West Lothian Community Planning Partnership

Quality of Life Survey 2016/17
Research Report

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Prepared by:

Research Resource
17b Main Street
Cambuslang
G72 7EX

Prepared for:

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

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

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

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1. INTRODUCTION AND BACKGROUND

1.1. Introduction

This report summarises the process and outcome of the 2016/17 Quality of Life Survey undertaken with West Lothian Citizens' Panel.

1.2. Background and approach

West Lothian Citizens Panel was set up in 1999 to help the Community Planning Partnership (CPP) identify residents' views on various aspects relating to living in West Lothian. The panel is used by a number of services and partners to gain local views on specific services. 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, 2013 and this most recent one in 2016/17.

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, and the decision was taken to retain a number of the questions that had previously been asked in the 2013 survey for the purposes of benchmarking.

The questions within the Quality of Life survey were developed to reflect the priority areas within the Local Outcomes Improvement Plan. 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
- Overall Satisfaction

The panel is one way that the council and its Community Planning Partners can consult with local people. Prior to any activity relating to the Quality of Life Survey, the panel is normally refreshed. The aim of refreshment activity is to ensure that panel member's details are up to date, that members still wish to remain on the panel and to retire a proportion of members and recruit members in order to ensure that the panel remains 'fresh'. Through the refreshment process, 143 panel members were removed from the panel, 916 updated their details and 28 new members joined the panel. The panel now compromises of approximately 2,800 residents of West Lothian.

1.3. Survey administration and response

The Quality of Life Survey was carried out in November 2016. The survey was sent to all panel members via email for those who provided an email address (1,807) and for those who didn't, a paper copy was sent (1,018). A follow up reminder postal mailing was sent a month later to those members who had not yet responded to encourage further response. Finally, a targeted telephone boost was undertaken to increase the level of response from under-represented groups.

The response rate stood at 31.1% which represented 867 panel members. This was significantly lower than previous years (57% in 2013 and 70% in 2010). The low response meant that at multi-member ward level, the sample of responses was not as robust as previous years. Additional work was then carried out in an attempt to boost response levels. The survey was opened up to non-panel members to allow more opportunities to publicise the survey. This was an online approach, and a link was sent out via a range of avenues in order to target the general population, and those areas that were under-represented. As a result of this process, an additional 258 responses were submitted. A total of 1146 responses were received for the survey (1764 in 2013).

The table below shows the number of responses achieved by multi member ward and the level of accuracy associated with the results.

Multi member ward	Population	% of Population	Response	% of response	Difference	Data accuracy (+/-)**
Armadale and Blackridge	12227	8.7%	85	7.5%	-1.2%	10.6%
Bathgate	14994	10.6%	134	11.8%	1.2%	8.4%
Broxburn, Uphall and Winchburgh	15376	10.9%	118	10.4%	-0.5%	9.0%
East Livingston and East Calder	16456	11.7%	135	11.9%	0.2%	8.4%
Fauldhouse and the Breich Valley	13199	9.4%	84	7.4%	-2.0%	10.7%
Linlithgow	12743	9.0%	146	12.8%	3.8%	8.1%
Livingston North	16510	11.7%	137	12.0%	0.4%	8.3%
Livingston South	19989	14.2%	160	14.1%	-0.1%	7.7%
Whitburn and Blackburn	19635	13.9%	138	12.1%	-1.8%	8.3%
Grand Total	**141129**	**100.0%**	**1146***	**100.0%**	**0.0%**	**3%**

* 9 no reply/ postcodes that didn't pull through MMW

879 responses received by email/ post/ phone and 258 via online boost.
**Based upon a 50% estimate at the 95% level of confidence

Appendix 1 provides a fuller analysis of the profile of survey respondents relative to the overall West Lothian and multi member ward population.

The profile of survey respondents broadly reflects the demographic profile of residents within multi-member ward in terms of age and gender, although there is slight under-representation of younger residents and over-representation of older residents. There are variances in terms of responses by geography at Multi-member ward level when compared to the overall population.

The results of the research are based upon a sample survey therefore all figures quoted are estimates rather than precise percentages. The reader should interpret the data with statistical significance in mind. All proportions produced in a survey have a degree of error, or level of data accuracy, associated with them because they are generated from a sample of the population rather than the population as a whole. Any proportion measured in the survey has an associated confidence interval (within which the 'true' proportion of the whole population is likely to lie), usually expressed as ±x%. At the overall West Lothian level, this margin of error is +/-3% (based upon a 50% estimate at the 95% level of confidence). However, at multi member ward level the results are subject to much greater variance. For example, the results for Armadale and Blackridge may vary by +/-10.6%. As a result, the research results have not been analysed by multi member ward in this report.

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

This volume aims to provide an analysis of the survey findings, highlighting significant differences between both the 2013 survey and between sub groups of respondents to the 2016/17 survey. Results have been analysed by:

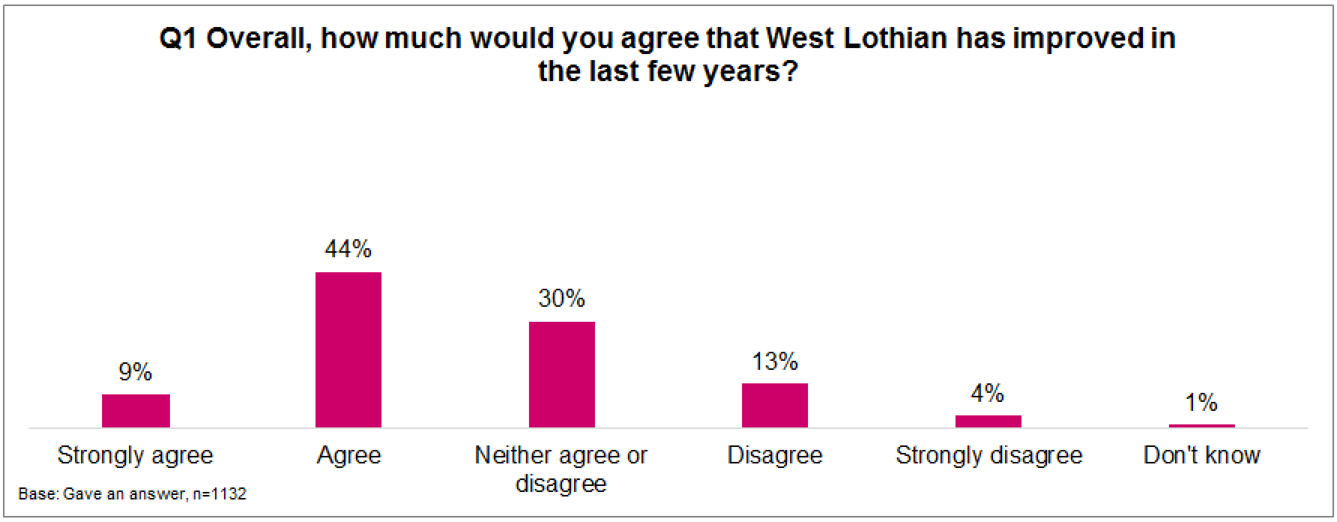
- Age
- Gender
- Disability
- Children at school in the household
- Tenure

