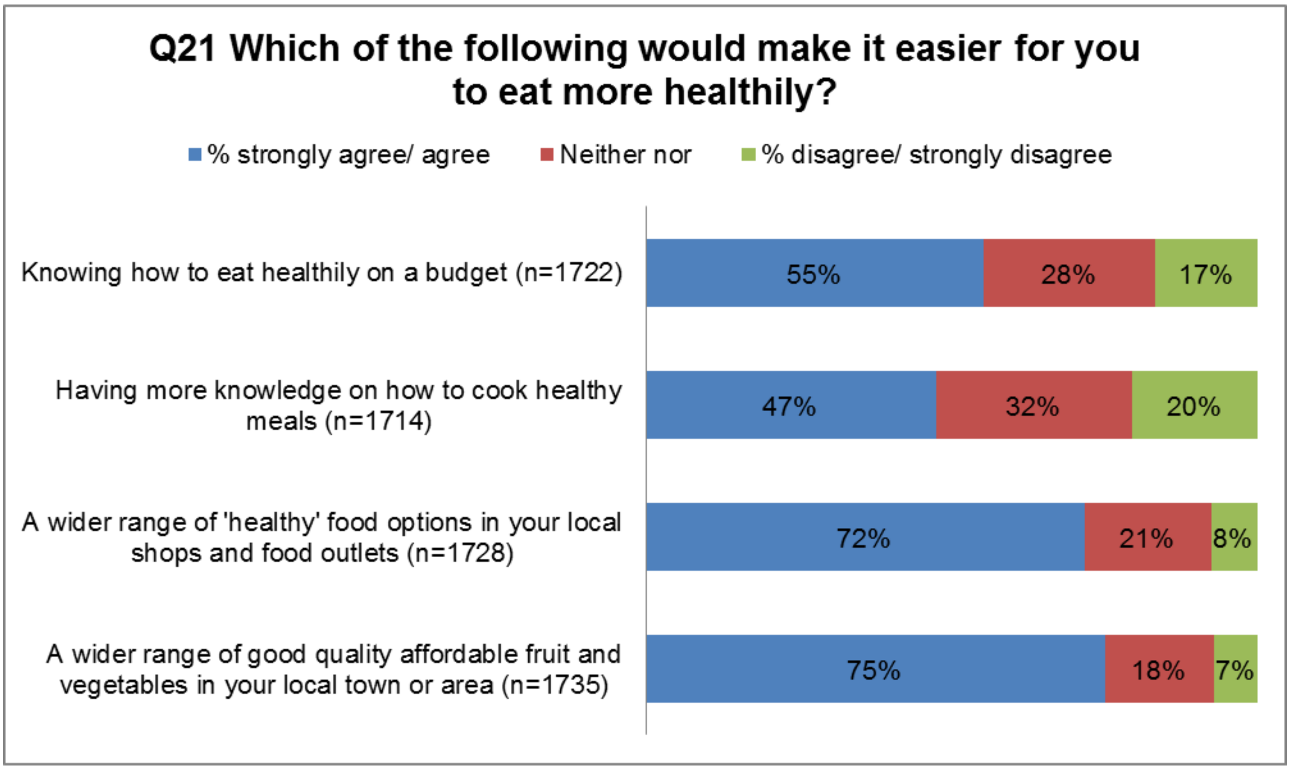
Respondents from Linlithgow were significantly more likely to have visited a place of historical or archaeological interest than respondents in any other area. 73% of respondents in Linlithgow have done this compared to an average of 50% across all other areas.

6. HEALTH AND WELLBEING

6.1. Healthy Eating (Q21)

When considering what would make it easier for them to eat more healthily, respondents were most likely to agree that the following would make it easier:

- 75% agreed a wider range of good quality, affordable fruit and vegetables in their local town or area.
- 72% agreed a wider range of 'healthy' food options in their local shops and food outlets.

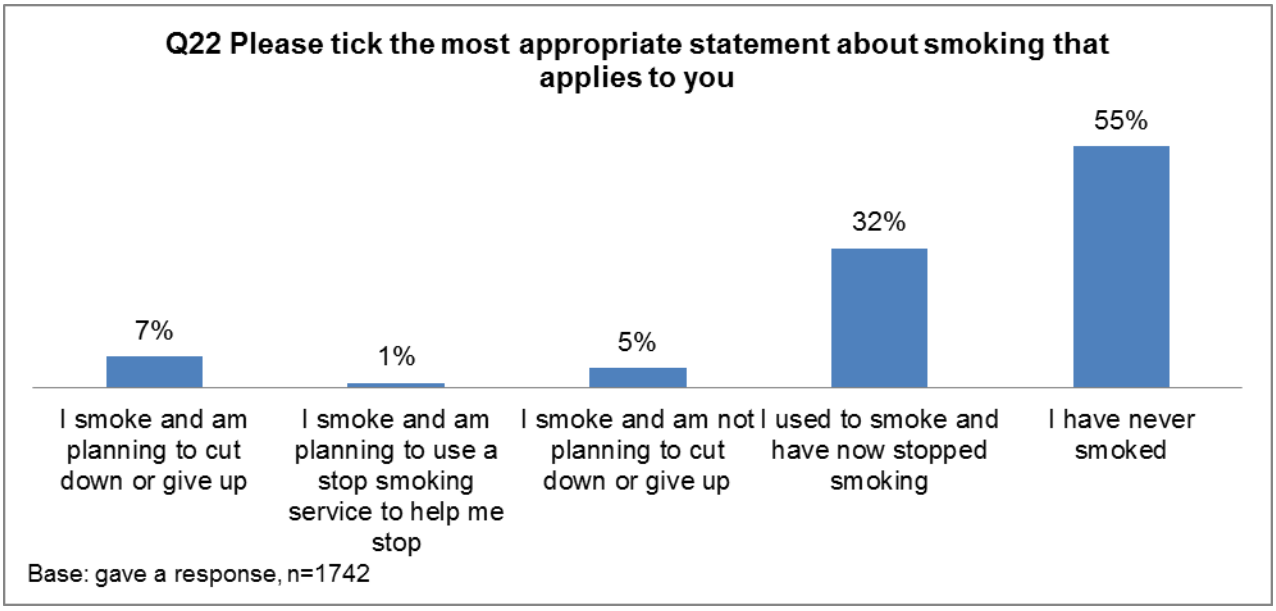


Analysis for the most deprived 15% indicates that they were more likely to believe that having more knowledge on how to cook health meals (54% agree) and knowing how to eat healthily on a budget (61% agree) would make it easier for them to eat more healthily than respondents in other areas.

Those in social rented accommodation were significantly more likely to feel that having a wider range of good quality affordable fruit and vegetables in their local town or area (85% agree) and having a wider range of healthy food options in their local shops and food outlets (83% agree) would make it more easy for them to eat more healthily than those in owner occupied accommodation.

6.2. Smoking (Q22/ Q23)

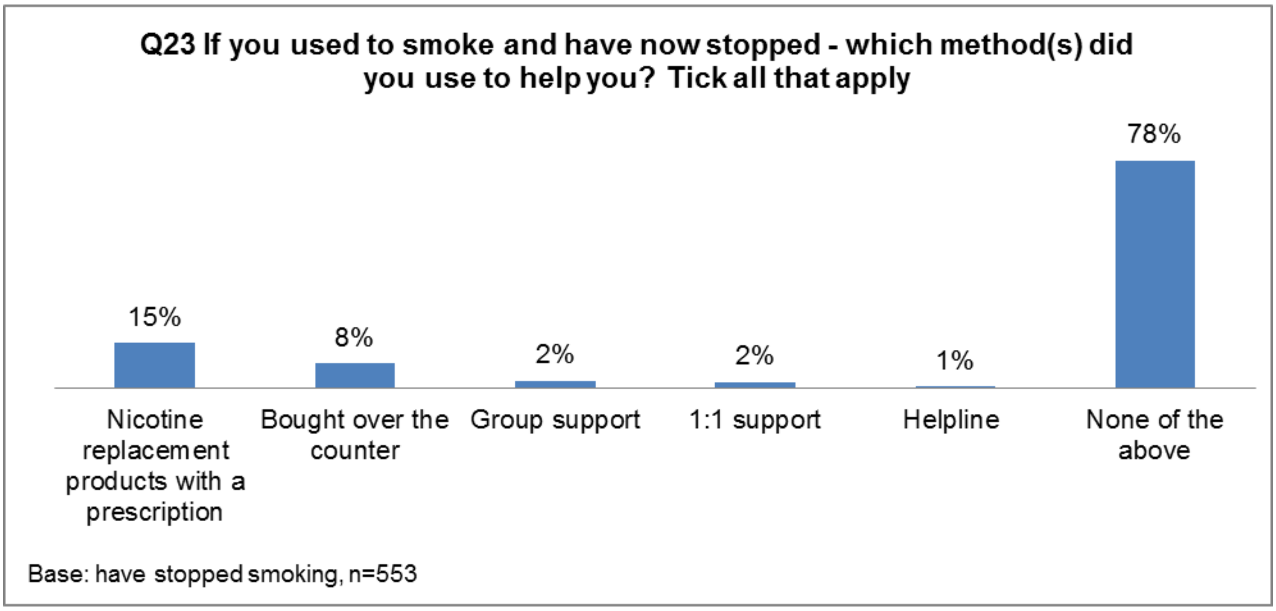
Just over one in ten respondents (13%) stated that they currently smoke (18% in 2010). 32% used to smoke but have now stopped and 55% stated that they have never smoked.



Analysis indicates significant differences in relation to smoking:

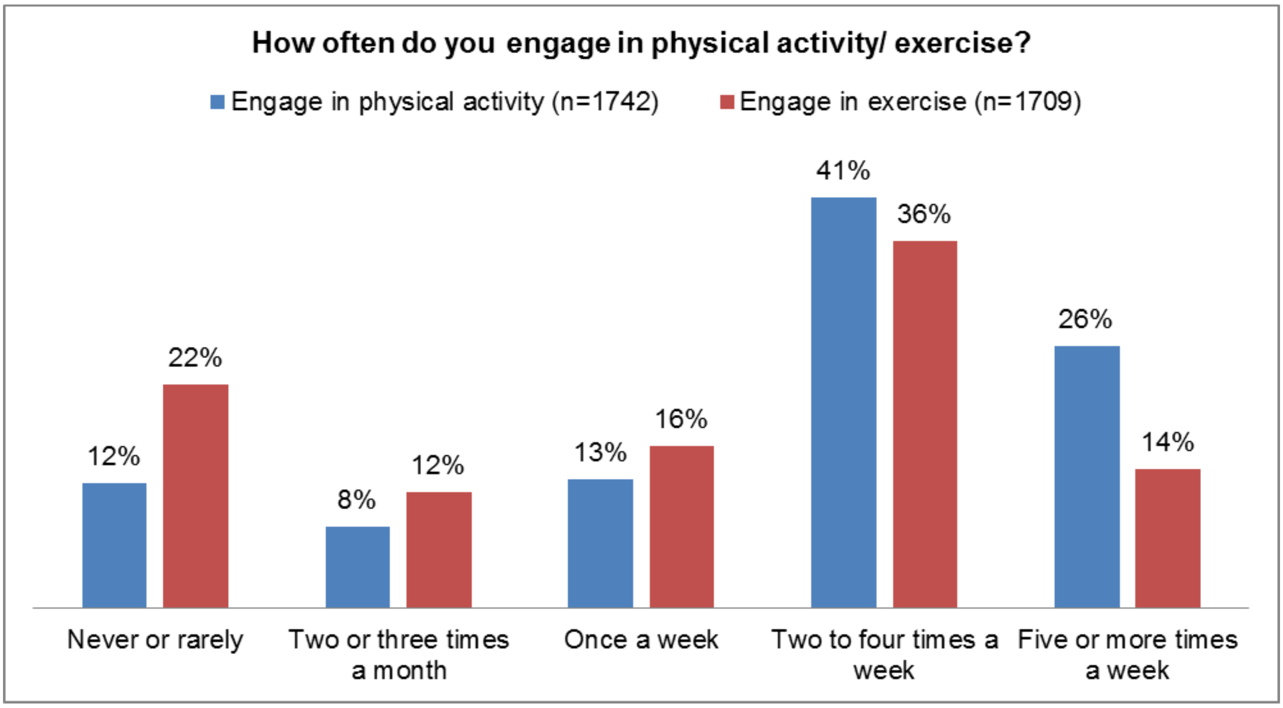
- Respondents in social rented accommodation (35%) were more likely to smoke than owner occupiers (9%).
- Owner occupiers were more likely to have never smoked (58%) than those in social rented accommodation (36% never smoked).
- Younger respondents were less likely to have smoked than older respondents. 66% of under 25s and 60% of 25-34 year olds have never smoked compared to 50% of respondents aged 60 and over.
- A greater proportion of younger respondents were also likely to be smokers with 20% of under 25s stated that they smoke compared to 8% of those aged over 75. As age increases, as does the likelihood of having stopped smoking.
- Those with a disability or health problem are more likely to be smokers (20%) than those that do not have a health problem or disability (11%).

Of those that used to smoke but have now stopped, 78% stated that they did so without any nicotine replacement products or formal smoking cessation support. The most common method used was nicotine replacement products, with 15% using these products with prescription and 8% buying these products over the counter.



6.3. Physical activity (Q24 to Q29)

The majority of respondents stated that they participated in physical activity at least once per week (80%). Just 12% stated that they never or rarely engage in physical activity. Two thirds of respondents (66%) stated that they engage in exercise at least once per week. 22% stated that they never or rarely participate in exercise.



Perhaps unsurprisingly, as age increases the likelihood of participating in physical activity or exercise decreases. Respondents aged 75 and over were most likely to say that they never engage in physical activity (31%) or exercise (36%).

The most common form of physical activity participated in was walking, which 85% of respondents stated that they do. This was followed by housework (75%). Walking was common amongst all age groups, however, some other forms of physical activity were more common for particular age groups:

- Cycling was most common in the 25-34 (37%) and 35-44 (38%) age groups and least so for those aged 75 and over (5%). It was also more common in the Livingston North area (29%) than other areas.
- Gardening was more common for older age groups with 68% of respondents aged 45-59 and 74% of those aged 60-74 stating that they participate in this. This is compared to 29% of under 25s.

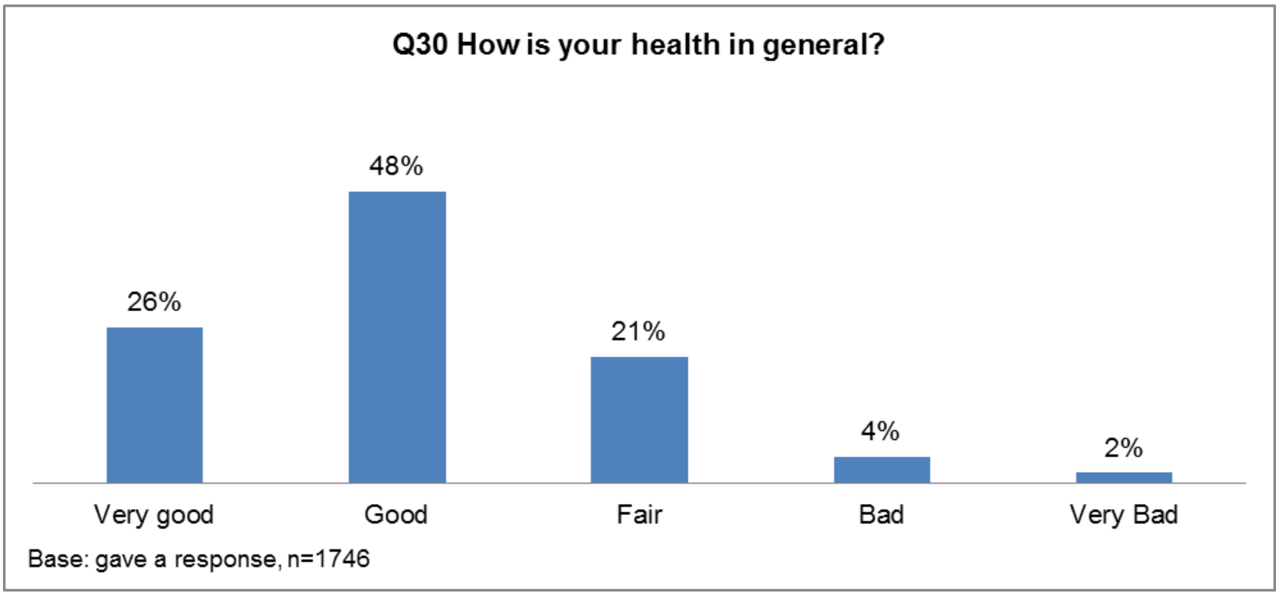
The most common form of exercise participated in was swimming (32%) followed by gym activities (26%) and then running or jogging (20%). As may be expected, there were significant trends relating to exercise participation by age:

- Running or jogging was most likely to be undertaken by respondents aged under 44 (33%) and least likely for those aged 75 and over (5%).
- Organised sport was most commonly undertaken by respondents aged under 25 (33%)
- Group exercise was most likely to be undertaken by respondents aged 25 to 59 where c. 20% of respondents in this age group participated.
- Swimming (18%) and gym activities (21%) were the most common activities for those aged over 75.

12% of respondents stated that they were an active member of a West Lothian sports club. This was significantly more likely to be the case in Linlithgow (18%) than in Armadale & Blackridge (8%) and Fauldhouse & Breich Valley (8%). The majority (64%) were involved as a playing member.

6.4. Self-assessed health (Q30)

Almost three quarters of respondents (73%) stated that they believe their health to be either very good or good in general. This is compared to 6% who believe their health to be bad or very bad. This is similar to 2010 when 76% stated that their health was very good or good compared to 5% who rated their health as bad or very bad.



Analysis of self-assessed health shows that the following groups were more likely to rate their health as either bad or very bad:

- Aged 75 and over (12%)
- Smokers (14%)
- Live in social rented accommodation (22%)

6.5. Health problems or disabilities (Q31 to Q34)

Just over one fifth of respondents (22%) stated that their day to day activities were limited because of a health problem or disability which has lasted or is expected to last at least 12 months. The proportion of respondents who stated that their day to day activities are limited because of a health problem or disability was significantly higher in some groups of respondents:

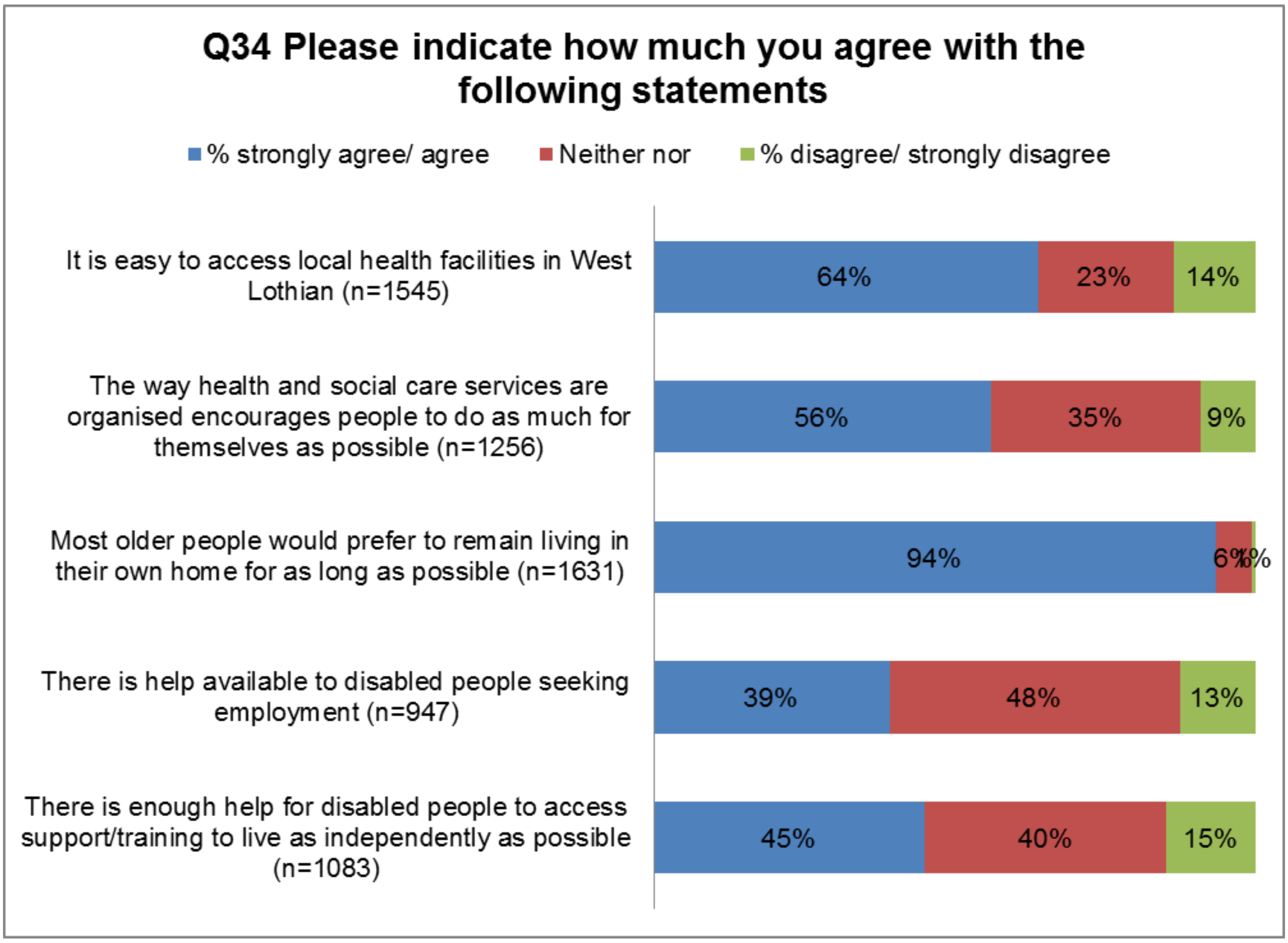
- Aged 75 an over (55%)
- Live in social rented accommodation (51%)

One in ten respondents (10%) stated that they have existing adaptations or household aids fitted to their home. Where respondents reported that they had a health problem or disability, over one third (37%) stated that they have aids or adaptations fitted. It is interesting to note that when this is analysed by tenure also, of those that have a health problem or disability, 30% in owner occupied accommodation have aids or adaptations fitted compared to 53% in social rented accommodation.

Wet floor showers were the most commonly fitted aid or adaptation (14%) followed by a level shower (10%) a chairlift (5%) and a ramp (3%).

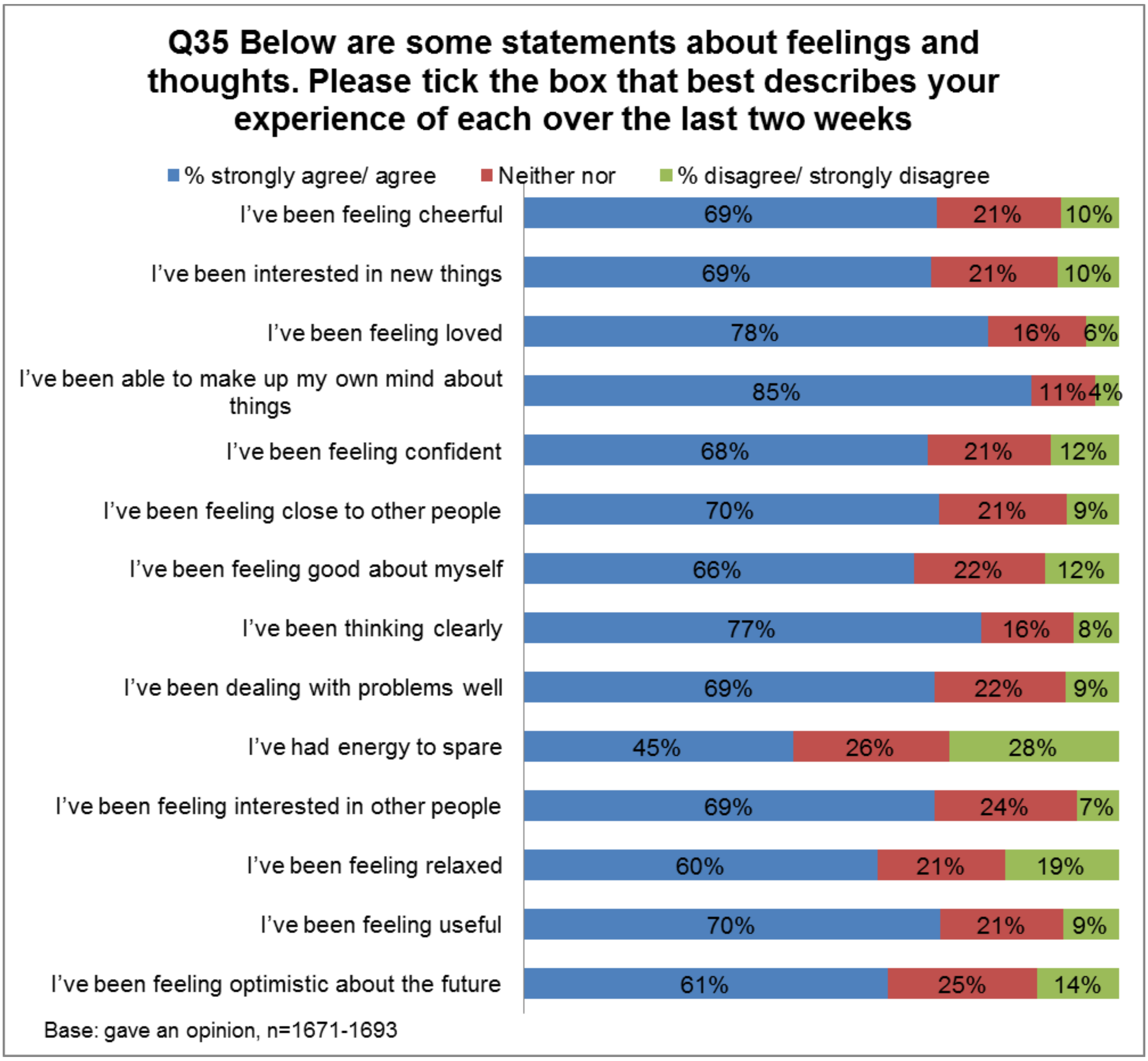
All respondents were asked their perceptions of health and social care services

- 94% agreed and 1% disagreed that 'most older people would prefer to remain living in their own home for as long as possible' (87% agreed and 0% disagreed in 2010).
- 64% agreed and 14% disagreed that 'it is easy to access local health facilities in West Lothian'.
- 56% agreed and 9% disagreed that 'the way health and social care services are organised encourages people to do as much for themselves as possible' (47% agreed and 6% disagreed in 2010).
- 45% agreed and 15% disagreed that 'there is enough help for disabled people to access support/training to live as independently as possible' (34% agreed and 8% disagreed in 2010).
- 39% agreed and 13% disagreed that 'there is help available to disabled people seeking employment' (27% agreed and 6% disagreed in 2010).



6.6. Mental wellbeing (Q35)

When asked to consider a range of feelings that they may have been experiencing over the last 2 weeks, the majority of respondents agreed with the majority of statements.



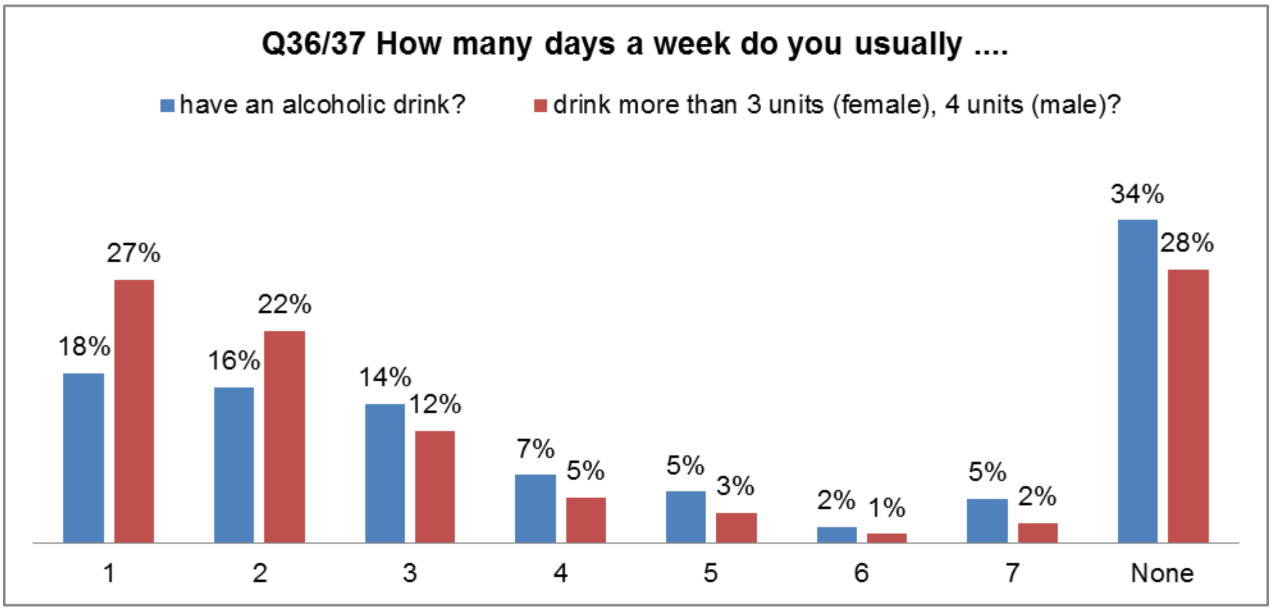
Most positively, 85% agreed that they have been able to make up their own mind about things. The highest level of disagreement was in relation to having energy to spare where 28% stated that they disagreed. This was most likely to be the case for:

- Have a disability or health problem (51% disagreed)
- Aged 75 and over (41%)
- Live in social rented accommodation (43%)

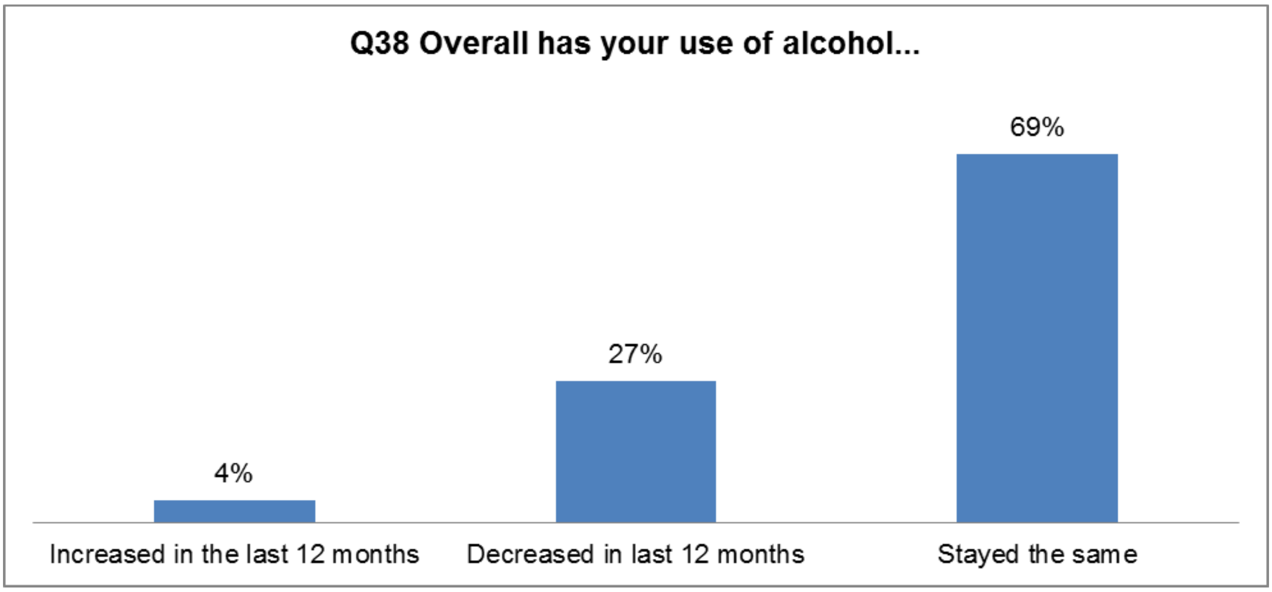
6.7. Alcohol consumption (Q36 to Q39)

Two thirds of respondents (67%) stated that they usually have an alcoholic drink at least once per week. Almost half (49%) drink more than the recommended allowance of 3 units for females and 4 units for males on one or two days per week (a reduction from 70% in 2010).

Analysis by tenure indicates that owner occupiers were more likely to drink at least once per week (71%) compared to those in social rented accommodation (43%). Age based analysis indicates that most likely to drink at least once per week were respondents aged 45-59 where 72% stated that they drink at least once per week. Males were more likely to drink than females (71% drink at least once per week compared to 62% of females). They were also more likely to drink heavily with 75% drinking more than the recommended allowance at least one day per week compared to 68% of females doing so.

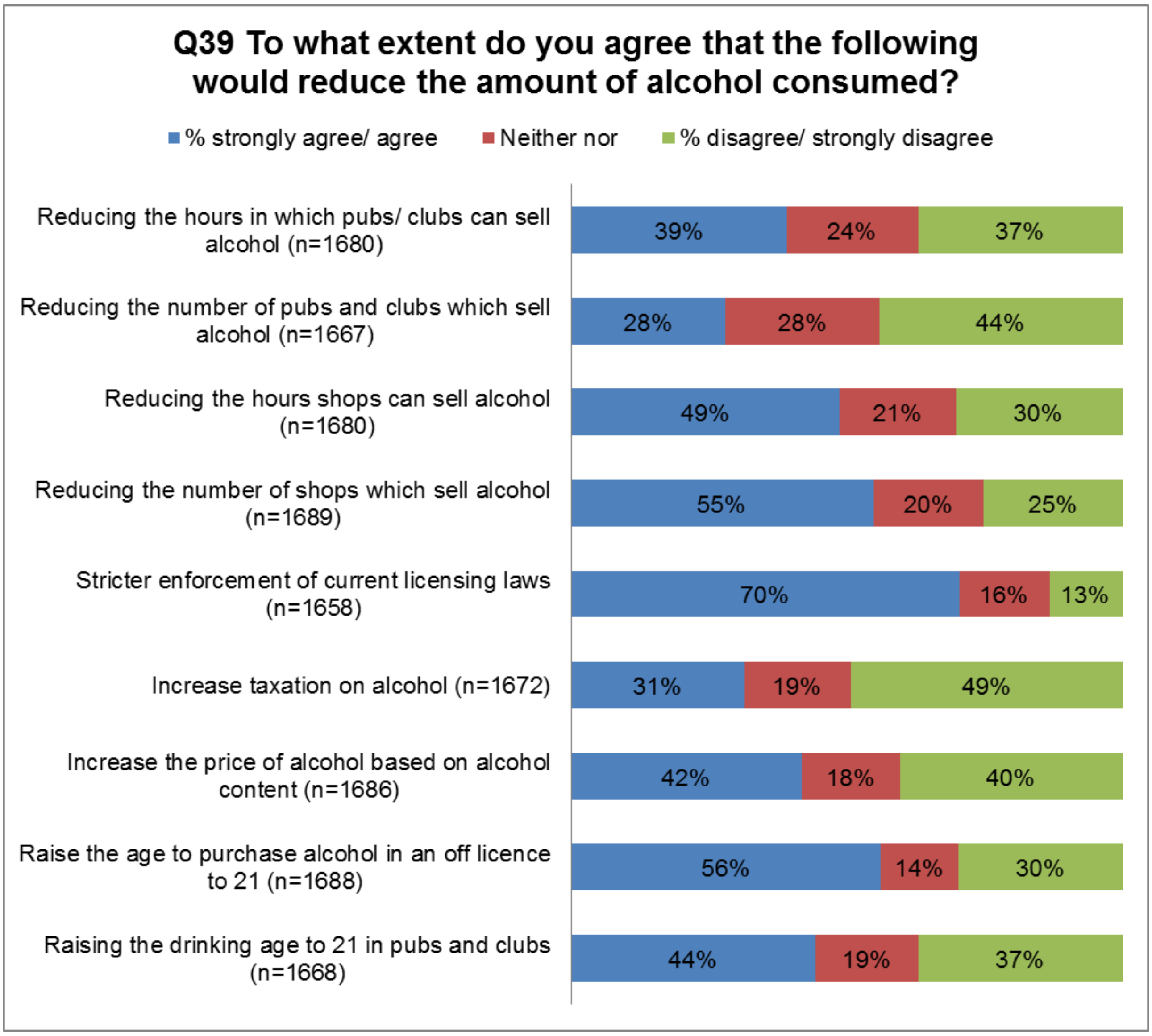


The majority (69%) stated that their use of alcohol had stayed the same in the last 12 months. 4% stated that it had increased and 27% stated that it had decreased.



When asked what they believed would be most likely to reduce the amount of alcohol consumed, respondents believe that most effective would be:

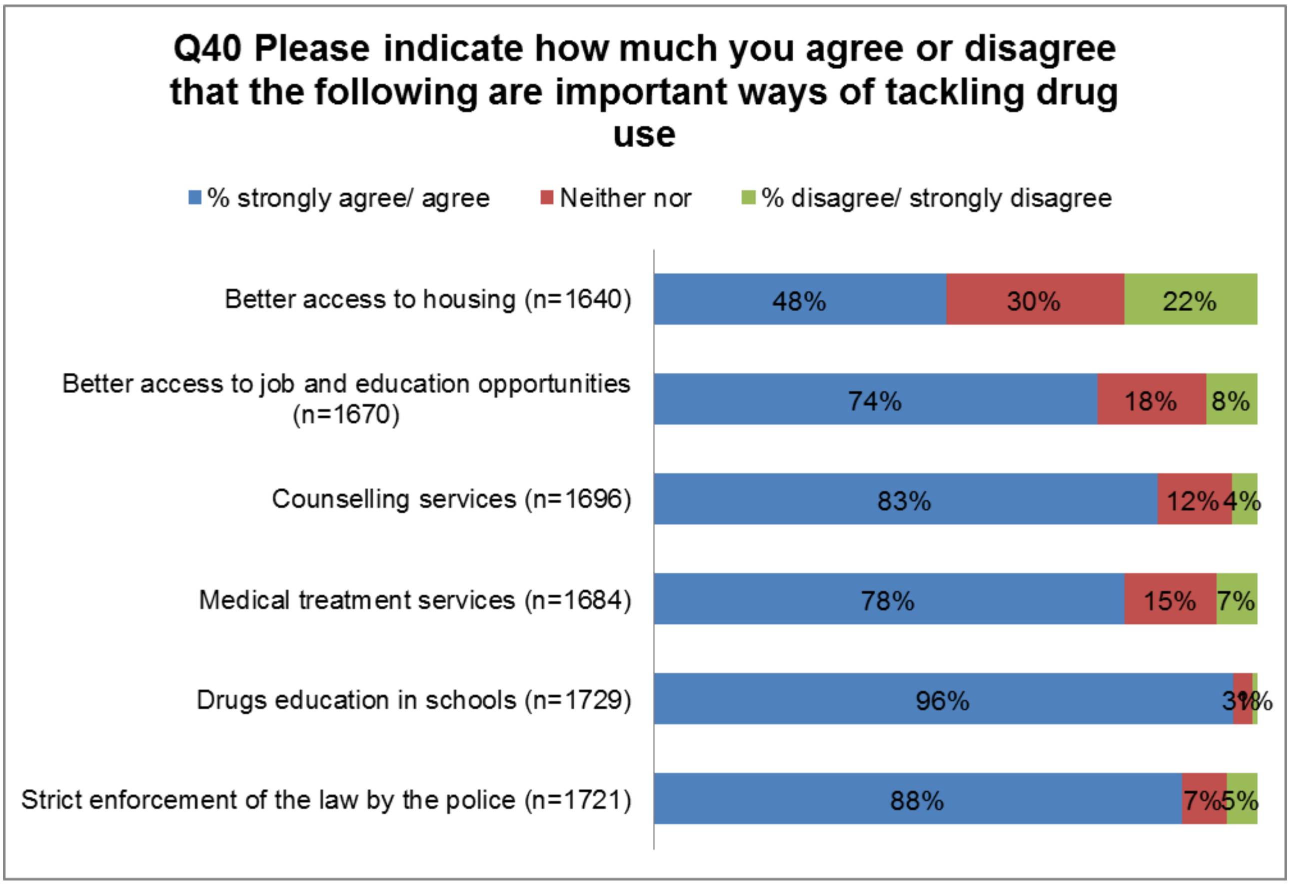
1. Stricter enforcement of licensing laws (70% agree that this would be effective)
2. Raise the age to purchase alcohol in an off licence to 21 (56%)
3. Reducing the number of shops which sell alcohol (55%)