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

2. OVERALL QUALITY OF LIFE

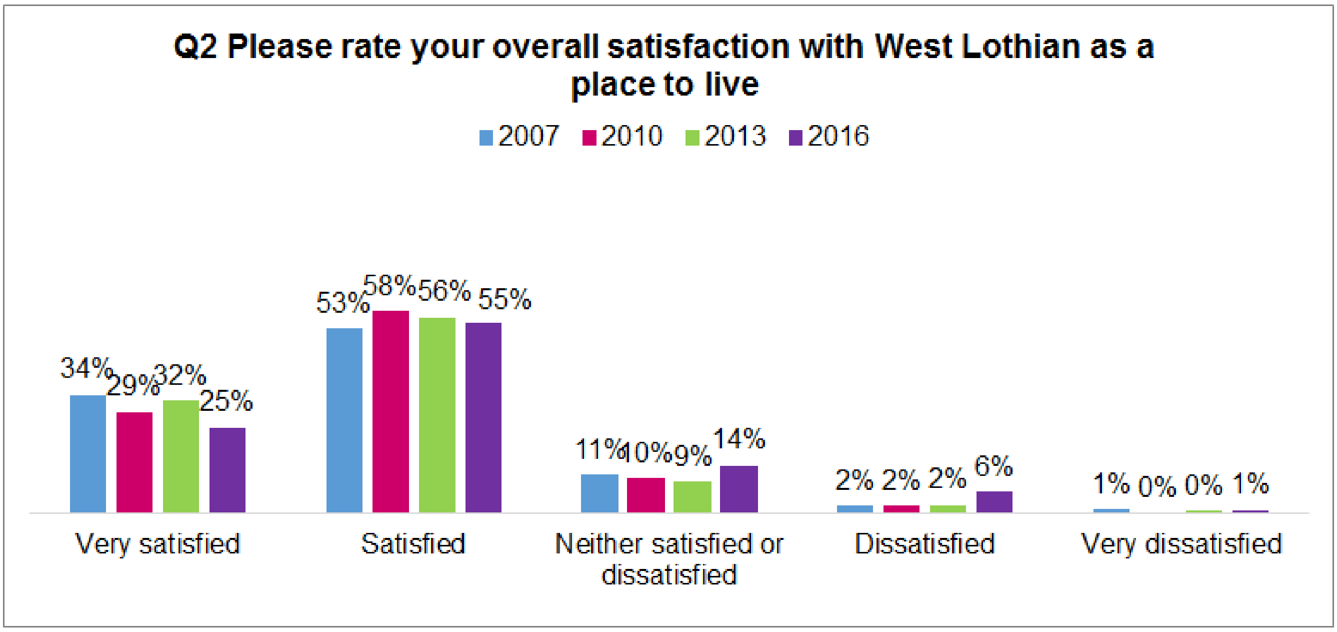
2.1. Improvement to quality of life (Q1)

The survey opened by asking respondents to what extent they would agree that West Lothian has improved over the last few years. As shown below, just over half of respondents (53%) said they agree or strongly agree that it has improved. 30% of respondents said they neither agree nor disagree, 17% said they disagree or strongly disagree. 1% of respondents were unsure. This is marginally lower than in 2013 when 57% stated that they either strongly agreed or agreed that West Lothian has improved in the last few years.



2.2. Satisfaction with West Lothian as a place to live (Q2)

Overall, 80% of respondents stated that they were satisfied with West Lothian as a place to live. This has decreased by 8 percentage points from 88% in 2013.



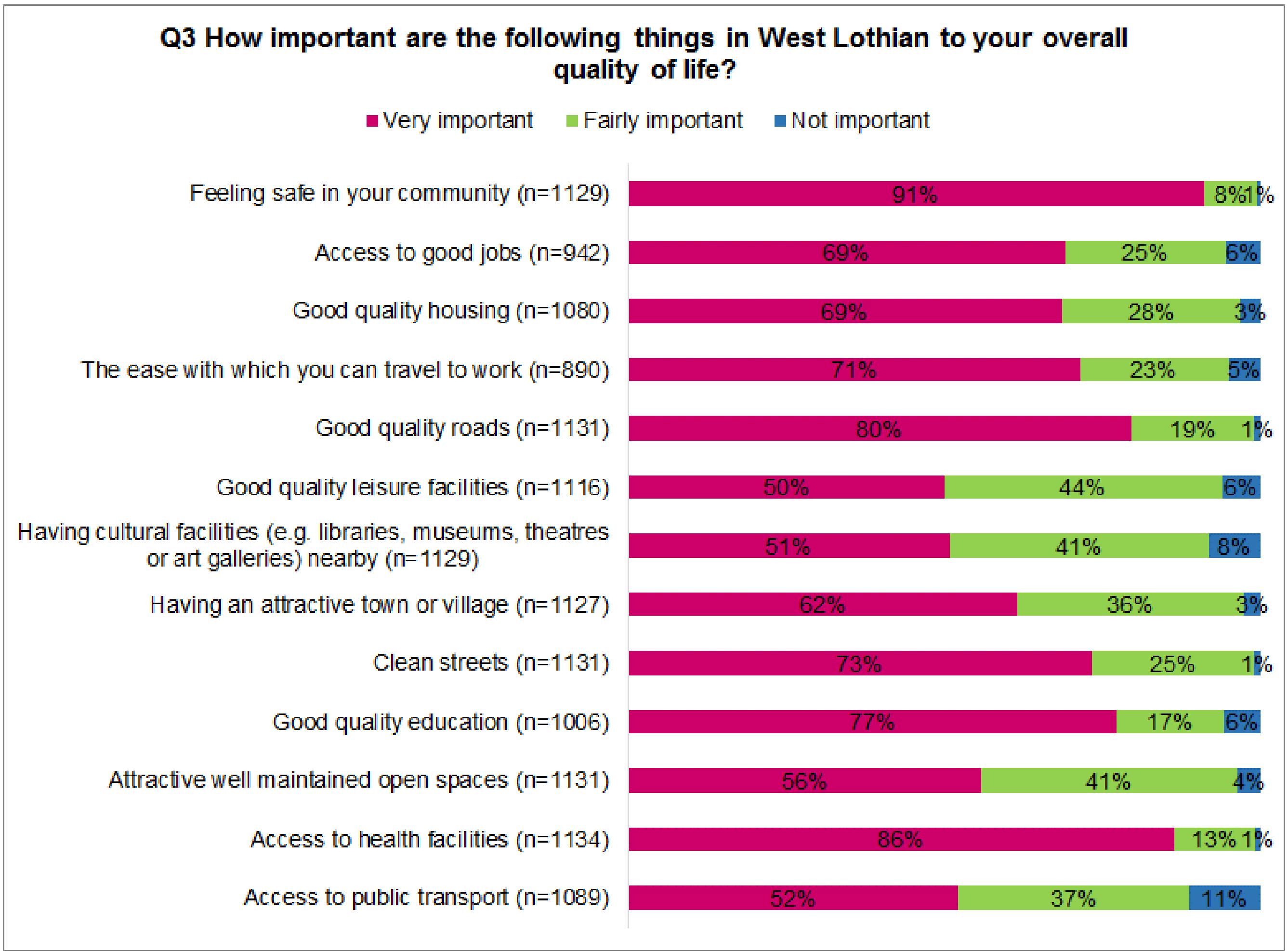
2.3. Factors which influence quality of life (Q3)