6.8. Tackling drug use (Q40)

In terms of tackling drug use, respondents felt the following would be most effective:

1. Drugs education in schools (96% agree that this would be important)
2. Strict enforcement of the law by police (88%)
3. Counselling services (78%)

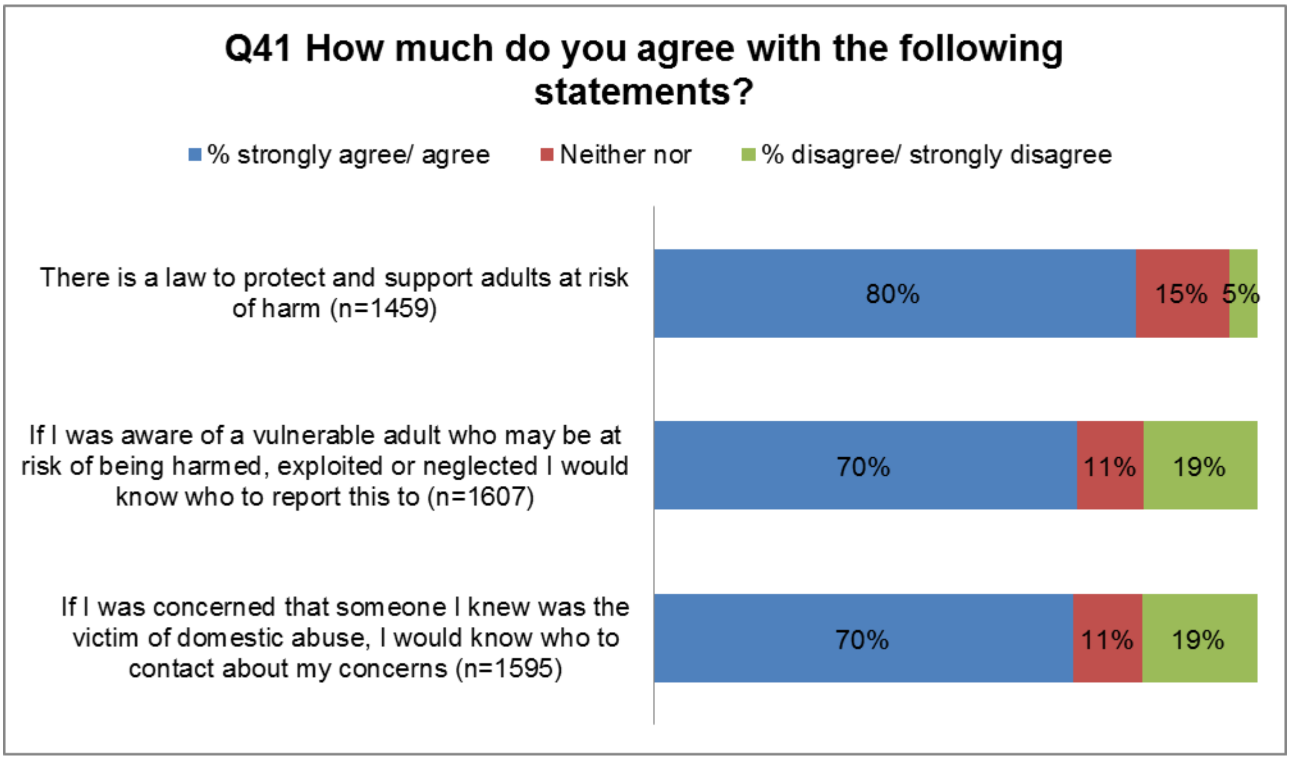


7. COMMUNITY

7.1. Domestic abuse and harm (Q41)

When considering adult protection issues:

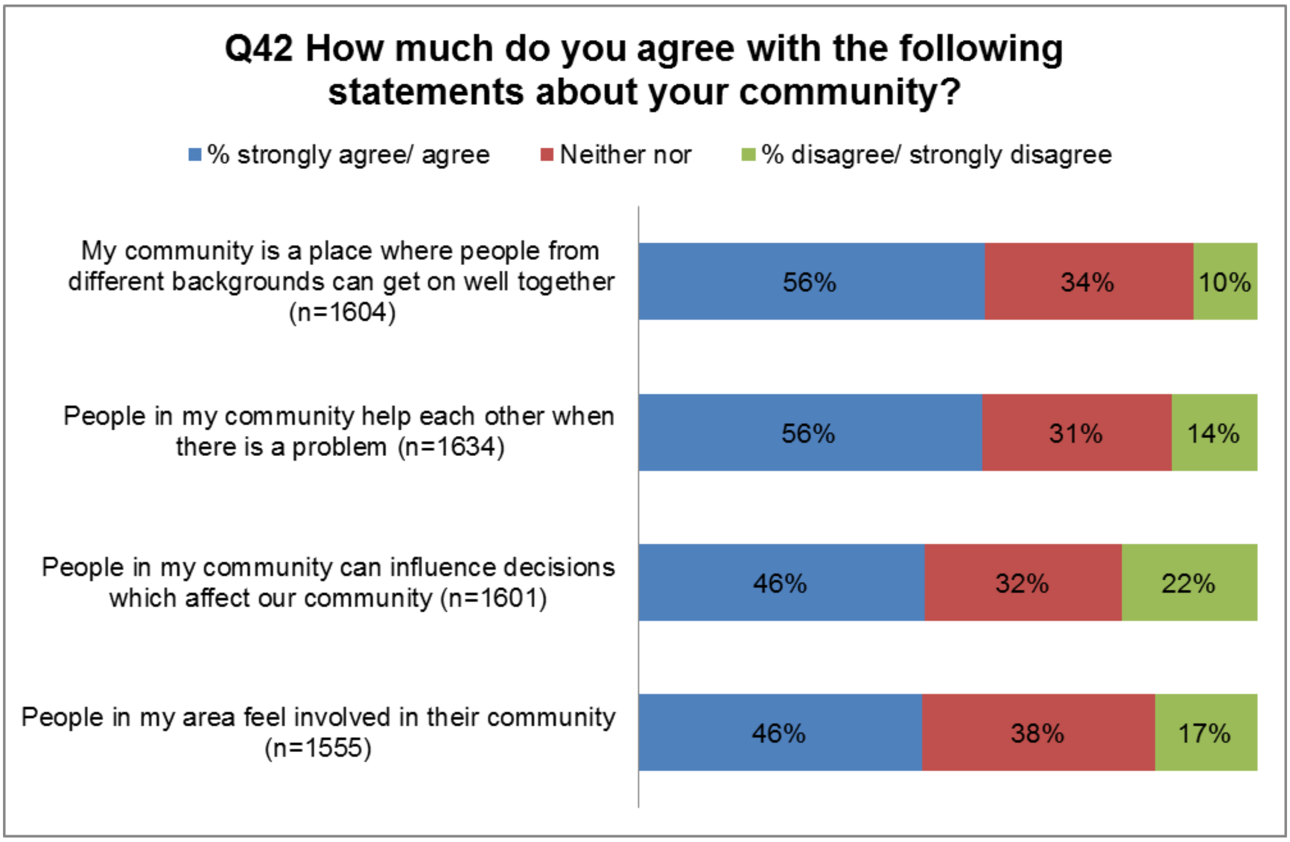
- 80% agreed and 5% disagreed that there is a law to protect and support adults at risk of harm (up from 50% in 2010).
- 70% agreed and 19% disagreed that if they were concerned that someone they knew was the victim of domestic abuse, they would know who to contact about their concerns
- 70% agreed and 19% disagreed that if they were aware of a vulnerable adult who may be at risk of being harmed, exploited or neglected they would know who to report this to.



7.2. Community involvement and influence (Q42)

When asked whether they agreed or disagreed with a range of statements about their community:

- 56% agreed and 14% disagreed that people in their community help each other when there is a problem.
- 56% agreed and 10% disagreed that their community is a place where people from different backgrounds can get on well together.
- 46% agreed and 22% disagreed that people in their community could influence decisions which affect their community.
- 46% agreed and 17% disagreed that people in their area feel involved in their community.



Analysis by multi member ward shows quite clearly that respondents living in Linlithgow were significantly more likely to agree with all statements than those in other wards. Respondents in Whitburn & Blackburn were most likely to disagree with the statements:

- People in my area feel involved in their community (26% disagree)
- People in my community can influence decisions which affect our community (30%)
- People in my community help each other when there is a problem (22%).

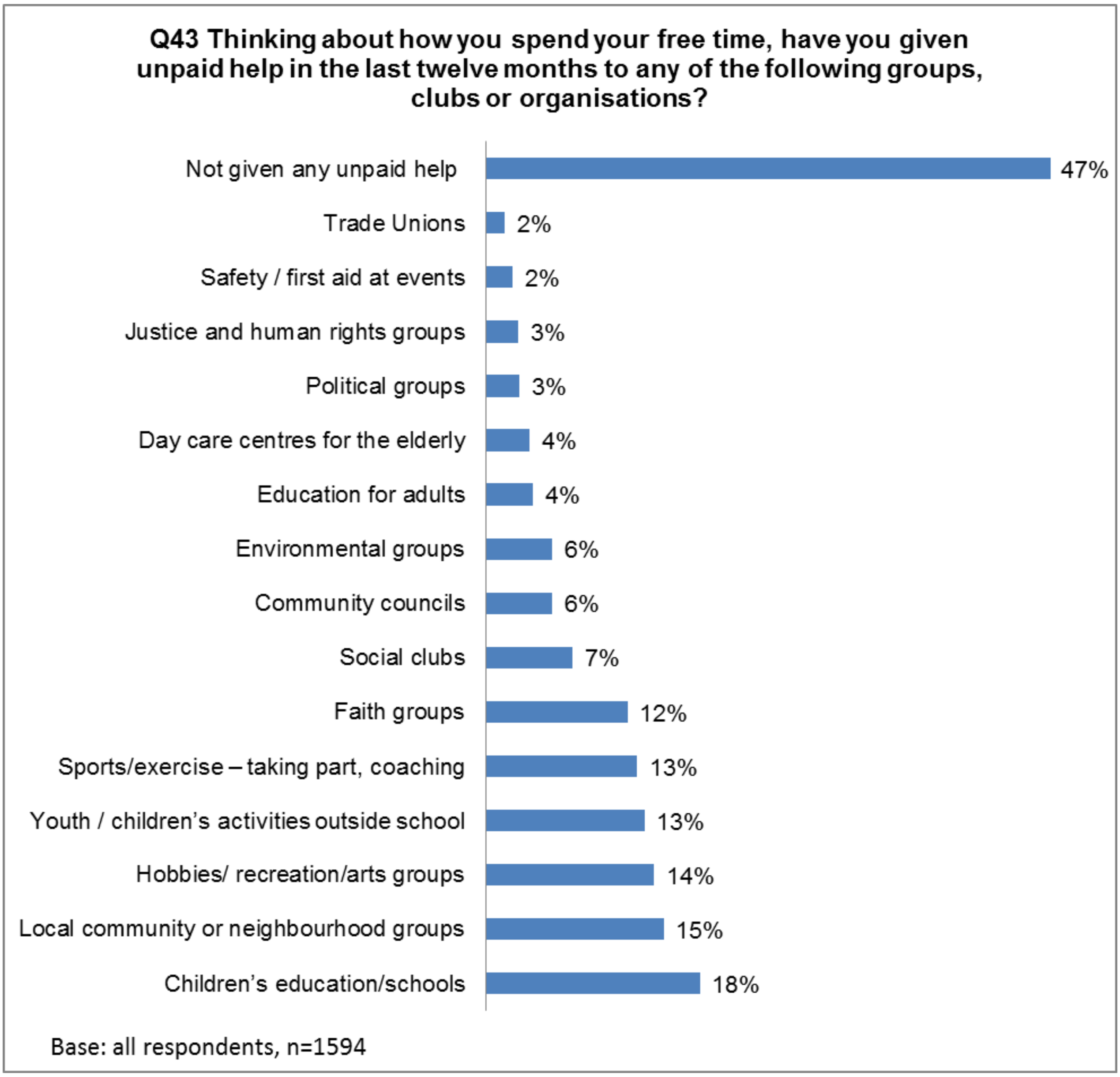
Respondents in East Livingston & East Calder were most likely to disagree with the statement 'My community is a place where people from different backgrounds can get on well together'.

% of respondents agree/ disagree with statements about their community by multi member ward

	People in my area feel involved in their community		People in my community can influence decisions which affect our community		People in my community help each other when there is a problem		My community is a place where people from different backgrounds can get on well together	
Ward	agree	disagree	agree	disagree	agree	disagree	agree	disagree
Livingston North (n=160)	40%	21%	37%	23%	59%	16%	55%	11%
Livingston South (n=215)	45%	16%	48%	20%	52%	13%	56%	8%
Whitburn & Blackburn (n=188)	37%	26%	42%	30%	48%	22%	51%	12%
Fauldhouse & Breich Valley (n=139)	40%	22%	51%	22%	56%	19%	57%	12%
Armadale & Blackridge (n=112)	42%	17%	45%	27%	47%	14%	46%	11%
Bathgate (n=157)	38%	16%	45%	21%	56%	14%	51%	11%
Linlithgow (n=233)	74%	4%	59%	15%	72%	5%	68%	5%
East Livingston & East Calder (n=173)	41%	19%	41%	27%	53%	14%	54%	14%
Broxburn Uphall & Winchburgh (n=175)	42%	16%	45%	16%	52%	13%	57%	11%

7.3. Volunteering and unpaid help (Q43/Q44)

Just over half of respondents (53%) stated that they have given unpaid help in the last 12 months to a group, club or organisation. Most commonly, this was given to children's education or schools (18%) followed by local community or neighbourhood groups (15%), hobbies/ recreation or arts groups (14%) and sports or exercise groups (13%).



Respondents with children at school were more likely to have given unpaid help (64%) than those who do not have children at school (50% given unpaid help). Perhaps unsurprisingly, parents were most likely to give help with children's education/ schools (39%), youth or children's activities outside school (26%) and sports/ exercise groups (17%).

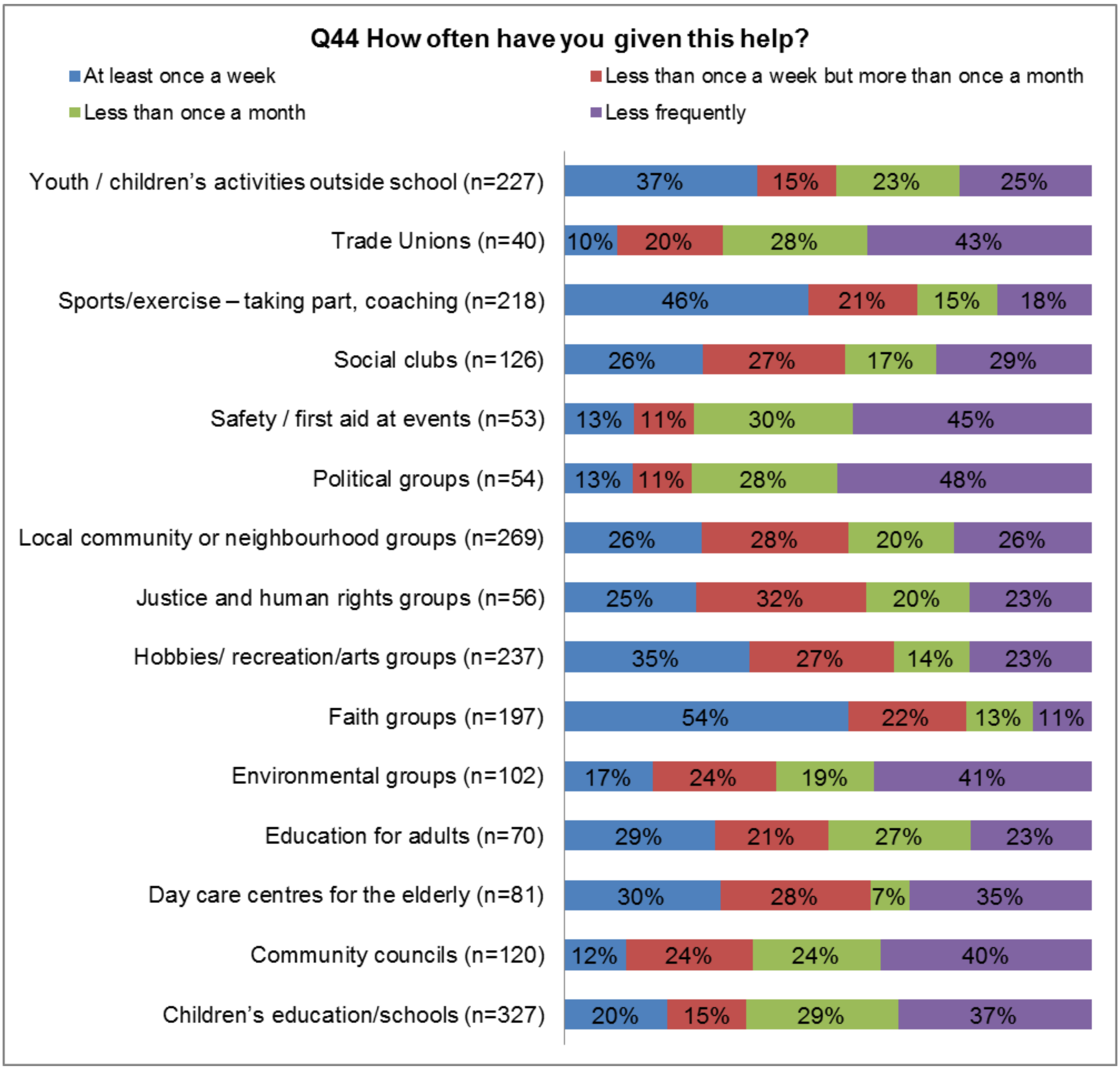
Outwith volunteering around children's activities, older respondents were significantly more likely to volunteer than younger respondents. Most significantly, 23% of respondents aged 75 and over helped with faith groups, 23% with local community or neighbourhood groups, 15% with social clubs and 12% at day care centres for the elderly.

Analysis by multi member ward indicates that respondents in Linlithgow were significantly more likely to have given unpaid help over the last 12 months (64%) whereas respondents in Armadale & Blackridge were least likely to have done so (45%).

Given unpaid help by multi member ward

	Livingston North	Livingston South	Whitburn & Blackburn	Fauldhouse & Breich Valley	Armadale & Blackridge	Bathgate	Linlithgow	East Livingston & East Calder	Broxburn Uphall & Winchburgh
Base	167	227	180	134	110	171	237	182	183
% given unpaid help in last 12 months	56%	53%	51%	52%	45%	54%	64%	50%	50%

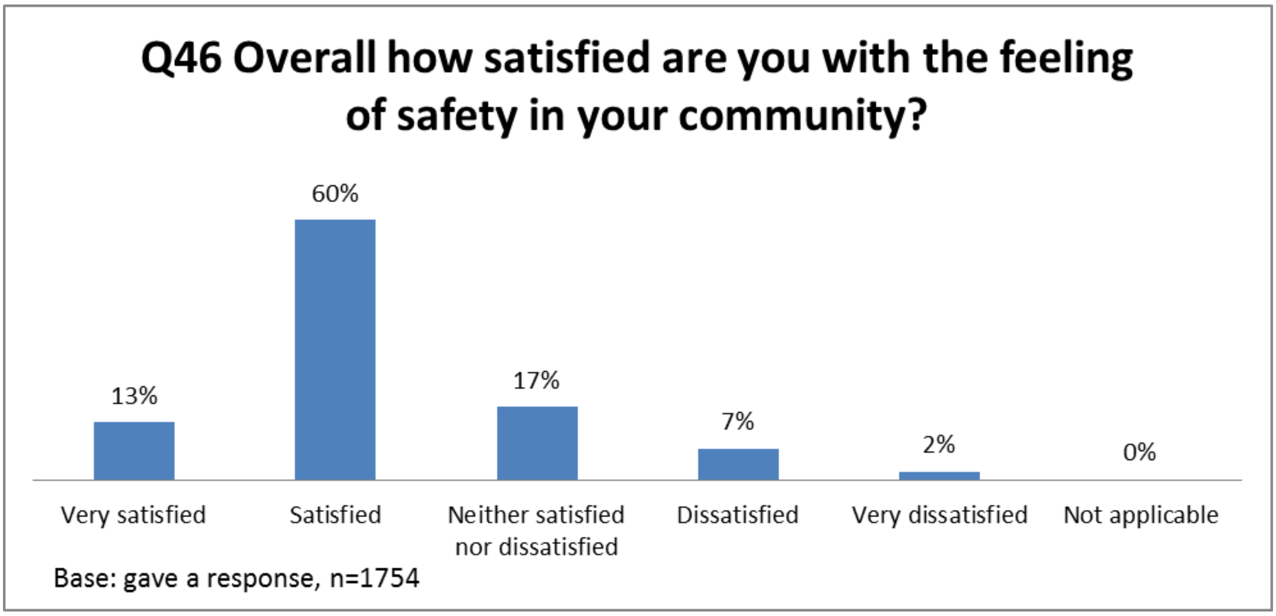
Help was provided most frequently (at least once per week) for faith groups (54%), sports or exercise groups (46%) and hobbies/ recreation or arts groups (35%).



8. SAFETY

8.1. Feeling of safety (Q45/Q46)

Overall, 73% of respondents stated that they were satisfied with their feeling of safety in the community compared to 9% who were dissatisfied.



Analysis by multi member ward indicates that feeling of safety is greatest in Linlithgow where 90% stated that they were satisfied in this respect. Satisfaction with feeling of safety was lowest in Armadale and Blackridge where 60% said they were satisfied.

Q46 Overall how satisfied are you with the feeling of safety in your community?									
	Livingston North	Livingston South	Whitburn & Blackburn	Fauldhouse & Breich Valley	Armadale & Blackridge	Bathgate	Linlithgow	East Livingston & East Calder	Broxburn Uphall & Winchburgh
Base	**183**	**246**	**210**	**153**	**123**	**189**	**248**	**199**	**200**
Very satisfied/ satisfied	75%	74%	61%	67%	60%	79%	90%	73%	73%
Neither satisfied nor dissatisfied	16%	17%	25%	18%	26%	11%	7%	18%	20%
Dissatisfied/ very dissatisfied	8%	9%	13%	15%	14%	10%	4%	10%	7%
Not applicable	1%	-	1%	1%	-	1%	-	-	1%

Analysis also indicated that the following groups were less likely to be satisfied with their feeling of safety in their community:

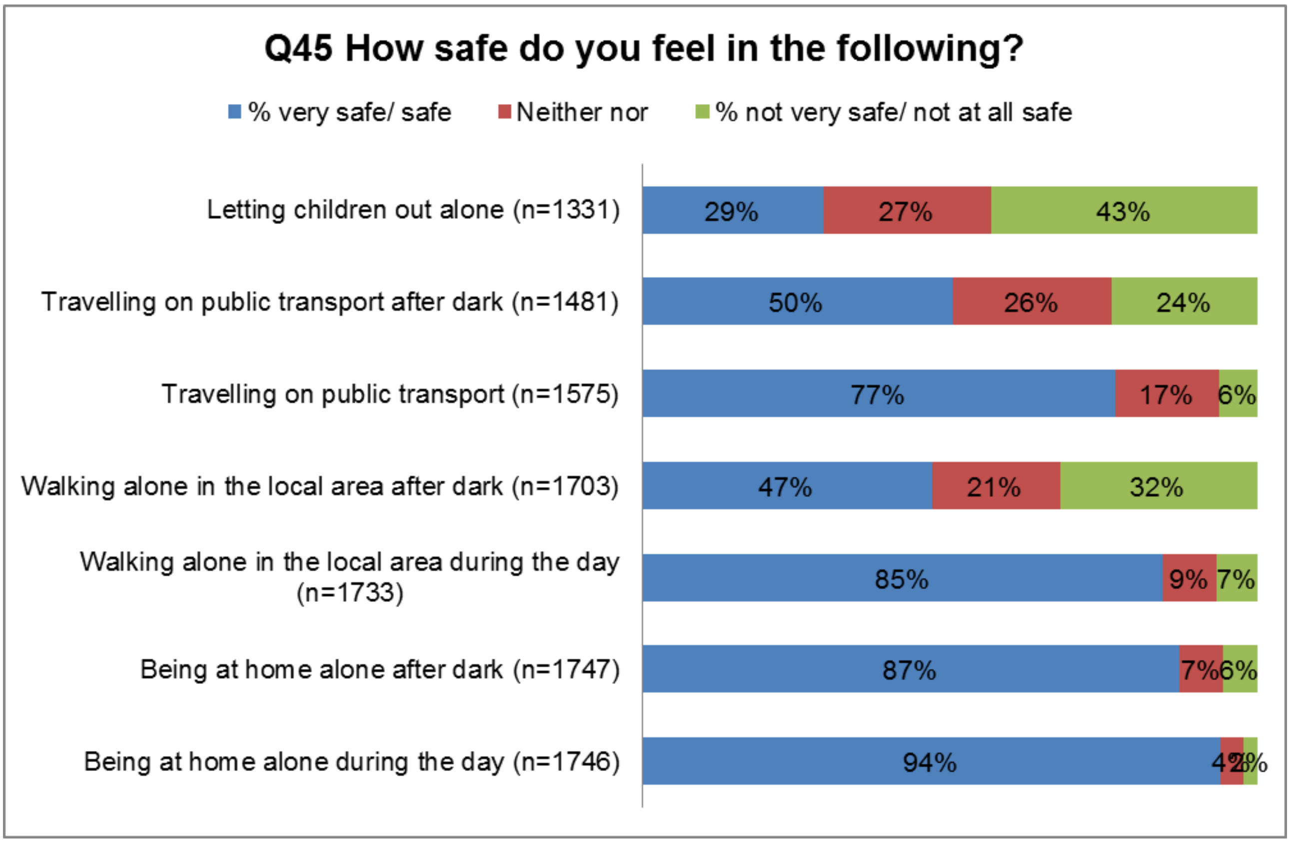
- Living in social rented accommodation (58% satisfied)
- Aged under 25 (52%)
- Living in the most deprived 15% (51%)

When asked about their feeling of safety in a range of circumstances, respondents were most likely to feel safe:

- Being at home alone during the day (94% feel safe)
- Being at home alone after dark (87%)
- Walking alone in the local area during the day (85%).

They were less likely to feel safe:

- Letting children out alone (29% feel safe and 43% feel unsafe)
- Walking alone in the local area after dark (47% feel safe and 32% feel unsafe)
- Travelling on public transport after dark (50% feel safe and 24% feel unsafe).



Analysis by multi member ward shows that respondents were consistently more likely to feel safe in Linlithgow whereas feeling of safety is lower for the greatest number of circumstances in Armadale & Blackridge.

How safe do you feel in the following? By multi member ward (% very safe or safe)									
	Livingston North	Livingston South	Whitburn & Blackburn	Fauldhouse & Breich Valley	Armadale & Blackridge	Bathgate	Linlithgow	East Livingston & East Calder	Broxburn Uphall & Winchburgh
Base	**182**	**246**	**208**	**153**	**123**	**189**	**249**	**200**	**199**
Being at home alone during the day	95%	94%	93%	87%	91%	93%	97%	93%	97%
Being at home alone after dark	91%	88%	85%	83%	82%	85%	95%	86%	86%
Walking alone in the local area during the day	84%	79%	82%	81%	80%	87%	92%	83%	85%
Walking alone in the local area after dark	36%	42%	44%	46%	36%	44%	66%	45%	47%
Travelling on public transport	68%	67%	62%	60%	57%	76%	83%	67%	76%
Travelling on public transport after dark	40%	43%	38%	38%	32%	44%	53%	41%	50%
Letting children out alone	22%	23%	19%	24%	14%	19%	30%	25%	26%

8.2. Victims of crime (Q47 to Q51)

Just under one in ten respondents (8%) stated that they have been a victim of crime in the last 12 months. Analysis indicated that experience of crime was lowest:

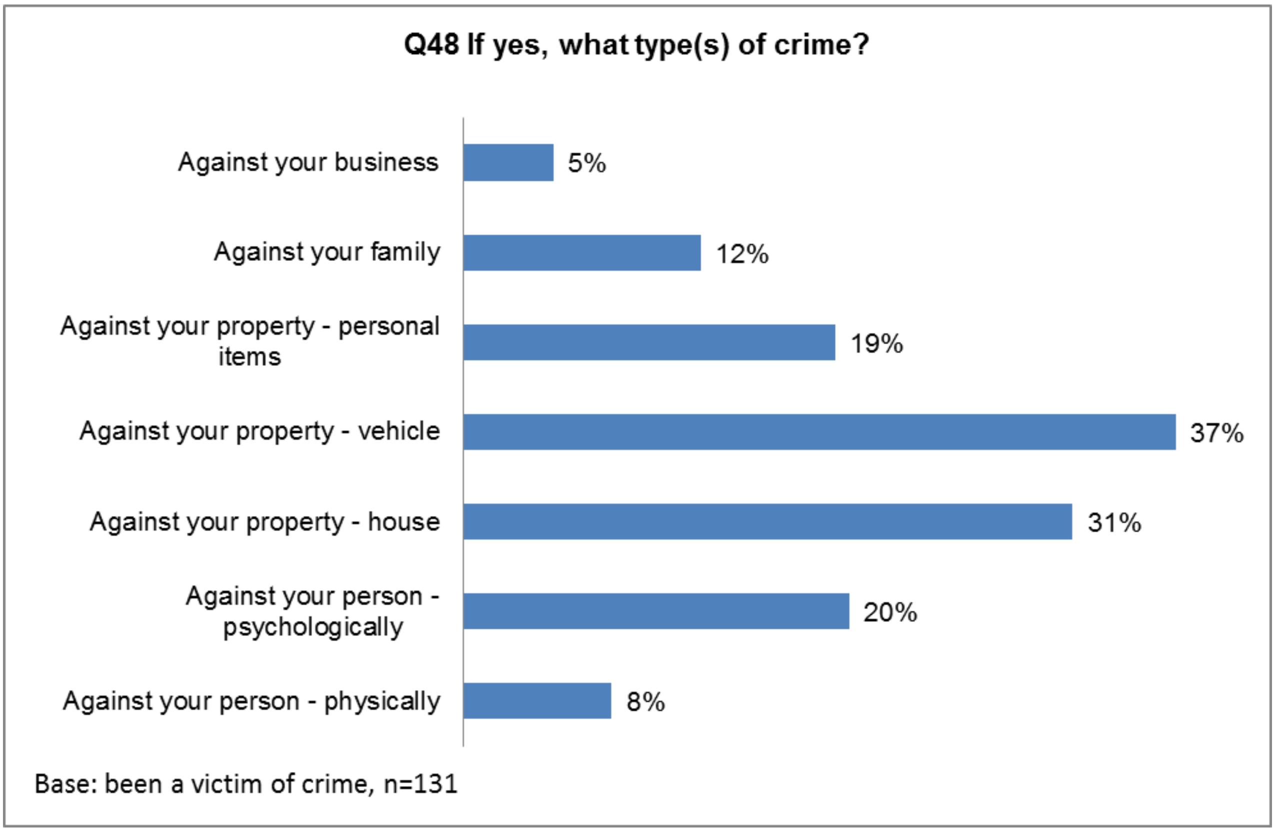
- Fauldhouse and Breich Valley (3%)
- Respondents aged 75+ (4%)

Conversely, experience of crime was greatest

- Livingston South (10%)
- Respondents aged 25-34 (12%)
- None white British ethnic origin (13%)

It should be noted that due to the small numbers involved, analysis is not statistically robust and should be treated as indicative only.

Most commonly, this crime was against their vehicle (37%) or against their house (31%).



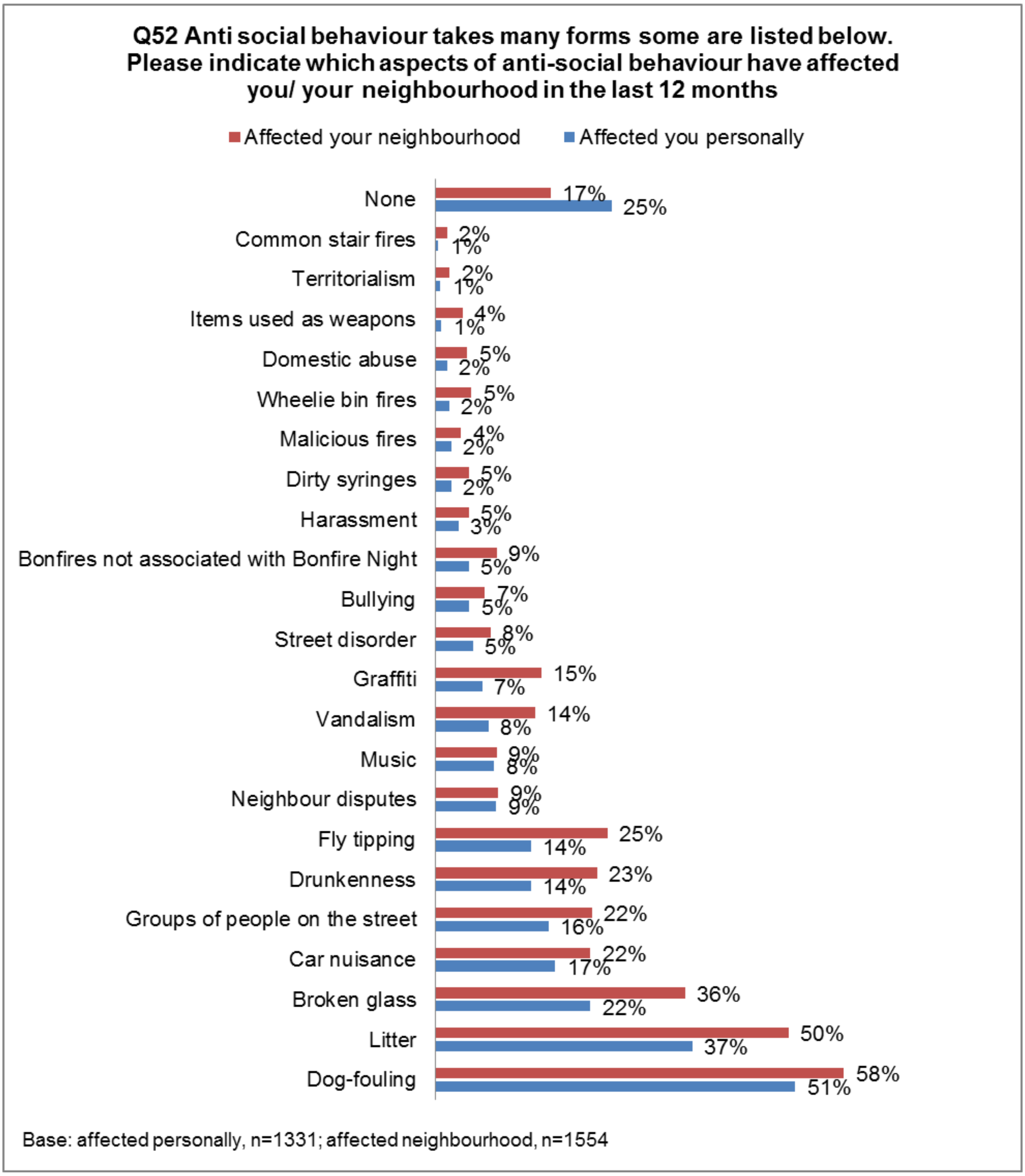
Just 6% of respondents stated that they have been a victim of hate crime. Of those (n=109), 19% stated that they have been a repeat victim of hate crime. Non-white British respondents were more likely to have been a victim of hate crime (27%) than white British respondents (6%) however they were no more likely to have been a repeat victim of hate crime.

34% stated that they have always reported the incident(s) to the police. Similarly, 34% have never reported to the police. The profile of reporting was not significantly different for non-white British respondents compared to White British.

8.3. Experience of anti-social behaviour (Q52)

One quarter of respondents (25%) stated that they have not been directly affected by any form of anti-social behaviour in the last 12 months. The most commonly experienced forms of anti-social behaviour were:

- Dog fouling (51% affected personally in the last 12 months)
- Litter (36%)
- Broken glass (22%)
- Car nuisance (17%)
- Groups of people on the street (16%).



In terms of their neighbourhood, 17% stated that their neighbourhood has not been affected by any form of anti-social behaviour in the last 12 months. The most commonly cited forms of anti-social behaviour were:

- Dog fouling (58% stated their neighbourhood has been affected)
- Litter (50%)
- Broken glass (36%)
- Fly tipping (25%)
- Drunkenness (23%)
- Groups of people on the street (22%)
- Car nuisance (22%).

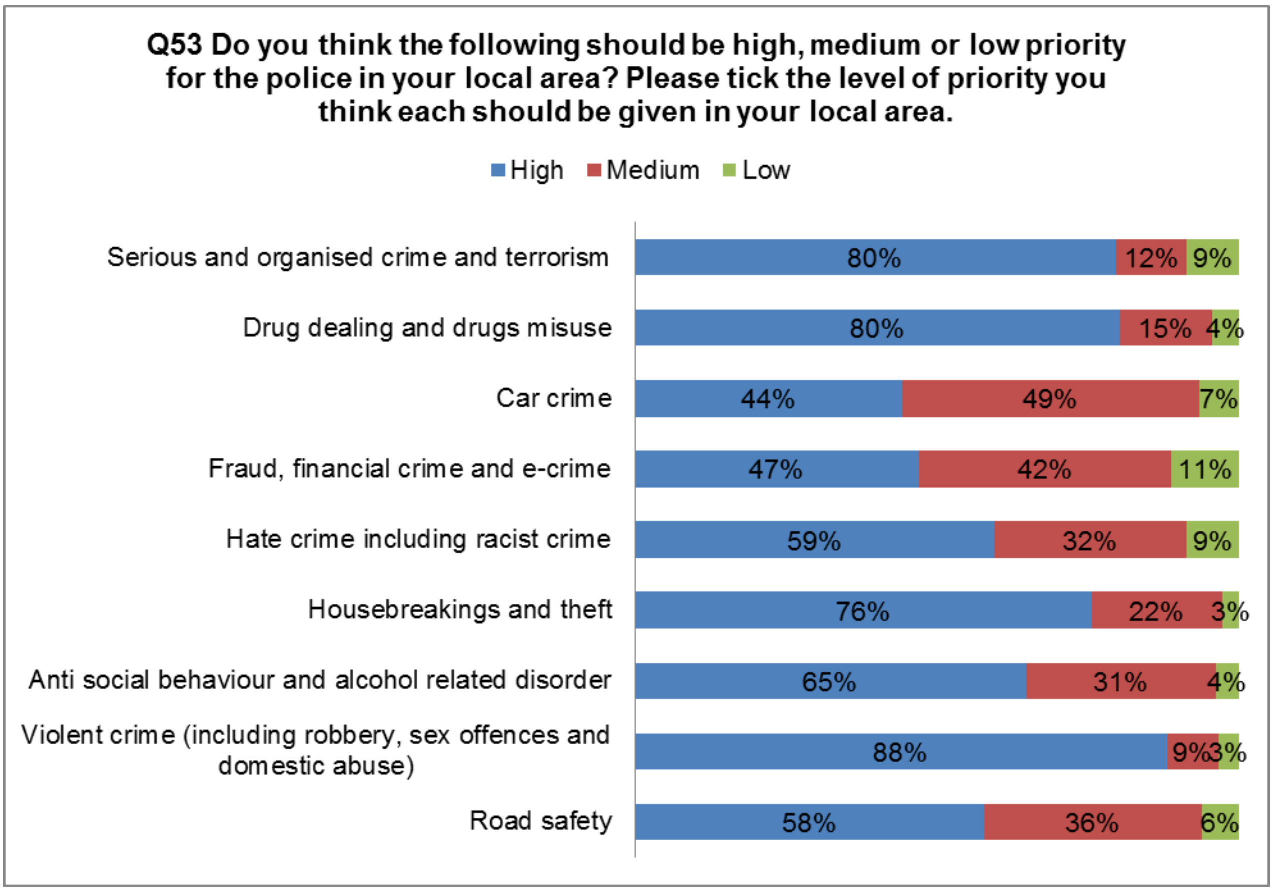
Analysis by multi member wards indicates significantly higher levels of reporting of a number of issues in the Fauldhouse & Breich Valley area. These were:

- Dog fouling (66%)
- Litter (62%)
- Drunkenness (33%)
- Fly tipping (35%)
- Vandalism (24%)

8.4. Police priorities (Q53)

When asked what they believed should be high, medium or low priority in their area, respondents' greatest priorities for the police were:

- Violent crime (88% considered high priority)
- Drug dealing and drug misuse (80%)
- Serious and organised crime (80%)
- Housebreakings and theft (76%)



Analysis by multi member ward indicates that there are differences in the extent to which respondents stated items were a high priority for the police in their area. The table below shows the proportion of respondents, by multi member ward, that stated each item was a high priority. Highlighted are the wards, for each item, where the priority was greatest. Notably:

- Road safety was a higher priority in Fauldhouse & Breich Valley (66%)
- Violent Crime was a higher priority in Bathgate (94%)
- Anti social behaviour and alcohol related disorder was a greater priority in East Livingston & East Calder (70%)
- Housebreakings and theft was a higher priority in Livingston South and East Livingston & East Calder (both 80%)
- Hate crime including racist crime was a higher priority in Broxburn, Uphall and Winchburgh (67%)
- Fraud, financial crime and e-crime was a higher priority in Livingston North (49%)
- Car Crime was a higher priority in Livingston North and East Livingston & East Calder (both 49%)
- Drug dealing and drugs misuse was a higher priority in Whitburn & Blackburn (89%)
- Serious and organised crime was a higher priority in Bathgate (87%).