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

1. Feeling safe in their community (91% stated very important)
2. Access to health facilities (86%)
3. Good quality roads (80%)

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

1. Access to public transport (11% stating not important)
2. Having cultural facilities (8%)
3. Good quality education (6%), good quality leisure facilities (6%) and access to good jobs (6%)



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 69% overall.
- **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.

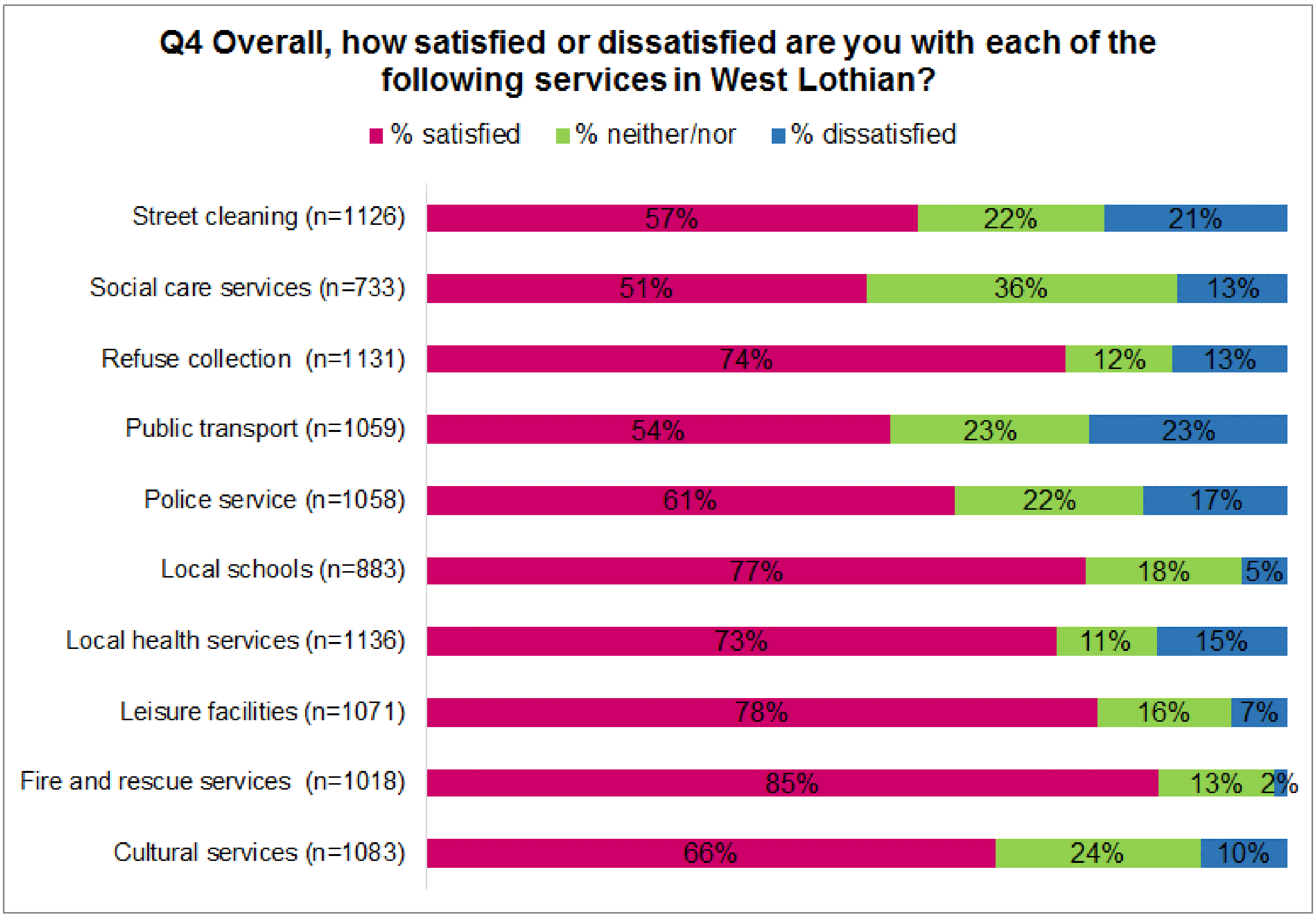
2.4. Overall satisfaction with services in West Lothian (Q4)

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:

- Fire and rescue service (85%)
- Leisure facilities (78%)
- Local schools (77%)

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

- Public transport (23% dissatisfied)
- Street cleaning (21%)
- Police service (17%)