% stating high priority for police in their local area by multi member ward

	Livngston North	Livingston South	Whitburn & Blackburn	Fauldhouse & Breich Valley	Armadale & Blackridge	Bathgate	Linlithgow	East Livingston & East Calder	Broxburn Uphall & Winchburgh
Base	**174**	**231**	**206**	**150**	**112**	**185**	**239**	**194**	**196**
Road safety	59%	63%	56%	66%	59%	60%	53%	59%	56%
Violent crime	91%	90%	89%	89%	88%	94%	89%	90%	88%
Anti social behaviour and alcohol related disorder	58%	66%	68%	65%	68%	64%	67%	70%	67%
Housebreakings and theft	76%	80%	77%	77%	70%	78%	76%	80%	77%
Hate crime including racist crime	58%	62%	56%	59%	46%	66%	59%	63%	67%
Fraud, financial crime and e-crime	53%	47%	43%	49%	39%	48%	43%	51%	51%
Car crime	49%	46%	48%	46%	36%	45%	38%	49%	46%
Drug dealing and drugs misuse	79%	79%	89%	83%	84%	86%	77%	84%	82%
Serious and organised crime	80%	80%	81%	76%	78%	87%	78%	82%	80%

9. TRAVEL

9.1. Access to cars (Q54)

88% of households had at least one car with 45% having two or more cars.

Respondents aged 75 and over were least likely to have a car in their household. Most likely to have a car, and indeed multiple cars, were respondents aged 35-44 (91% have one or more cars, 58% have two or more cars in the household).

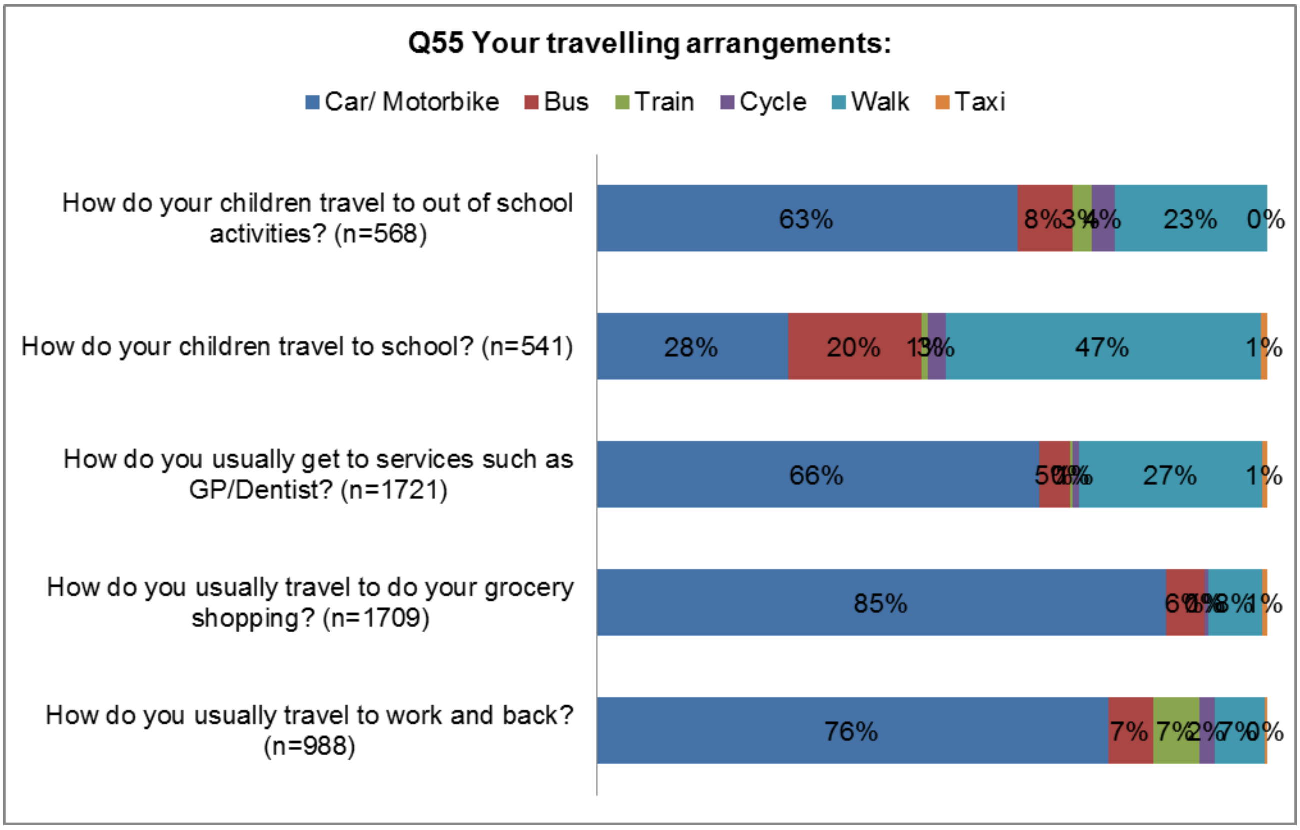
Those in social rented accommodation were significantly less likely to have a car than owner occupiers. 94% of owner occupiers stated that they had at least one car in their household with 51% having two or more cars. This was compared to 45% of respondents living in social rented accommodation who stated that they have no cars in their household. Just 12% in social rented accommodation stated that they had two or more cars in their household.

9.2. Normal travel arrangements (Q55)

The most common method of travel was by car for the following activities:

- Travel to do grocery shopping (85%)
- Travel to and from work (76%)
- Travel to services such as GP or dentist (66%)
- Travel to children's out of school activities (63%)

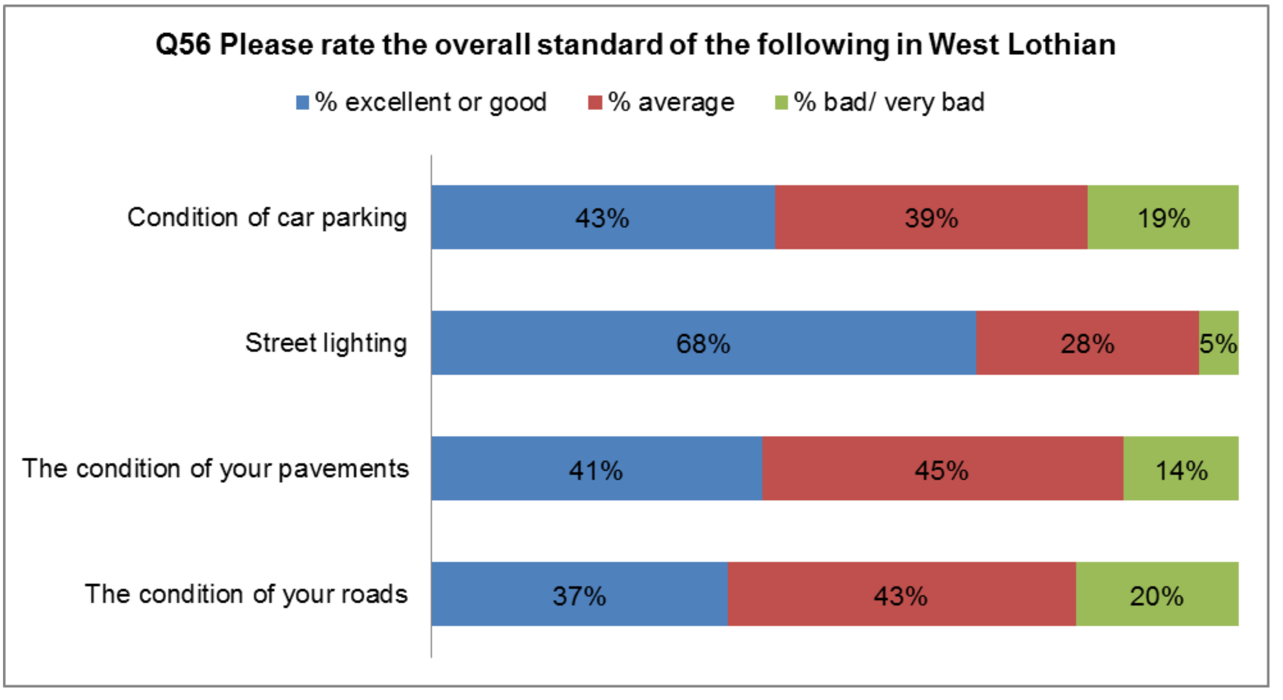
When it came to children's travel to school the travel pattern was more mixed with 28% travelling by car, 47% walking and 20% travelling by bus.



9.3. Standards of roads, pavements, lighting and parking (Q56/Q57)

When considering roads, pavements and street lighting in West Lothian:

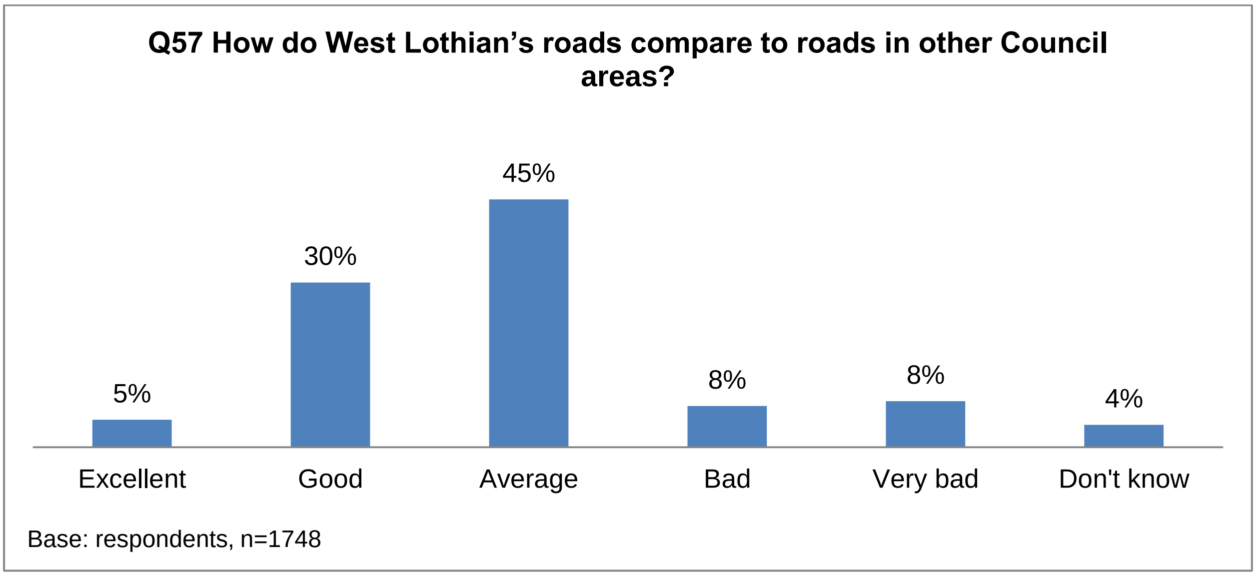
- 68% rated street lighting as excellent or good compared to 5% who rated it as bad.
- 43% rated the condition of car parking as excellent or good compared to 19% who rated it as bad.
- 41% rated the condition of their pavements as excellent or good compared to 14% who rated it as bad.
- 37% rated the condition of their roads as excellent or good compared to 20% who rated it as bad.



Analysis of the standards of the roads and pavements indicated that there was variance by multi member ward:

- Fauldhouse & Breich valley were most likely to rate the **condition of their roads** as bad (33%) whereas respondents in Livingston South were most likely to be positive in this respect (50% rated their road condition as excellent or good).
- Respondents showed a similar profile in terms of the condition of pavements. Again, respondents in Fauldhouse & Breich Valley were most likely to rate these as bad (25%) whereas respondents in Livingston South were most likely to rate their pavements as excellent or good (54%).
- Car parking was most likely to be rated as bad in Armadale & Blackridge (27%) and most positive in Livingston South (53% rated as excellent or good).

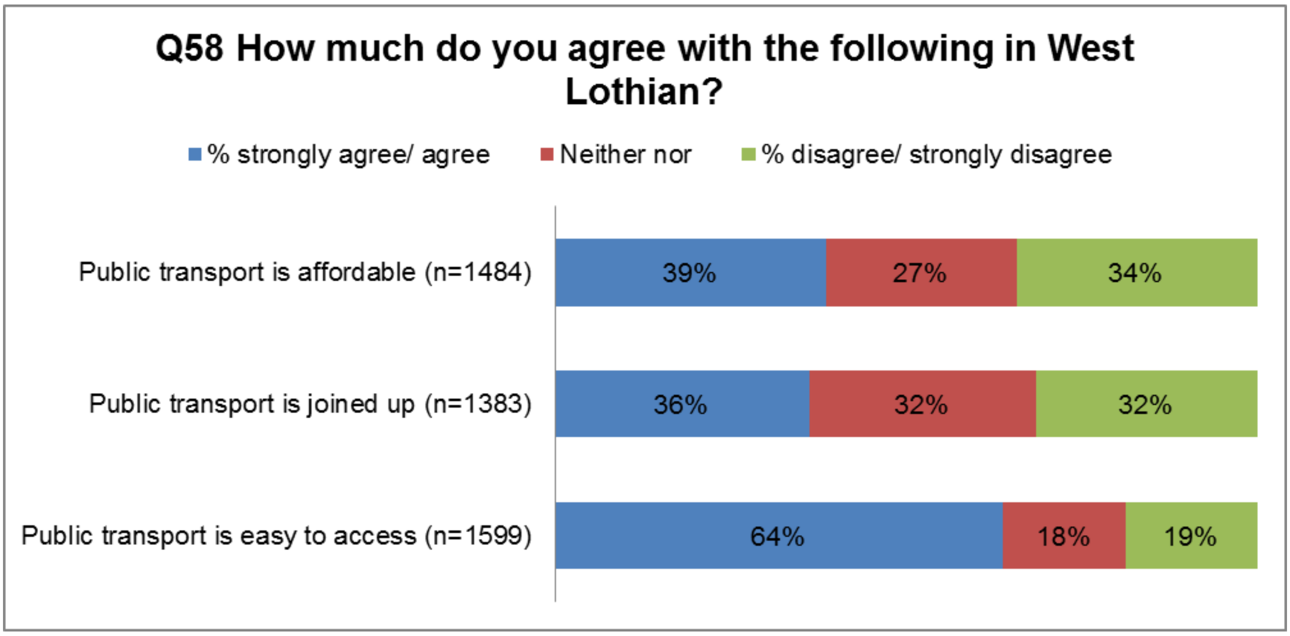
Compared to the roads in other Council areas, 35% rated the roads in West Lothian as excellent or good, 45% rated as average and 16% rated as bad.



9.4. Public transport in West Lothian (Q58)

With regard to public transport in West Lothian:

- 64% agreed that public transport is easy to access compared to 19% who disagreed.
- 36% agreed that public transport is joined up compared to 32% who disagreed.
- 39% agreed that public transport is affordable compared to 34% who disagreed.



Analysis of perceptions of public transport showed that respondents were most and least likely to agree with these statements in the following areas:

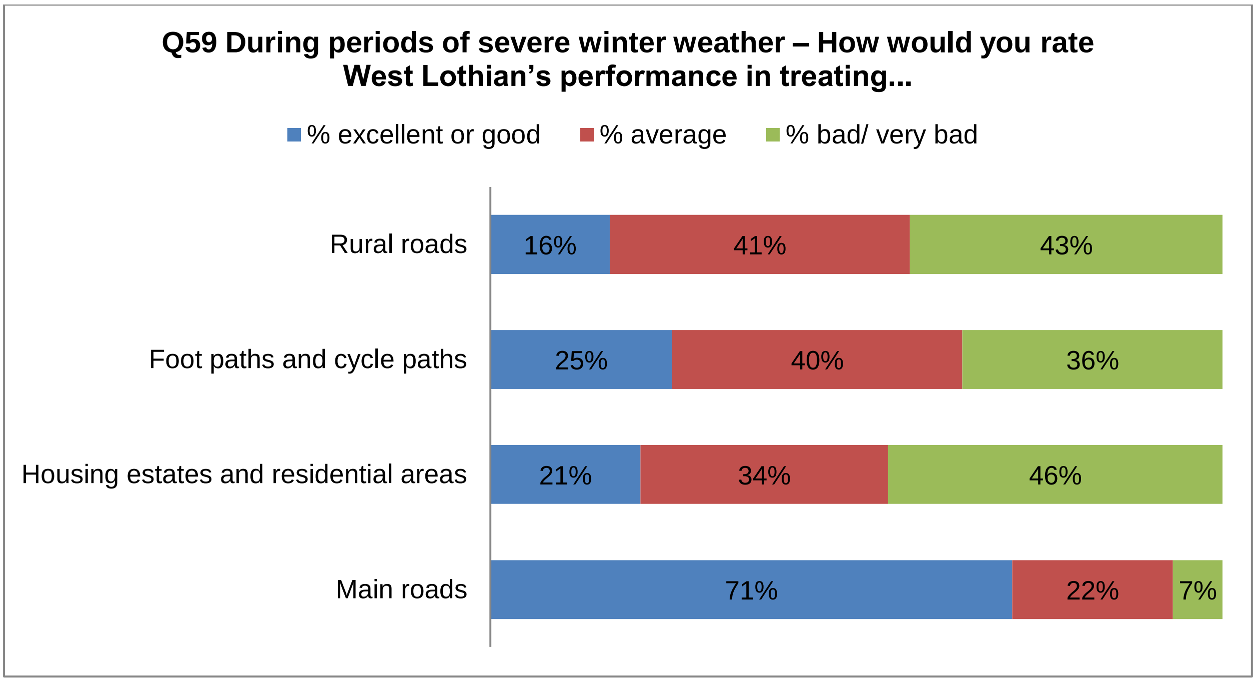
- Public transport is **easy to access**: respondents in Livingston South (73% agreed) and Bathgate (72% agreed) were most likely to agree in this respect and respondents in Fauldhouse & Breich Valley (53% agree) were least likely to agree.
- Respondents in Bathgate (43% agree) and Livingston South (43% agree) were most likely to agree that public transport is **joined up** whereas respondents in Fauldhouse & Breich Valley (30% agree) were least likely to agree.
- In Livingston South (48% agree) and Bathgate (45% agree) respondents were most likely to agree that public transport is **affordable** and they were least likely to agree in Fauldhouse & Breich Valley (27% agree) and Armadale & Blackridge (27% agree)

9.5. Performance during severe winter weather (Q59)

When considering West Lothian's performance in treating areas during periods of severe winter weather:

- 71% considered treatment of main roads as excellent or good compared to 7% who stated bad (53% rated excellent or good in 2010).
- 21% considered treatment in housing estates and residential areas as excellent or good compared to 46% who stated bad (11% rated excellent or good in 2010).
- 25% considered treatment of footpaths and cycle paths as excellent or good compared to 36% who stated bad (15% rated excellent or good in 2010).
- 16% considered treatment of rural roads as excellent or good compared to 43% who stated bad.

This is an improving picture compared to 2010.

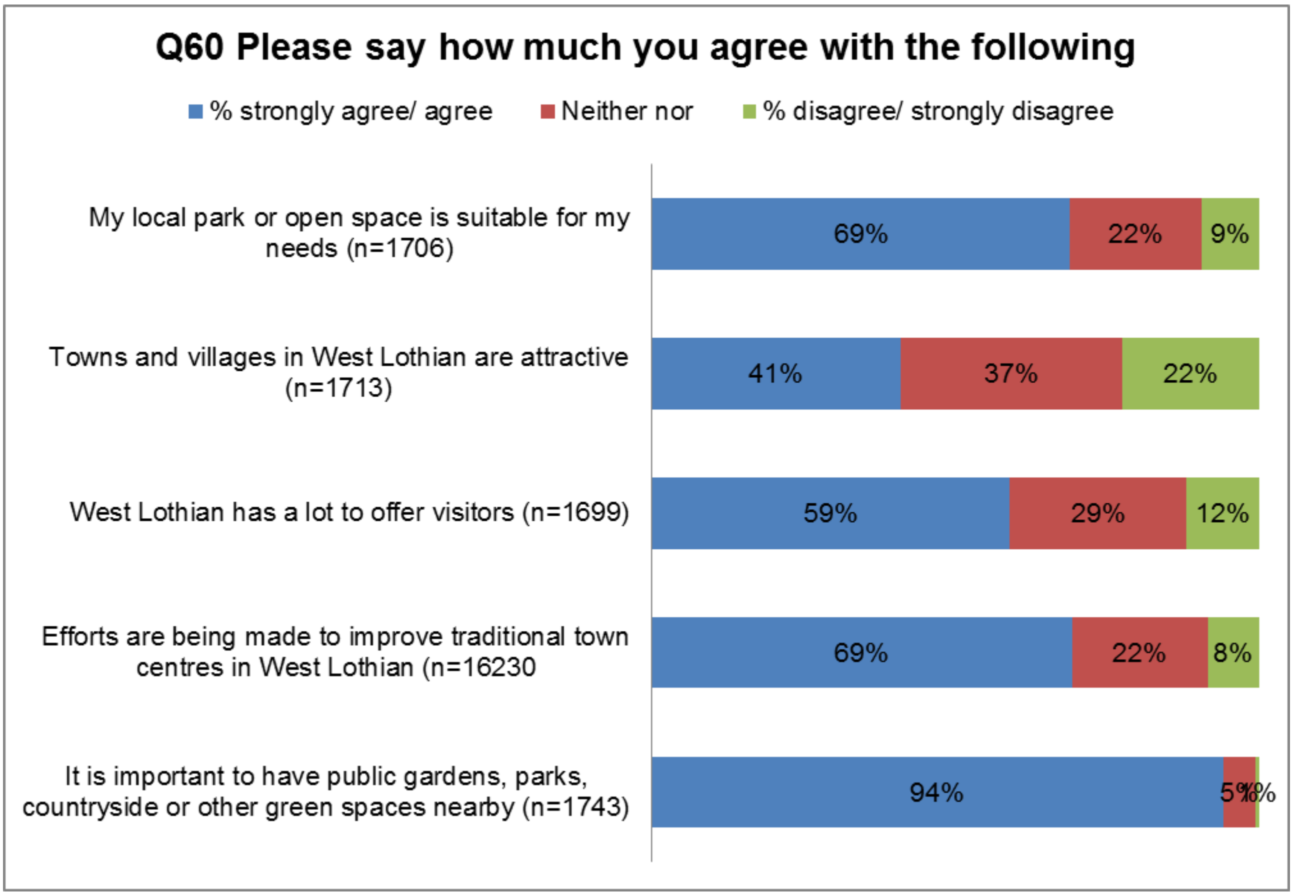


10. ENVIRONMENT

10.1. Perceptions of the environment in West Lothian (Q60)

When considering the environment around West Lothian:

- 94% agreed and 1% disagreed that ‘It is important to have public gardens, parks, countryside or other green spaces nearby’.
- 69% agreed and 8% disagreed that ‘Efforts are being made to improve traditional town centres in West Lothian’ (down from 74% agreeing in 2010).
- 59% agreed and 12% disagreed that ‘West Lothian has a lot to offer visitors’.
- 41% agreed and 22% disagreed that ‘Towns and villages in West Lothian are attractive’.
- 69% agreed and 9% disagreed that ‘My local park or open space is suitable for my needs’.



Analysis by multi member ward indicated that there were significant differences by multi member ward with respondents most likely to disagree that towns and villages in West Lothian are attractive in:

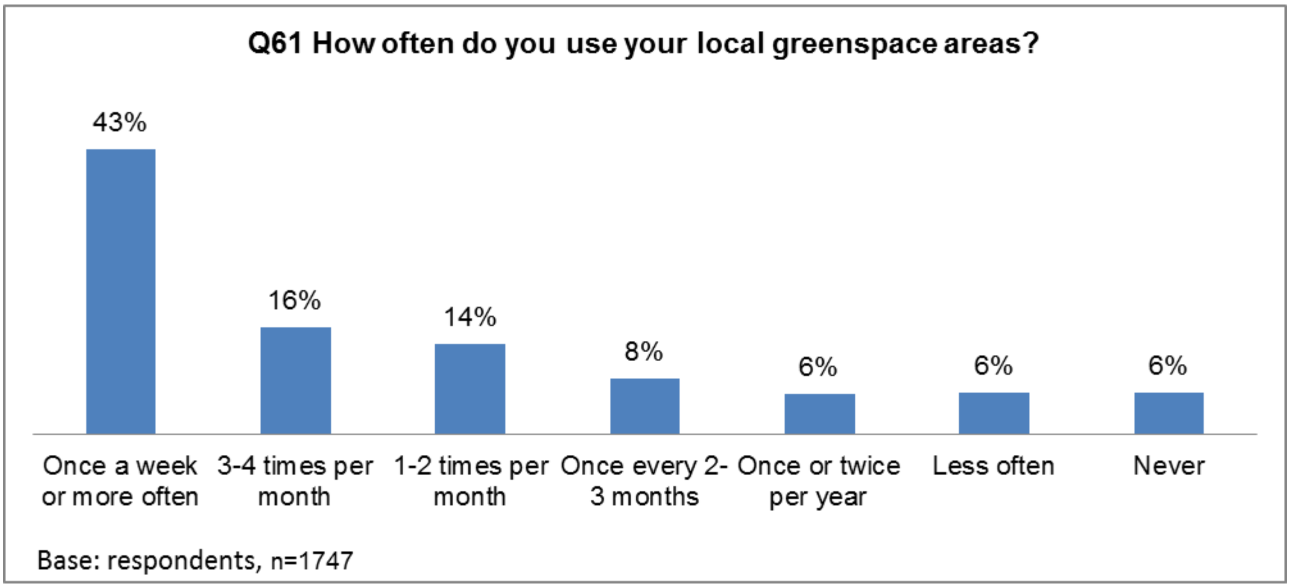
- Whitburn & Blackburn (32% disagree)
- Fauldhouse & Breich Valley (26% disagree)
- East Livingston & East Calder (26% disagree)

Similarly, there was significant variance by multi member ward in relation to the level of agreement that the local park or open space was suitable for respondents needs. Those most likely to disagree were:

- Fauldhouse & Breich Valley (21% disagree)
- Whitburn & Blackburn (14% disagree)

10.2. Greenspace in West Lothian (Q61/Q62)

Almost half of respondents (43%) stated that they use their local greenspace areas at least once per week. Just 13% of respondents stated that they used their local greenspace areas less than once per year or never.



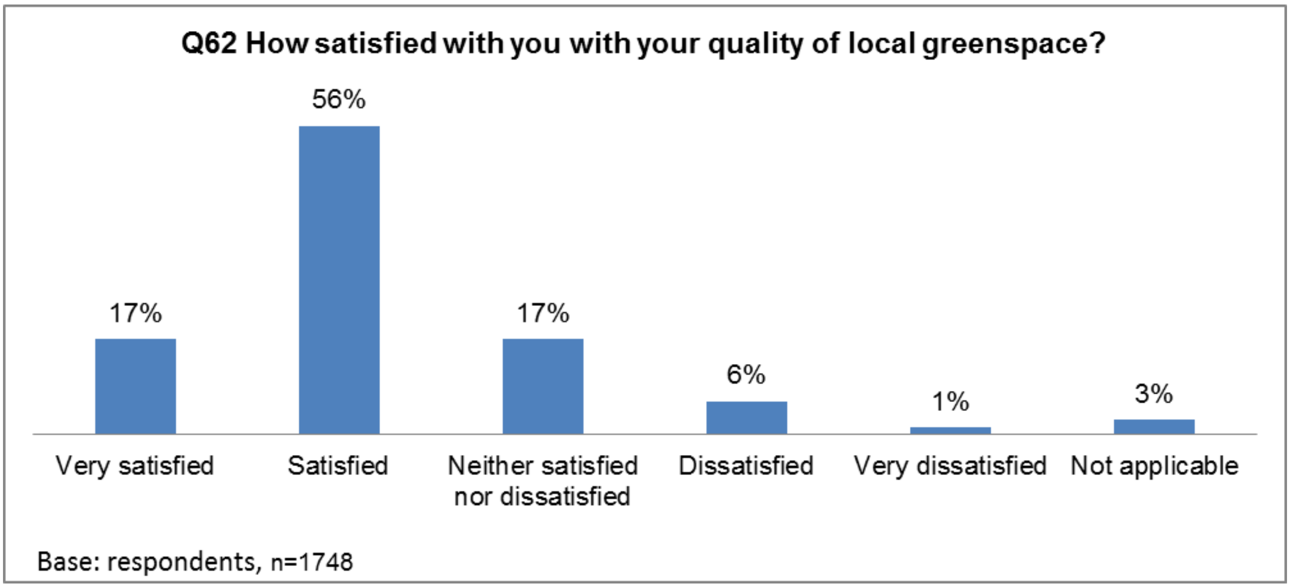
Most likely to visit their local green space areas were:

- Aged 25-34 (51% visit once a week or more often)
- Live in Livingston South (50% visit once a week or more)
- Live in Linlithgow (55% visit once a week or more)

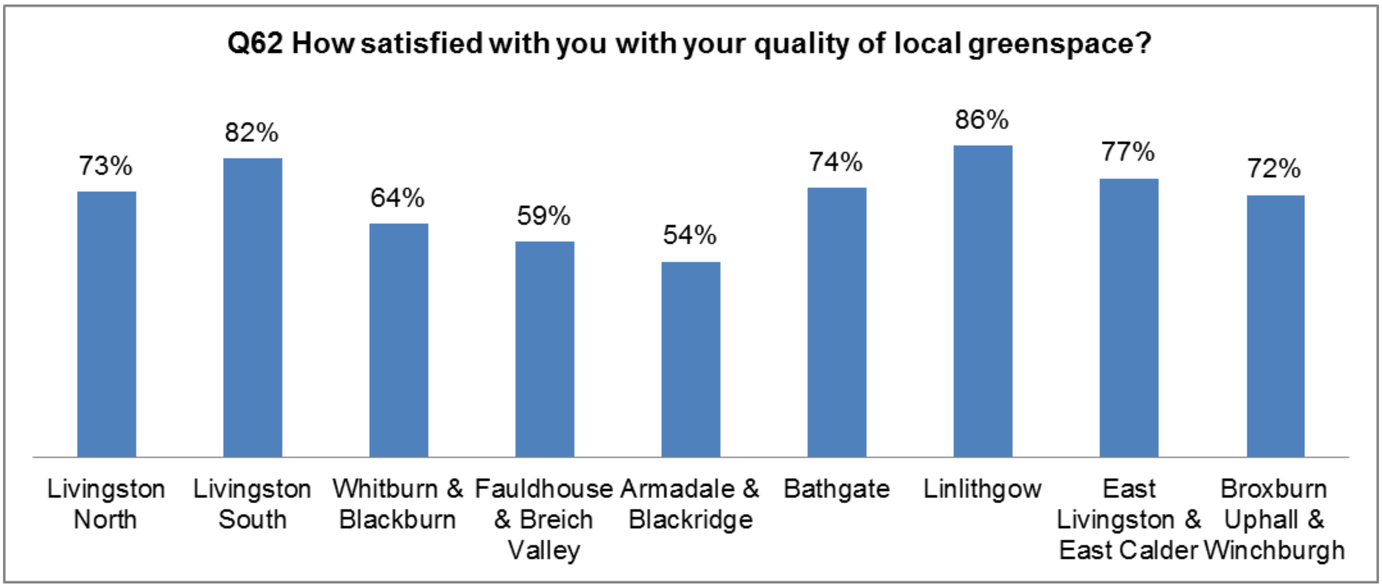
Conversely, least likely to visit their local green space were:

- Aged 75 and over (28% visit less than once per year or never)
- Live in social rented accommodation (29% visit less than once per year or never)
- Live in Broxburn, Uphall and Winchburgh (18% visit less than once per year or never)
- Those with a disability or health problem (20% visit less than once per year or never).

75% of respondents were satisfied with the quality of their local green space compared to 7% who were dissatisfied.



Analysis of satisfaction with the local green space area by multi member ward shows significant variance with respondents in Linlithgow most likely to be satisfied (86%) compared the just 54% stating that they were satisfied in Armadale & Blackridge.



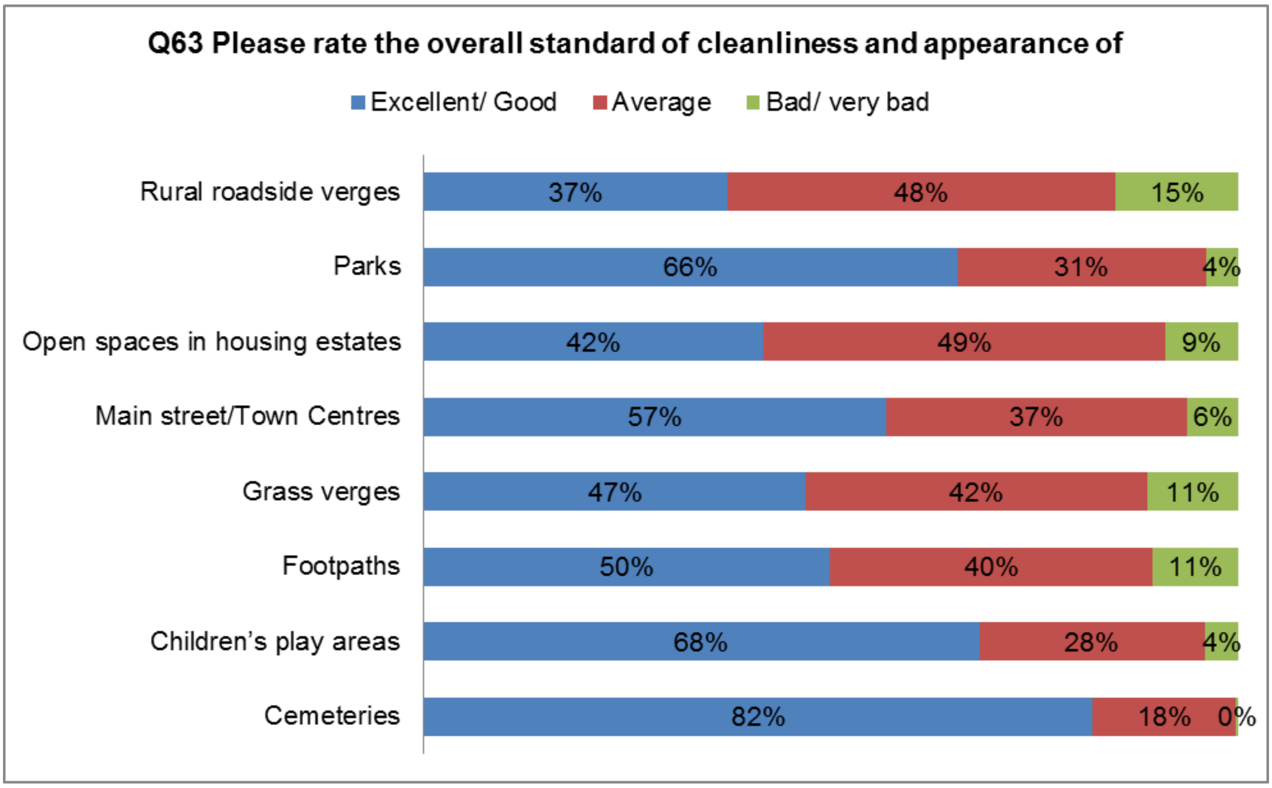
10.3. Cleanliness and appearance of the environment in West Lothian (Q63)

When considering the cleanliness and appearance of areas around West Lothian:

- 82% rated cemeteries as excellent or good.
- 68% rated children's play areas as excellent or good (55% in 2010).
- 66% rated parks as excellent or good (57% in 2010).
- 57% rated main streets/ town centres as excellent or good.

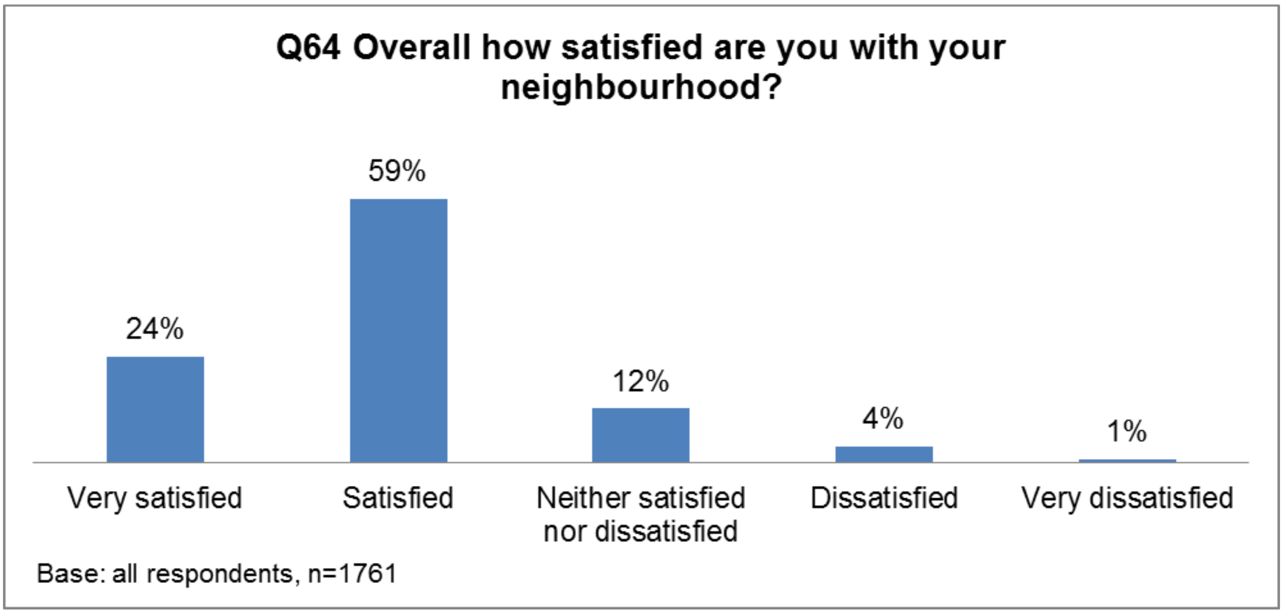
Ratings were not so high with regard to:

- 37% rated rural roadside verges as excellent or good (15% rated bad).
- 42% rated open spaces in housing estates as excellent or good (9% rated bad).
- 47% rated grass verges as excellent or good (11% rated bad).
- 50% rated footpaths as excellent or good (11% rated bad).



10.4. Overall satisfaction with the neighbourhood (Q64)

Overall, 83% of respondents stated that they were either very satisfied or satisfied with their neighbourhood compared to 5% who stated that they were dissatisfied.



Owner occupiers were significantly more likely to be satisfied with their neighbourhood (85%) than those in social rented accommodation (71%).