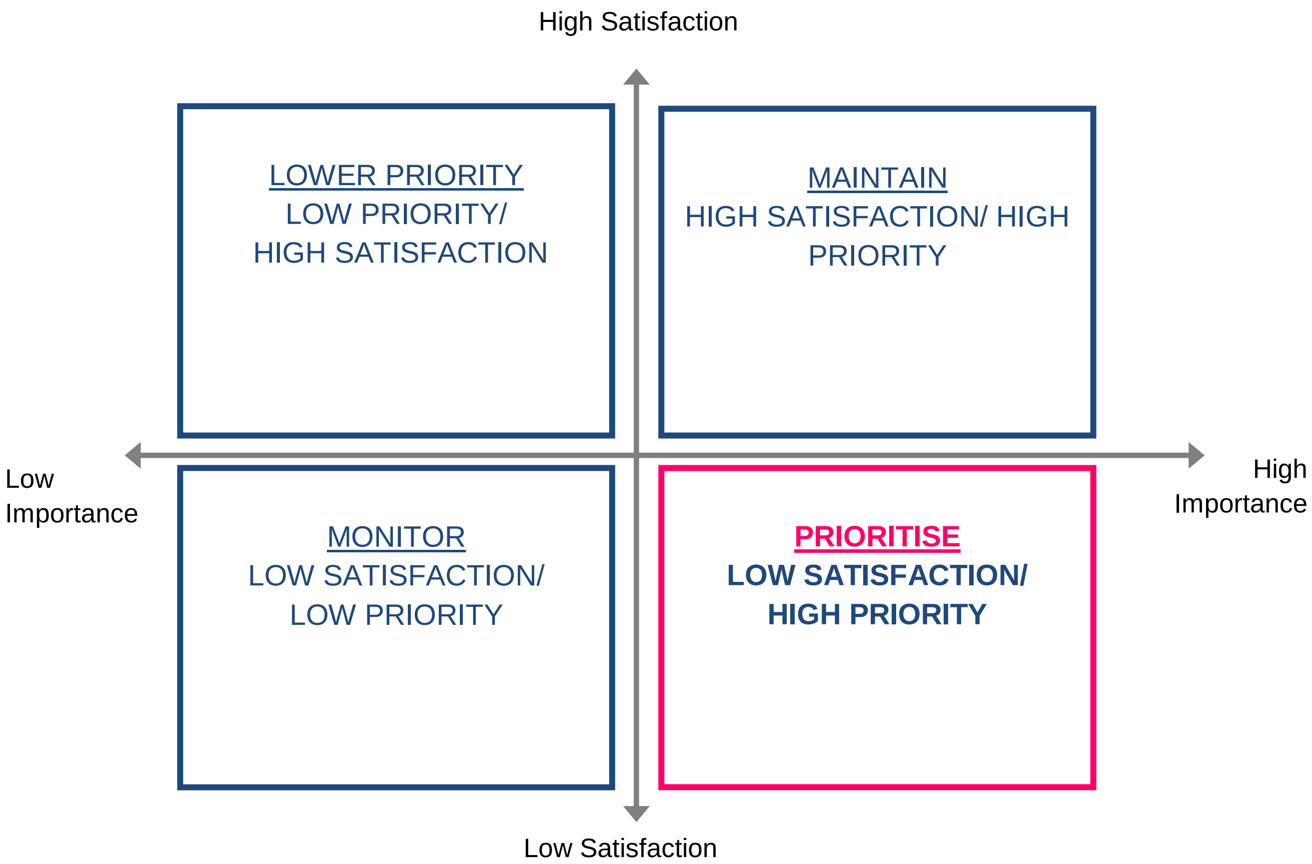


Comparison to the 2013 survey results shows that for the majority of indicators, satisfaction levels have decreased across all areas. The most significant change can be seen with regard to refuse cleaning where satisfaction has decreased by 12% points.

Q4 Overall, how satisfied or dissatisfied are you with each of the following services in West Lothian? % satisfied 2013 and 2016

	% satisfied 2013	% satisfied 2016	Change 2013 to 2016
Cultural services (n=1083)	69%	66%	-3%
Fire and rescue services (n=1018)	86%	85%	-1%
Leisure facilities (n=1071)	79%	78%	-1%
Local health services (n=1136)	82%	73%	-9%
Local schools (n=883)	79%	77%	-2%
Police service (n=1058)	68%	61%	-7%
Public transport (n=1059)	57%	54%	-3%
Refuse collection (n=1131)	86%	74%	-12%
Social care services (n=733)	55%	51%	-4%
Street cleaning (n=1126)	64%	57%	-7%

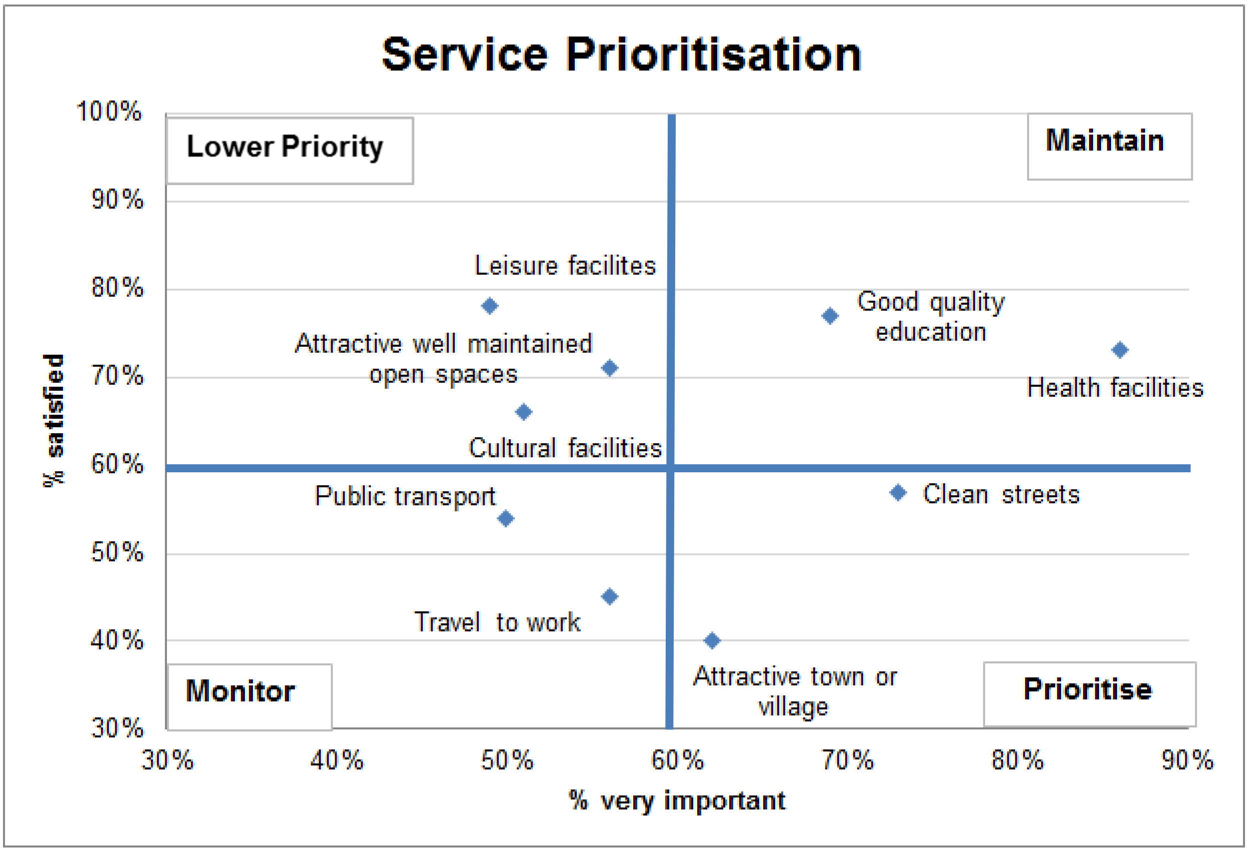
In order to provide some sort of direction with regard to action planning, a prioritisation analysis was undertaken. The prioritisation analysis plots residents' view of the quality of service (i.e. their satisfaction with a particular service) against the importance of this service. These are set upon a chart which comprises four quadrants, as shown below:



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:



3. ECONOMIC SITUATION

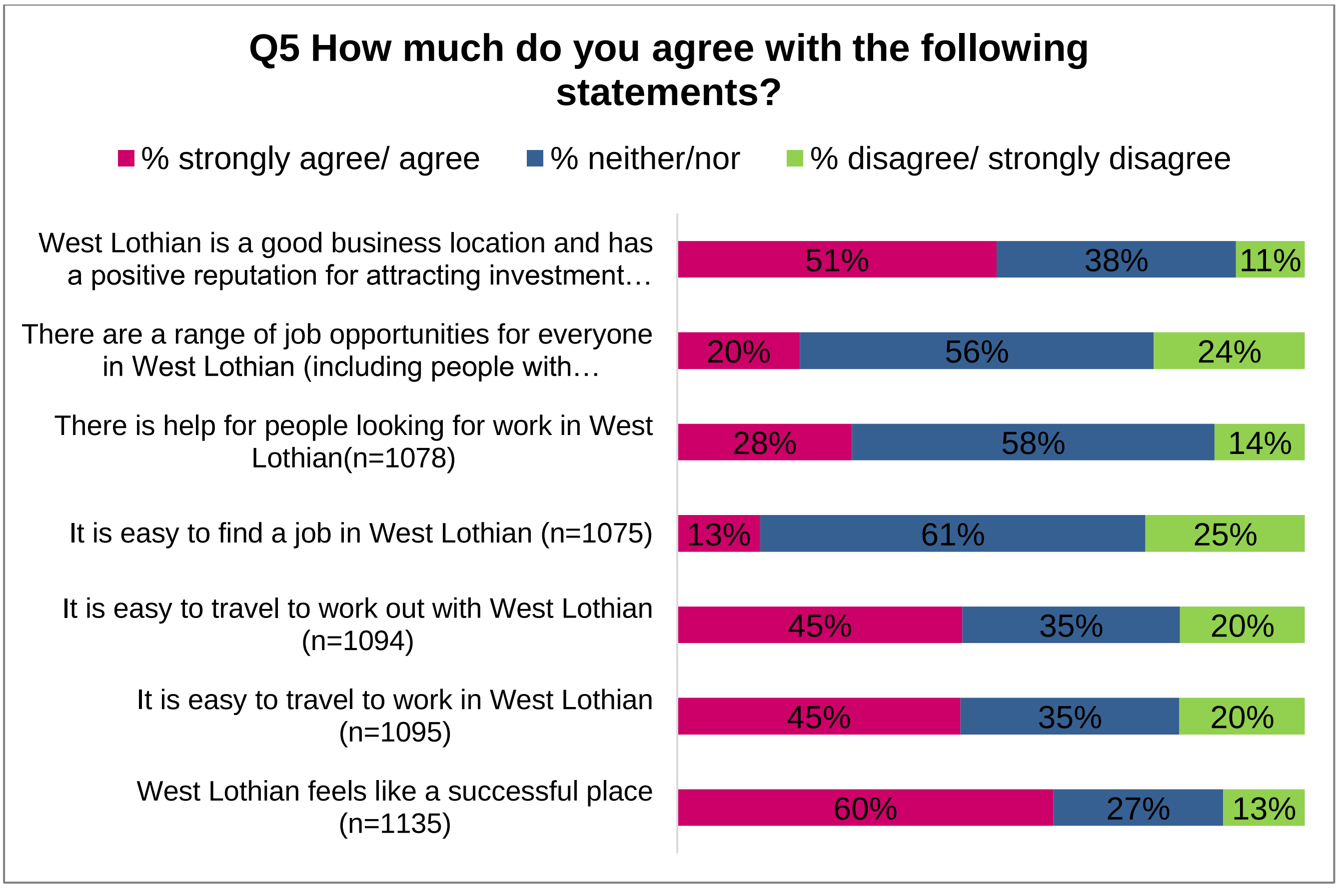
3.1. Perceptions of West Lothian's economy (Q5)

In terms of West Lothian's economy, West Lothian was viewed in a generally positive light:

- 60% of respondents said West Lothian feels like a successful place.
- 51% agreed that West Lothian is a good business location and has a positive reputation for attracting investment and jobs

On the other hand, disagreement was highest in terms of:

- It is easy to find a job in West Lothian (25% said they disagree/ strongly disagree)
- There are a range of job opportunities for everyone in West Lothian (24%)



4. RESIDENT'S PERSONAL ECONOMIC SITUATION

4.1. Shopping habits (Q6 to Q7)

Residents were asked where they shop for a variety of items. Respondents selected more than one option for some categories.

- 50% shop for food groceries and general household provision within their village or town.
- 27% shop for local services such as plumbers, electricians etc.
- 14% shop for clothes and footwear.
- 18% shop for entertainment such as cinemas, nightclubs and restaurants.
- 9% shop for domestic appliances such as washing machines or TVs.
- 6% shop for large purchases such as cars.