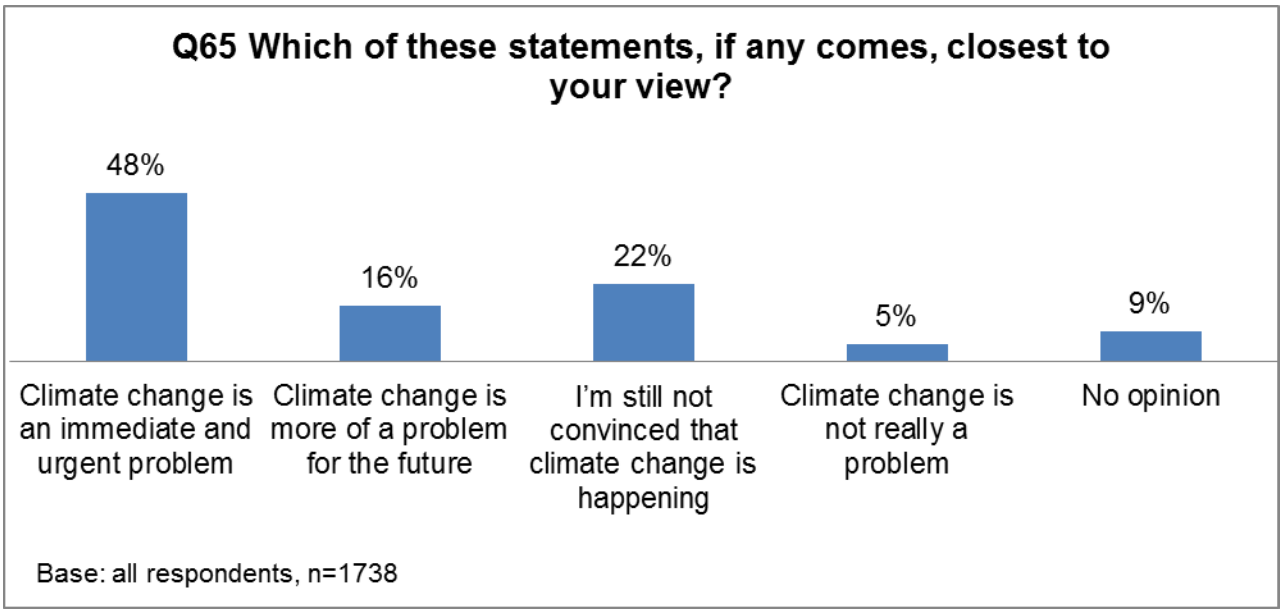
Additionally, analysis by multi member ward showed that respondents in Linlithgow were most likely to be satisfied with their neighbourhood (95%) whereas those in Whitburn & Blackburn (71%) and Fauldhouse & Breich Valley (72%) were least likely to be satisfied.

Q64 Overall how satisfied are you with your neighbourhood?

	Livngston North	Livingston South	Whitburn & Blackburn	Fauldhouse & Breich Valley	Armadale & Blackridge	Bathgate	Linlithgow	East Livingston & East Calder	Broxburn Uphall & Winchburgh
Base	**183**	**246**	**208**	**149**	**122**	**188**	**249**	**200**	**201**
Very satisfied/ satisfied	84%	88%	71%	72%	78%	86%	95%	82%	85%
Neither satisfied nor dissatisfied	12%	9%	21%	20%	15%	9%	4%	13%	13%
Dissatisfied/ very dissatisfied	4%	3%	9%	9%	7%	5%	1%	6%	3%

10.5. Perceptions of climate change (Q65)

When considering their views of climate change, 48% of respondents stated that climate change is an immediate and urgent problem, 16% stated that they believe climate change is more of a problem for the future, 22% stated that they are still not convinced climate change is happening and 5% stated that climate change is not really a problem.



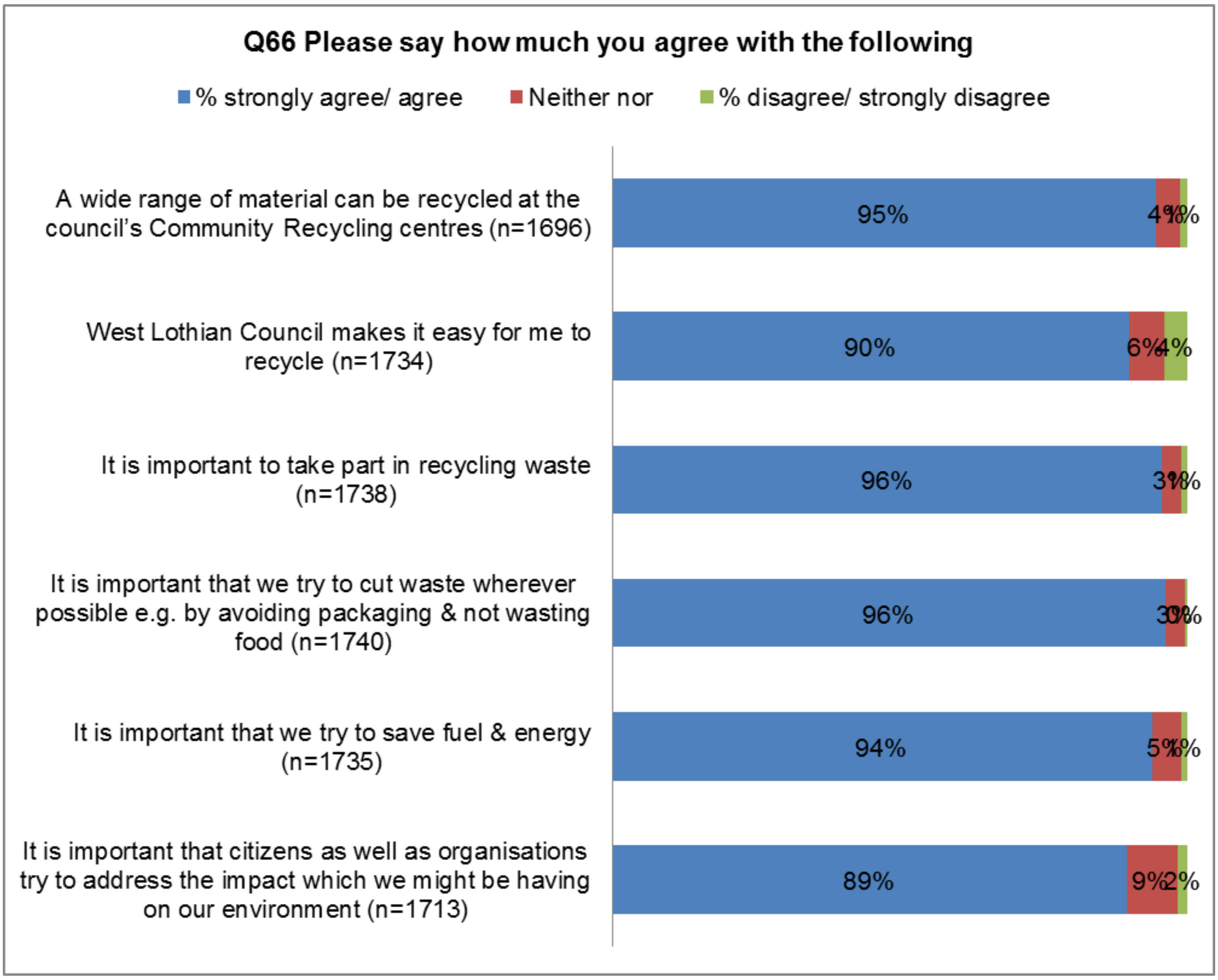
Analysis by age indicated that respondents aged 25-34 and 35-44 were most likely to state that they believed that climate change is an immediate and urgent problem (53% and 55% respectively). Respondents aged over 75 were most likely to state that they were still not convinced that climate change is happening (32%).

Females were more likely to be concerned about climate change than males with 52% of females stating that they believe climate change is an immediate and urgent problem compared to 44% of males. Respondents with children were more likely to state this was closest to their view also (55% of respondents with children stated they believed it to be an immediate and urgent problem compared to 46% of those without).

10.6. Attitudes towards recycling and waste reduction (Q66)

When asked the extent to which they agreed with a range of statements concerning recycling and waste reduction, the level of agreement was high:

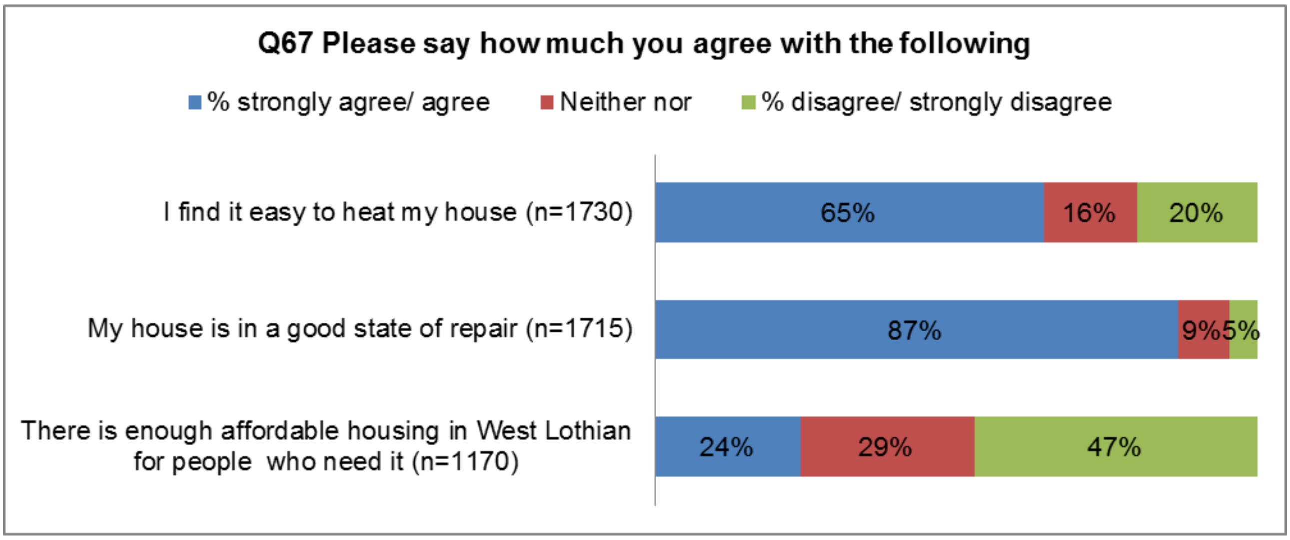
- 96% agreed that 'It is important that we try to cut waste wherever possible e.g. by avoiding packaging & not wasting food'.
- 96% agreed that 'It is important to take part in recycling waste'.
- 95% agreed that 'A wide range of material can be recycled at the council's Community Recycling centres'.
- 94% agreed that 'It is important that we try to save fuel & energy'.
- 90% agreed that 'West Lothian Council makes it easy for me to recycle'.
- 89% agreed that 'It is important that citizens as well as organisations try to address the impact which we might be having on our environment'.



10.7. Perceptions of housing in West Lothian (Q67)

When asked about their perception of housing in West Lothian:

- 24% agreed and 47% disagreed that ‘There is enough affordable housing in West Lothian for people who need it’.
- 87% agreed and 5% disagreed that ‘My house is in a good state of repair’.
- 65% agreed and 20% disagreed that ‘I find it easy to heat my house’ (down from 72% who agreed in 2010).



Analysis showed that those living in social rented accommodation were likely to report significantly different perceptions than those in owner occupation. Those in social rented accommodation were:

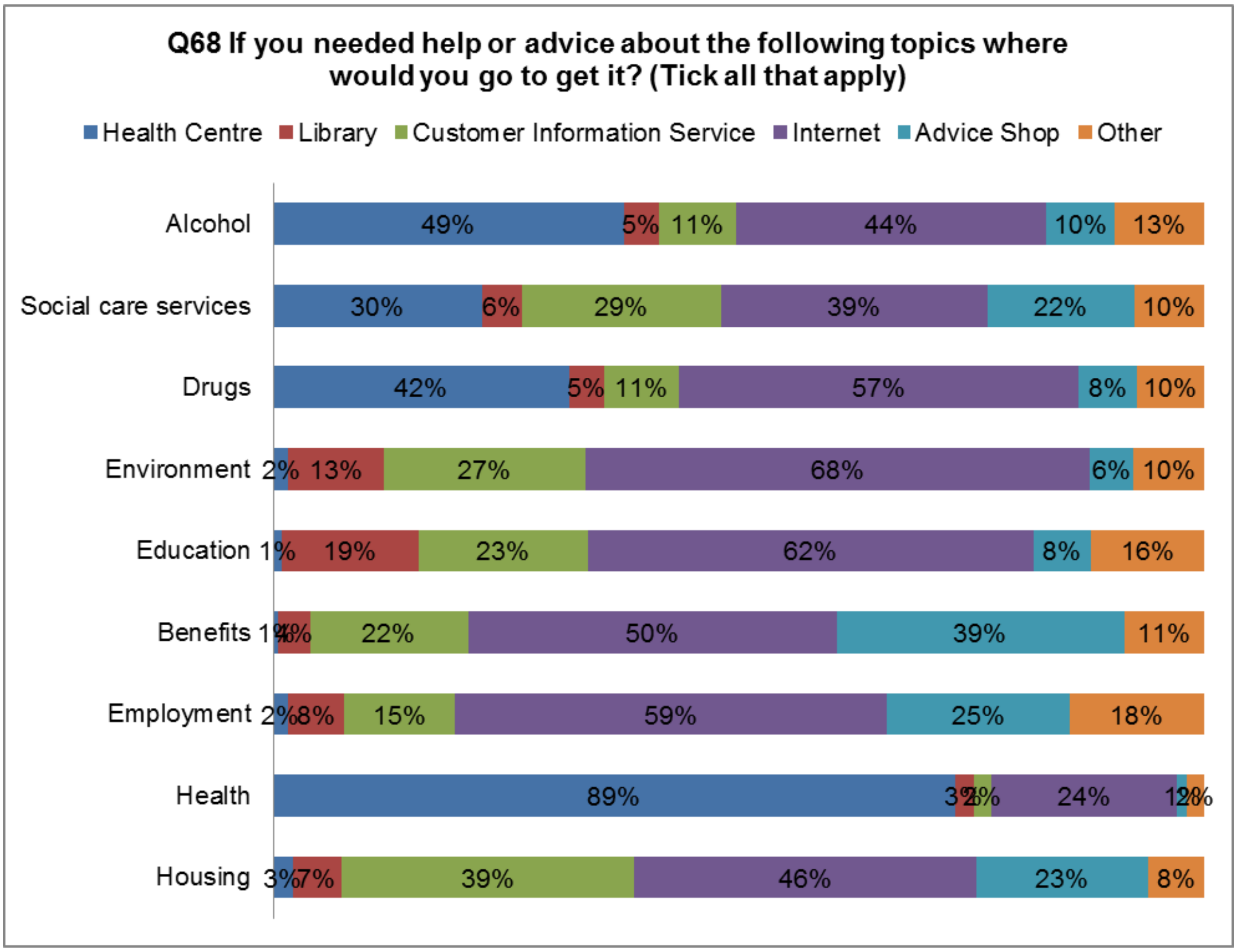
- more likely to disagree that ‘there is enough affordable housing in West Lothian for people who need it’ (57% disagree compared to 44% of those in owner occupation).
- more likely to disagree that ‘my house is in a good state of repair’ (18% disagree compared to 2% of those in owner occupation).
- more likely to disagree that ‘I find it easy to heat my house’ (39% disagree compared to 17% in owner occupation).

11. GETTING HELP AND ADVICE

11.1. Sources of help and advice (Q68)

Respondents were asked, if they needed help or advice about a range of topics where would they go. The key findings are noted below:

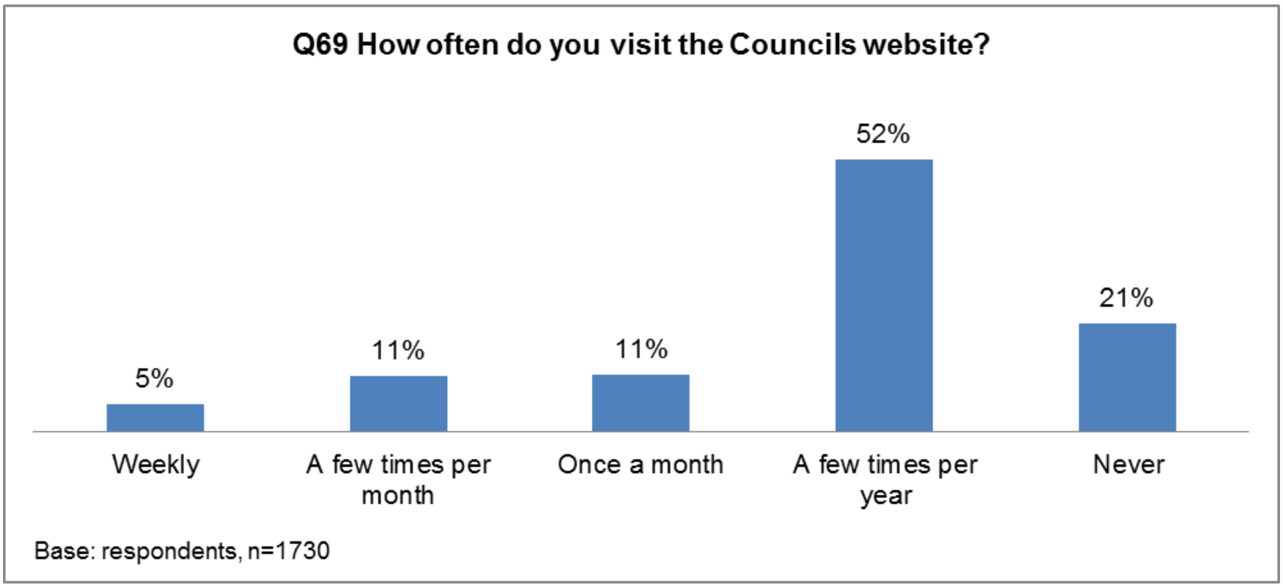
- When seeking help or advice about housing, 46% would refer to the internet and 39% would go to the Customer Information Service.
- The main source of help and advice on health would be the health centre (89%).
- When seeking employment advice, 59% would go to the Internet and 25% to the Advice Shop.
- If seeking information on benefits, 50% would go to the internet, 39% to the Advice Shop and 22% to the Customer Information Service.
- For advice or help on education, 62% would refer to the internet.
- When seeking information on the environment, 68% would go to the internet and 27% to the Customer Information Service.
- If seeking information on drugs or alcohol, the two main sources would be the health centre (42% for drugs and 49% for alcohol) and the internet (57% for drugs and 44% for alcohol).
- When seeking information on social care services, 39% would go to the internet, 30% to the health centre, 29% to the Customer Information Service and 22% to the Advice Shop.



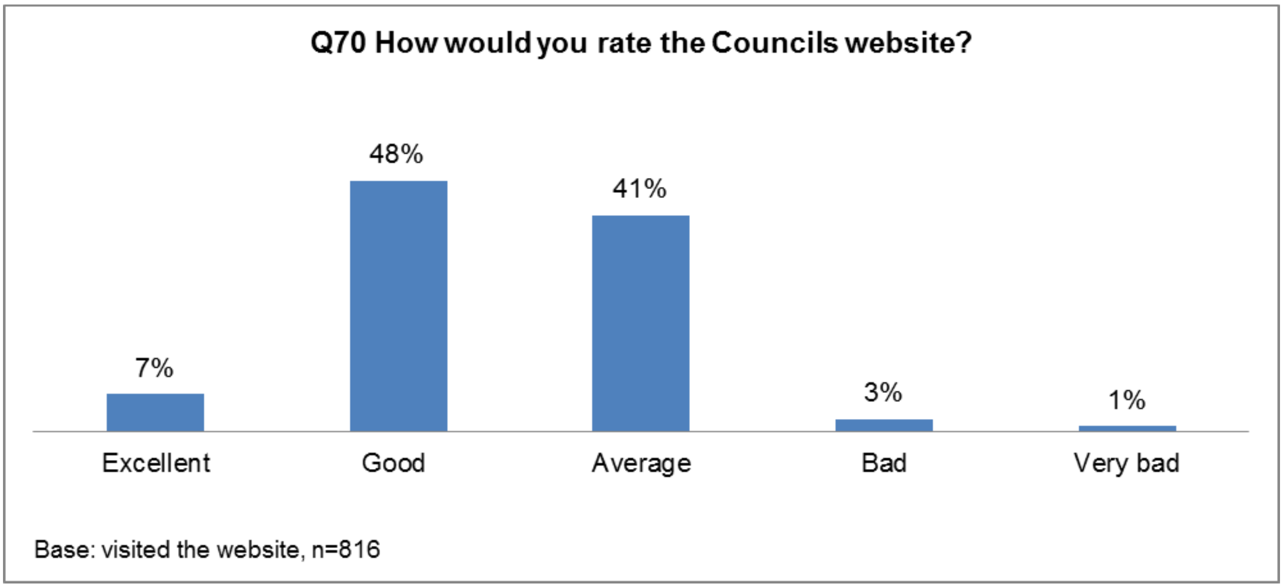
When comparing the methods by which residents would seek information and advice in 2013 to the access profile in 2010, it is clear that there has been an increase in the extent to which residents would look to the internet to seek information or advice.

11.2. Use of the Council's website (Q69/Q70)

Almost eight in ten (79%) respondents have visited the Council's website with 27% visiting the website at least once per month. 21% have never visited the Council's website. Most likely to have visited the website were respondents aged 35-44 (90% have visited).



Where respondents have visited the website, 55% rated the site as excellent or good, 41% as average and 4% as bad or very bad.