Q6 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 (n=1140)	50%	59%	9%	8%	0%
Local services such as plumbers, electricians etc (n=1133)	27%	63%	6%	5%	8%
Entertainment such as cinemas, night clubs, and restaurants (n=1131)	18%	57%	42%	2%	6%
Clothes and footwear (n=1130)	14%	63%	30%	22%	1%
Domestic appliances such as washing machines, TVs etc(n=1132)	9%	49%	27%	37%	1%
Large purchases such as cars, large items of domestic, kitchen or bedroom furniture (n=1136)	6%	43%	57%	17%	3%

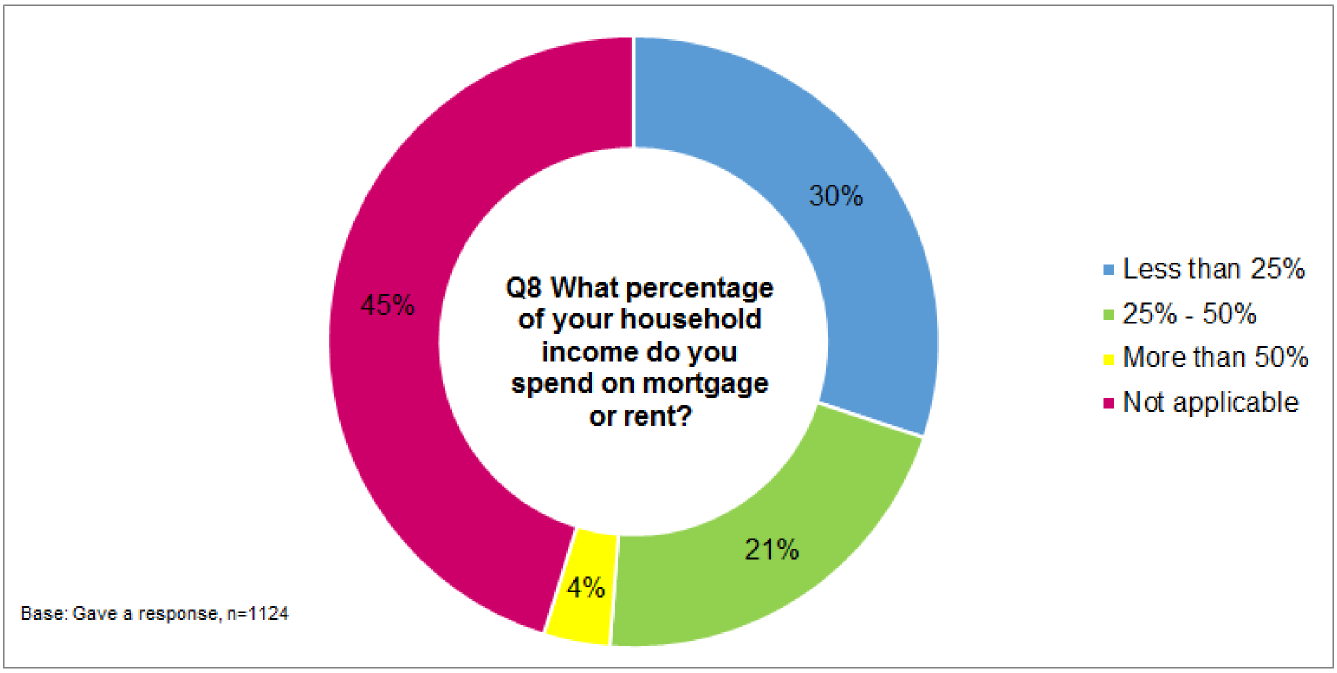
In terms of frequency of purchase, the most frequently purchased items are food, groceries and general household provisions which 23% purchase on a daily basis and 75% purchase on a weekly basis.

Just under half of respondents (46%) stated that they purchase entertainment such as cinemas, night clubs and restaurants on a monthly basis. Just under half of respondents (43%) purchase clothes and footwear on a monthly basis.

Q7 How often do you shop for the following?				
	Daily	Weekly	Monthly	Less often
Food, groceries and general household provision (n=129)	23%	75%	1%	1%
Local services such as plumbers, electricians etc (n=120)	0.3%	0.2%	2%	98%
Entertainment such as cinemas, night clubs and restaurants (n=1134)	0.2%	14%	46%	40%
Clothes and footwear (n=1134)	0.2%	6%	43%	52%

4.2. Income expenditure on mortgage or rent (Q8)

Just under a third of respondents (30%) spend less than 25% of their household income on mortgage or rent. This represents a small increase from 27% who spent this proportion in 2013. Just under one quarter (21%) spend between 25-50% and 4% spend more than 50%, which is consistent with results from 2013 The remaining respondents (45%) were either in receipt of housing benefit or stated 'not applicable'. The proportion of respondents stating not applicable had increased slightly from 42% in 2013.



Respondents aged under 25 were most likely to spend a greater proportion of their income on rent or mortgage with 50% in this category stating that they spend between 25%-50% and 10% spending more than 50%.

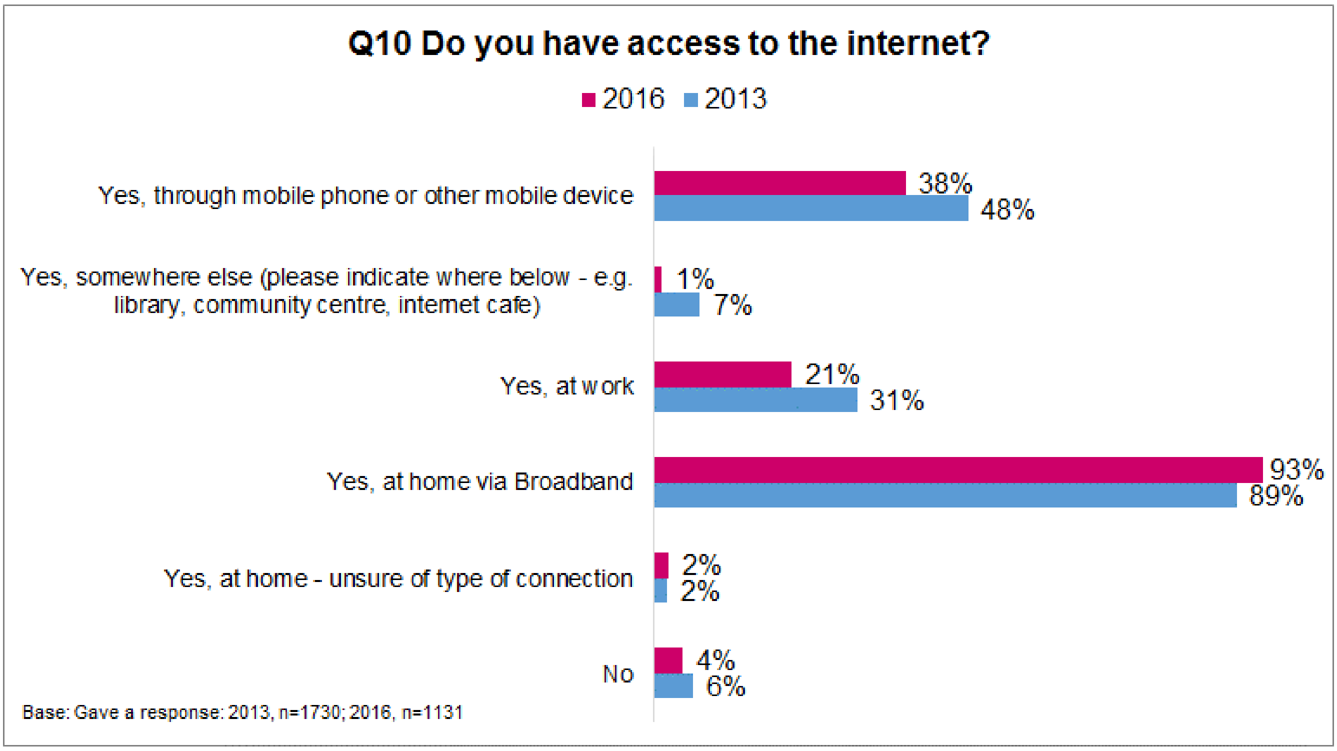
The older age groups were most likely to state not applicable to this question, potentially implying that they are living mortgage free. 79% of respondents aged 75 and over stated not applicable.