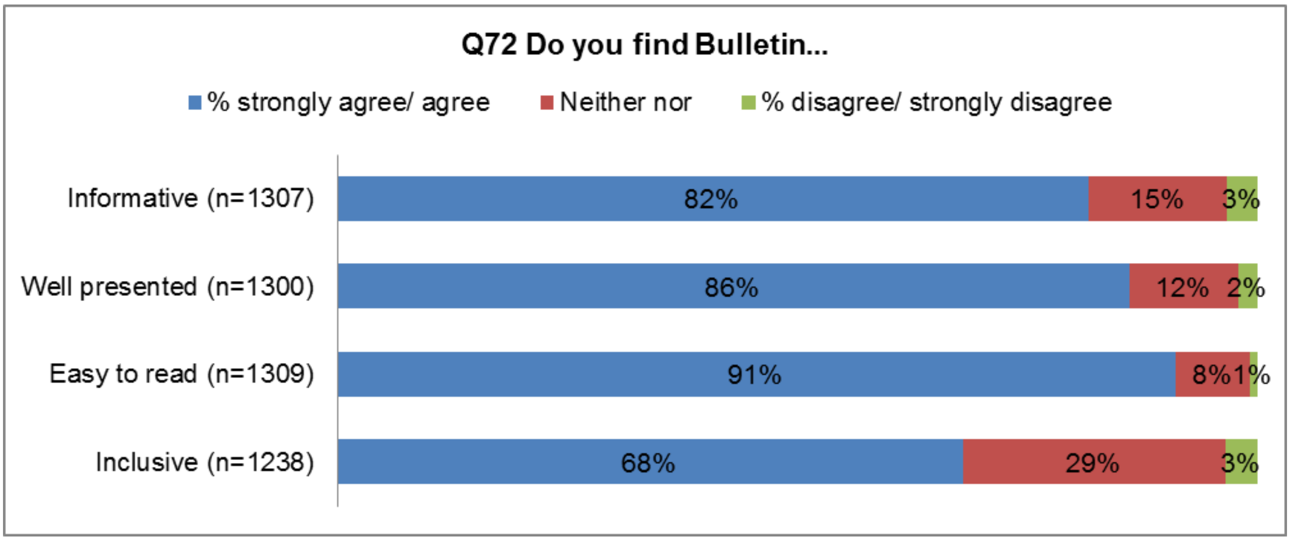


11.3. The Council's newspaper, Bulletin (Q71/Q72)

Just over three quarters of respondents (78%) read the Council's Newspaper, Bulletin. The likelihood of reading Bulletin increases with age with under 25s least likely to read (37%) up to those aged 75 and over most likely to read (94%).

Where respondents read Bulletin:

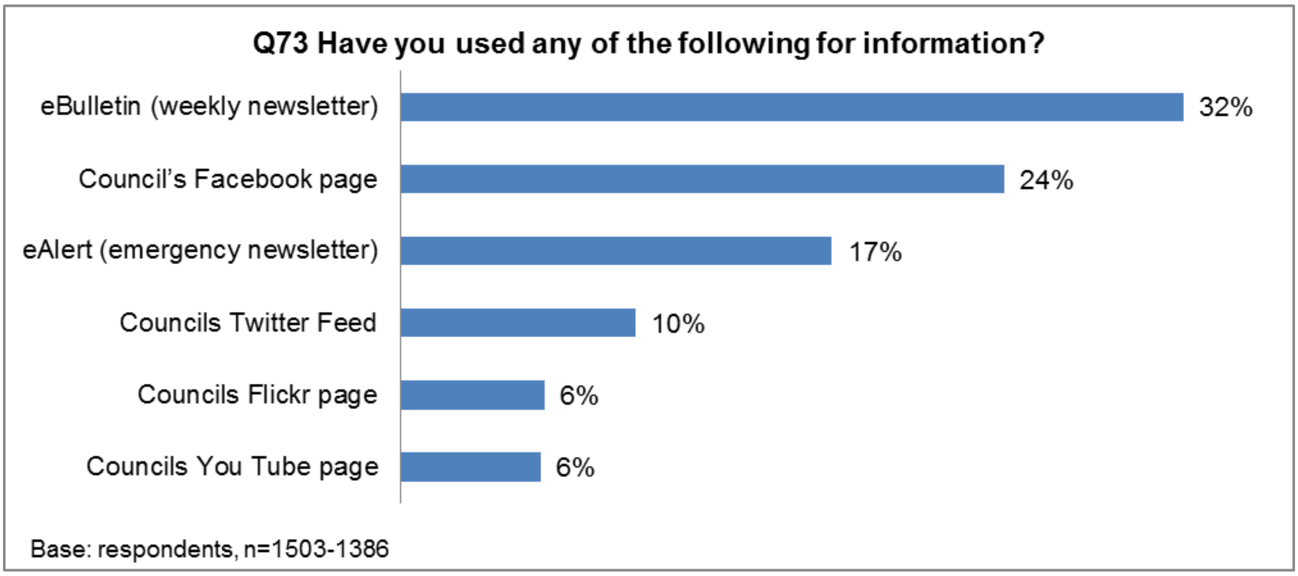
- 68% agreed and 3% disagreed that it is inclusive.
- 91% agreed and 1% disagreed that it is easy to read.
- 86% agreed and 2% disagreed that it is well presented.
- 82% agreed and 3% disagreed that it is informative.



11.4. Rating of information sources (Q73/Q74)

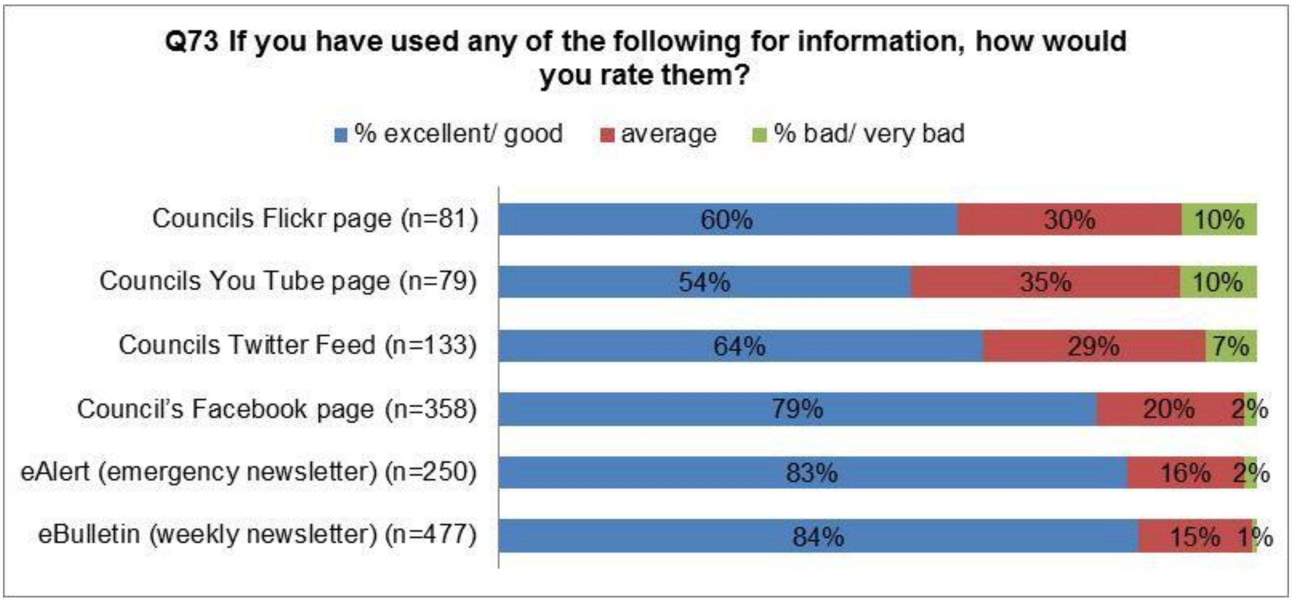
Thinking of other sources of information provided by the Council, the most used were:

- eBulletin (32% have used)
- Council's Facebook page (24% have used)
- eAlert (17% have used)
- Council's Twitter Feed (10% have used)



It is interesting to note that there are not significant differences by age in relation to usage profile.

Where they have used these sources of information, most positively rated were eBulletin (84% rated excellent or good) and eAlert (83% rated excellent or good). The least likely to be rated positively was the Council's You Tube page which although only used by 6% of the sample was rated as excellent or good by 54%, average by 35% and bad or very bad by 10%.



When asked which other methods they would like to receive information the most popular other method by which respondents would like to receive information was through local media (74%). This was most likely to be said by respondents aged 60-74 (85%) and those aged 75 and over (82%).

Respondents aged 25-34 and 35-44 were more likely to say they would like to receive information via school newsletters (44% and 49% respectively).

12. CONCLUSIONS

Overall levels of satisfaction with West Lothian as a place to live are very strong, with 88% stating that they were satisfied. This is consistent with the 87% who reported satisfaction in 2010. Perceptions of the change in West Lothian over the last few years are also positive, with 57% of respondents stating that West Lothian has improved. Satisfaction with the local neighbourhood has increased marginally to 83% stating that they are satisfied with their neighbourhood as a place to live (up from 80% in 2010).

Satisfaction with the range of public services is generally high. Most notably with regard to health services, fire and rescue, local schools and refuse collection. Priorities for residents are highlighted as 'clean streets' and 'good quality roads'.

With regard to clean streets, rating of standards of cleanliness are significantly lower when it comes to open spaces in housing estates, footpaths and grass verges than is the case in main streets and town centres. This is also set against a very high satisfaction with refuse collection. It may be linked to what were identified as the most prevalent forms of anti-social behaviour are dog fouling, litter and broken glass. Cleanliness and appearance of children's play areas and parks are rated highly and have improved since 2010.

Schools are perceived to be high quality, and an aspect of key importance. Satisfaction with education is fair for all respondents and has increased since 2010, and interestingly significantly higher for those that have direct experience of these services through having children at school.

With respect to the economy of West Lothian, there appears to be a perception that West Lothian is a good place to do business, however, when it comes to perception of West Lothian as a place to work or find employment, the perception is not as positive.

In terms of health and wellbeing, the majority of respondents believe that their overall health is good, with the majority of respondents stating that they engage in physical activity and consume reasonable levels of alcohol. Additionally, just 13% of respondents stated that they are smokers. This has decreased from 18% in 2010.

Generally, respondents stated that they feel safe within a variety of circumstances within West Lothian, in particular during the day. Respondent perception of feeling of safety falls after dark. Satisfaction with feeling of safety in the community is also fair, with 73% stating that they are satisfied in this respect. This has remained consistent since 2010

APPENDIX 1: RESPONSE PROFILE

Response Rate Analysis

The overall response rate to the survey was 57%. However, three respondents had removed their unique identification numbers therefore their response, whilst analysed, could not be attributed to their Panel profile. As such, the response profile analysis is based upon a total of 1,761 responses as opposed to 1,764.

The table below analyses the response rate by area, indicating that there is a fairly significant variance on the basis of geography. The highest response rate was evident in Linlithgow where a 72% response rate was achieved. The lowest response rate was achieved in Armadale and Blackridge where 50% of Panel members responded.

Multi Member Ward	Panel database	No of respondents	Response rate
Armadale & Blackridge	247	123	50%
Bathgate	315	189	60%
Broxburn Uphall & Winchburgh	332	201	61%
East Livingston & East Calder	379	202	53%
Fauldhouse & Breich Valley	292	153	52%
Linlithgow	348	249	72%
Livingston North	334	186	56%
Livingston South	454	248	55%
Whitburn & Blackburn	382	210	55%
Total	**3083**	**1761**	**57%**

Accuracy of Results

In terms of degree of accuracy of these results, at the overall West Lothian level, the results are accurate to +/-2.3% (based upon a 50% estimate at the 95% level of confidence). At geographical level, the level of accuracy ranges from +/-6.2% in Livingston South and Linlithgow to +/-8.8% in Armadale and Blackridge. This indicates that both at overall level, and at geographical level, the results are robust and the level of accuracy is one which we would recommend you can have confidence in.

Multi Member Ward	WL Population	No on Panel	No of respondents	Accuracy*
Armadale & Blackridge	11867	247	123	+/-8.8%
Bathgate	14221	315	189	+/-7.1%
Broxburn, Uphall & Winchburgh	15083	332	201	+/-6.9%
East Livingston & East Calder	16100	379	202	+/-6.9%
Fauldhouse & Breich Valley	13647	292	153	+/-7.9%
Linlithgow	12852	348	249	+/-6.2%
Livingston North	16349	334	186	+/-7.1%
Livingston South	19596	454	248	+/-6.2%
Whitburn & Blackburn	18331	382	210	+/-6.7%
Grand Total	**138046**	**3083**	**1761**	**+/-2.3%**

*Based upon a 50% estimate at the 95% level of confidence

The level of accuracy cited above is known as the 'sampling error'. The results of a survey based on a sample will not necessarily coincide with the exact results that would have been obtained by a full scale study of the total population. Some error (known as sampling error) may have arisen simply because not everyone will have been included in the sample. The aim of calculating sampling errors is to indicate the confidence which you can have in a particular result. Thus, if we find that 50% of the sample behave in a certain way, the key question is the extent to which this percentage may differ from the true population proportion simply because our results are based only on a sample. The sampling error allows you to say, for example, that the true range is likely to fall within the range of, for example 45% and 55%. This is expressed in the form $\pm$5%.

Response Profile by Geography

Analysis of the profile of responses by geography indicates that there is only marginal over or under representation in response when this is compared to the overall West Lothian population profile, by multi member ward. As shown, the closest level of representation is in Livingston South where the proportion of response is 14.1% compared to the overall population proportion being 14.2%, indicating a difference of just 0.1%. The greatest difference in response profile is +4.8% in Linlithgow, where the response profile is 14.1% compared to a population profile of 9.3%.

Multi Member Ward	WL Profile	Panel Profile	Response Profile	Difference between Response and WL
Armadale & Blackridge	8.6%	8.0%	7.0%	-1.6%
Bathgate	10.3%	10.2%	10.7%	+0.4%
Broxburn Uphall & Winchburgh	10.9%	10.8%	11.4%	+0.5%
East Livingston & East Calder	11.7%	12.3%	11.5%	-0.2%
Fauldhouse & Breich Valley	9.9%	9.5%	8.7%	-1.2%
Linlithgow	9.3%	11.3%	14.1%	+4.8%
Livingston North	11.8%	10.8%	10.6%	-0.8%
Livingston South	14.2%	14.7%	14.1%	-0.1%
Whitburn & Blackburn	13.3%	12.4%	11.9%	-1.4%
Grand Total	**100.0%**	**100.00%**	100.0%	

Response Profile by Gender

With regard to gender of respondents, analysis of response rates indicates that females were marginally more likely to respond to the Quality of Life survey, with 71% of female Panel members responding compared to 68% of male Panel members.

Gender	No on Panel	No of respondents	Response Rate
Male	1479	818	55%
Female	1604	943	59%

Analysis of the response rate by gender on the basis of multi member ward indicates that whilst female Panel members are more likely to respond across the board, in Armadale and Blackridge, the role was reversed and male Panel members were more likely to respond, with 55% of males responding compared to 59% of females.

Multi Member Ward	No on Panel		No of Respondents		Response Rate	
	Male	**Female**	**Male**	**Female**	**Male**	**Female**
Armadale and Blackridge	120	127	62	61	52%	48%
Bathgate	143	172	74	115	52%	67%
Broxburn	152	180	86	115	57%	64%
East Livingston and East Calder	191	188	96	106	50%	56%
Fauldhouse and Breich Valley	144	147	71	82	49%	56%
Linlithgow	168	180	115	134	68%	74%
Livingston North	169	165	92	94	54%	57%
Livingston South	210	244	115	133	55%	55%
Whitburn and Blackburn	181	201	107	103	59%	51%
West Lothian Total	**1478**	**1604**	**818**	**943**	**55%**	**59%**

Finally, comparing the response profile by gender to that of the West Lothian population profile shows that there is just a 1% difference between our Panel response profile and that of the general population with males being under represented by 1% and females being over represented by 1%.

Gender	**WL Profile**	**Panel Profile**	**Response Profile**	**Difference between response and WL**
Male	48%	48%	47%	-1%
Female	52%	52%	53%	1%

Response Profile by Age

The tables below indicate the response rate analysis by age per multi member ward. On the basis of age, and gender, by multi member ward, it is quite clear that there is a difference in response rate on the basis of age, in particular younger Panel members. The lowest response rate achieved, by age, was for under 25s. This is compared to the highest response rate of 80% for those aged 60-74.

Age band	Panel Profile	Response	Response rate
Under 25	363	42	12%
25-34	413	146	35%
35-44	554	301	54%
45-59	858	591	69%
60-74	705	567	80%
75 and over	190	112	59%
Grand Total	**3084**	**1759**	**57%**

Comparison to the overall West Lothian age profile shows that the response profile is under represented in younger respondents, most notably those aged under 25 which were under represented by 11%. Respondents aged 60-74, where we have seen the greatest response rate, were most over represented overall, with a 14% over representation in the response profile.

	WL Profile	Panel Profile	Response profile	Difference between response and WL
Under 25	14%	12%	2%	-11%
25-34	16%	13%	8%	-7%
35-44	19%	18%	17%	-2%
45-59	25%	28%	34%	9%
60-74	19%	23%	32%	14%
75 and over	8%	6%	6%	-1%
Grand Total	100%	100%	100%	0%

In general, whilst there are geographical differences, the younger age groups are less likely to respond to the survey when compared to older age groups. This was most notable for young people aged under 25 in Fauldhouse & Breich Valley.

	Under 25	25-34	35-44	45-59	60-74	75 and over	Total
Armadale & Blackridge	7%	45%	48%	51%	74%	50%	50%
Bathgate	13%	31%	62%	81%	72%	64%	60%
Broxburn Uphall & Winchburgh	9%	41%	71%	64%	78%	68%	61%
East Livingston & East Calder	9%	33%	46%	65%	80%	63%	53%
Fauldhouse & Breich Valley	5%	39%	46%	65%	82%	61%	52%
Linlithgow	14%	31%	69%	87%	85%	63%	72%
Livingston North	17%	26%	49%	65%	79%	68%	56%
Livingston South	9%	39%	47%	65%	83%	57%	55%
Whitburn & Blackburn	20%	31%	55%	65%	87%	42%	55%
Grand Total	**12%**	**35%**	**55%**	**69%**	**80%**	**59%**	**57%**

Response Profile by Tenure

In terms of the response rate analysis, it can be seen that those who rent their home from the Council or Housing Association were less likely to respond than owner occupiers. The response rate for owner occupiers was 70% compared to 29% from those in social rented accommodation.

Tenure (Number)	No on Panel	No of respondents	Response Rate
Owner occupier	2081	1462	70%
Social Rented	862	246	29%
Rented from private landlord or letting agency	107	37	35%
Other	20	6	30%
Grand Total	**3070**	**1751**	**57%**

Analysis of the profile of respondents compared to the Census profile indicates that social rented tenants are underrepresented in terms of the response profile and that owner occupiers are over represented. The analysis indicates that the level of under representation is in the order of 17% however, given the potential change in the tenure profile it is unlikely to be as high as this in real terms. None the less, it is still likely to indicate that the social rented sector is under represented to a small degree in the response to the survey.

Tenure	WL Profile (Census 2001)	Panel Profile	Response Profile	Difference between response and WL
Owner Occupied	63.2%	67.5%	83%	+20%
Social rented	31.9%	28.0%	14%	-17%
Private Rented	3.2%	3.5%	2%	-1.2%
Other	1.6%	1.1%	0%	-1.6%
Total	**100.0%**	**100.0%**	**100.00%**	

Response Profile by Ethnicity

Finally, in terms of ethnic origin, analysis of the response rate indicates higher response from 'White British' Panel members compared to those of an 'Other' ethnicity.

Ethnicity	No on Panel	No of Respondents	Response Rate
White British	2919	1692	58%
Other	141	64	45%
Unknown	24	1756	57%

Compared to the overall West Lothian profile, both the Panel and the response profile over represents those of non white British ethnic origin, however, this is on the basis of the 2001 Census profile and there is anecdotal evidence that the BME population has grown in West Lothian since then, although it is not known to what extent.

Ethnic Group	WL Profile (Census 2001)	Panel Profile	Response Profile	Difference between response and WL
White British	97.6%	95.4%	96.4%	-1.2%%
Other Ethnic Origin	2.4%	4.6%	3.6%	+1.2%
Total	**100.00%**	**100%**	**100%**	0.00%