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 31% stating that they spend less than 25%. One third of respondents who were council tenants (45%) stated that they spend between 25-50% on their rent.

4.3. Internet access and usage (Q10/Q11)

Almost all respondents (96%) of respondents stated that they have internet access (up from 94% in 2010):

- 93% access at home via Broadband (up from 89% in 2013)
- 38% access via a mobile device (down from 48%)
- 21% access at work (down from 31%)



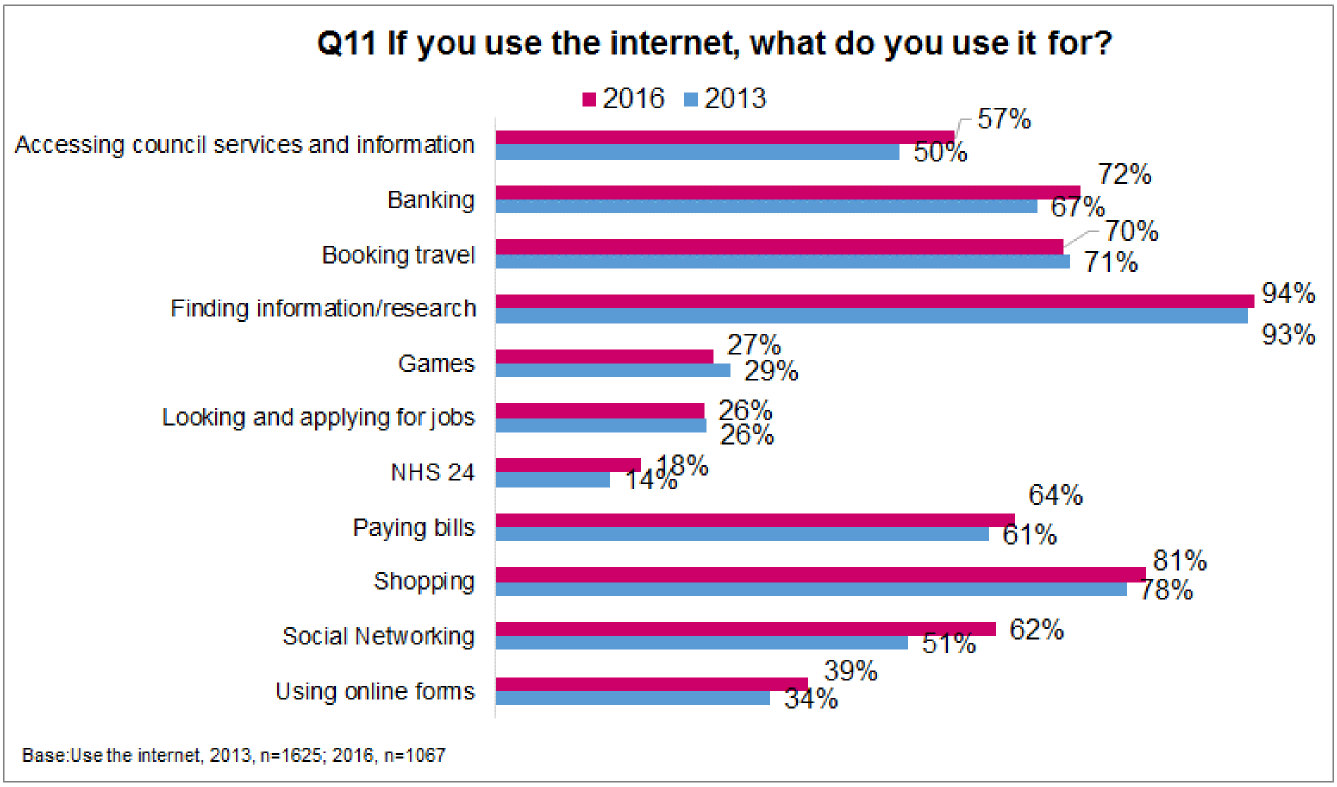
Analysis indicated that there were some significant differences between sub groups in relation to access.

- Owner occupiers were significantly more likely to have access (97%) than respondents who rented from a housing association (87%). Council tenants were less likely to have access at home via Broadband with 80% of this group having home access compared to 96% of owner occupiers.
- Younger respondents aged under 25 were significantly more likely to have access (100%) than those aged over 75 (72%). In terms of method of access, access via a mobile device is greatest for those aged 25-34 (66%) whereas access at home via broadband peaks for respondents in the 35-59 age groups where 93% access the internet in this way.

Those that access the internet do so most frequently to:

1. Find information or research (94%)
2. Shopping (81%)
3. Booking travel (70%)

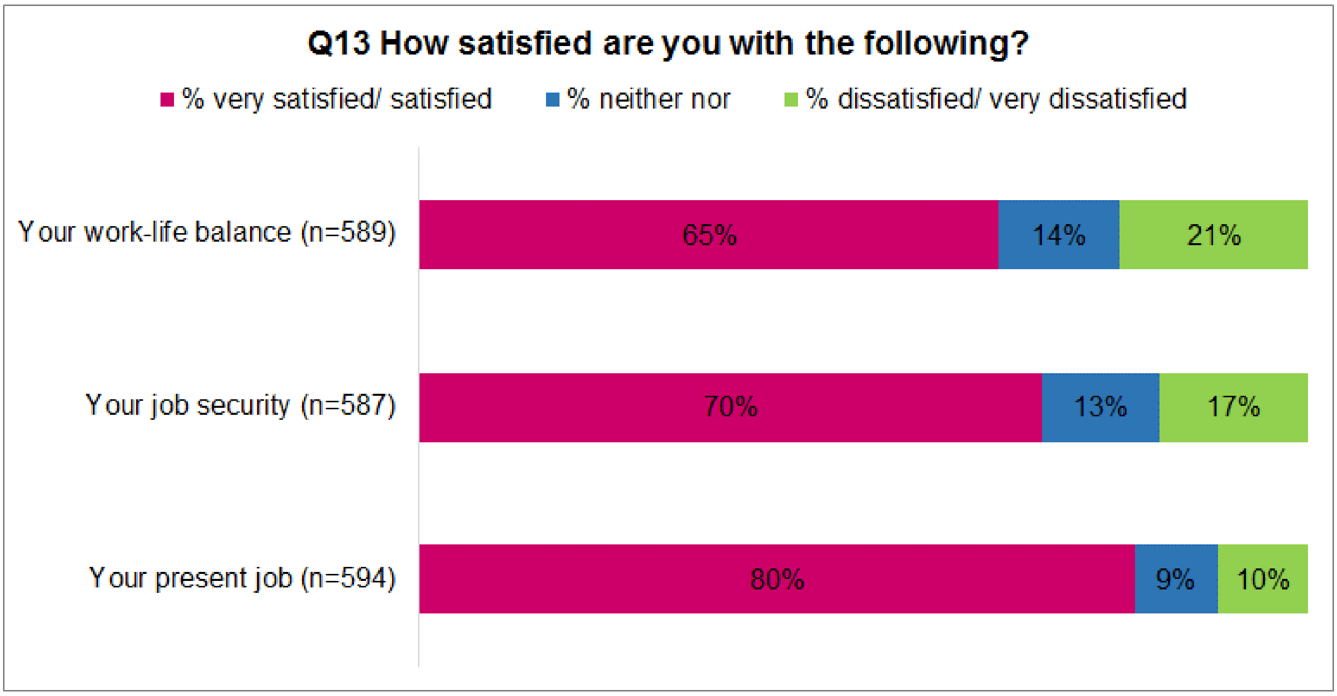
Reasons for using the internet are generally consistent with results from 2013.



4.4. Satisfaction with economic situation (Q11)

Just over half of respondents (53%) stated that they were in employment. These respondents were asked to think about current employment situation:

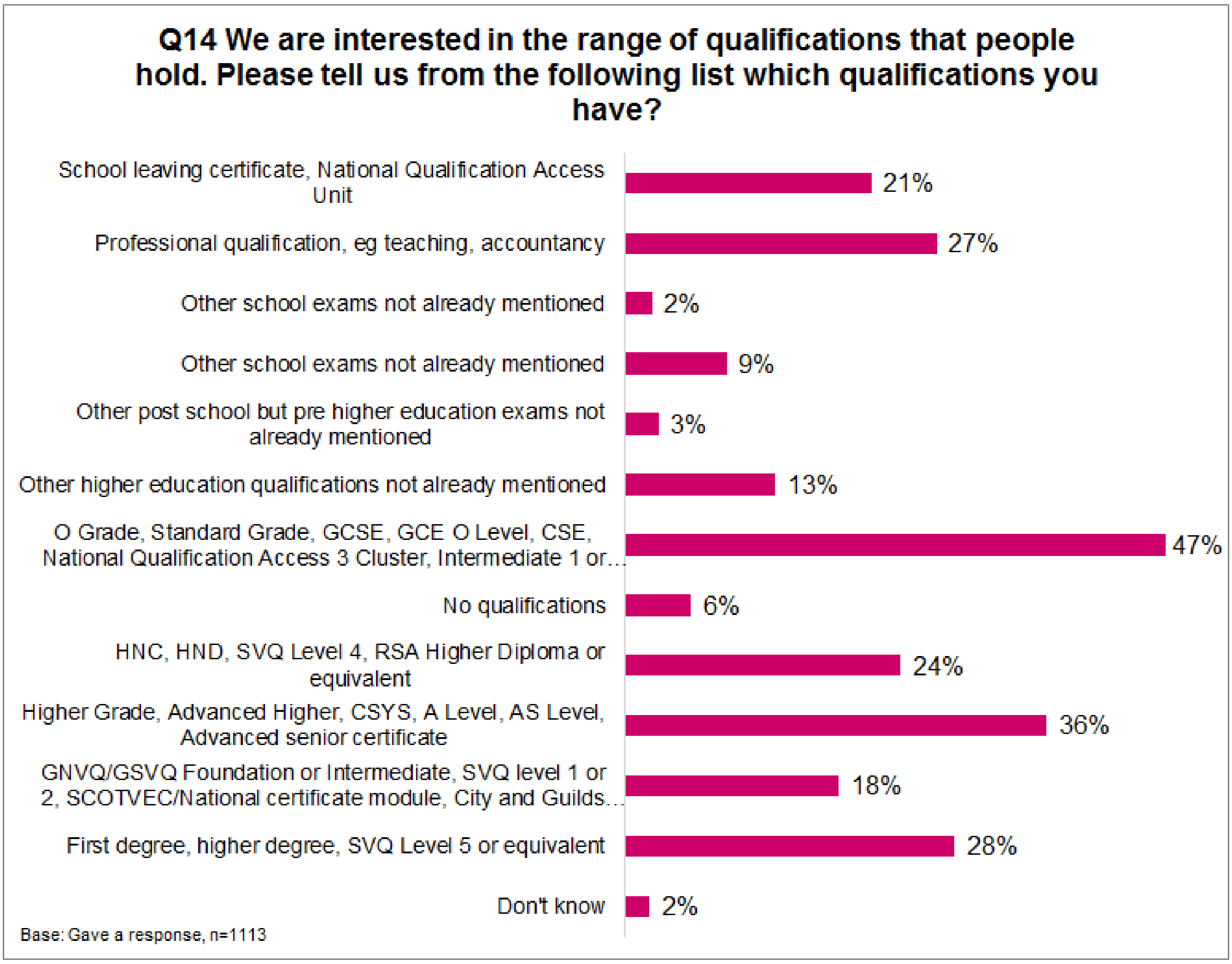
- 80% were satisfied with their present job (79% in 2013).
- 70% were satisfied with job security (down from 73% in 2013).
- 65% were satisfied with their work life balance (65% in 2013).



5. LEARNING AND SKILLS

5.1. Educational attainments (Q14)

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 (47%). 36% had Higher Grade qualifications, 28% had a First Degree, and 27% had professional qualifications such as teaching or accountancy.

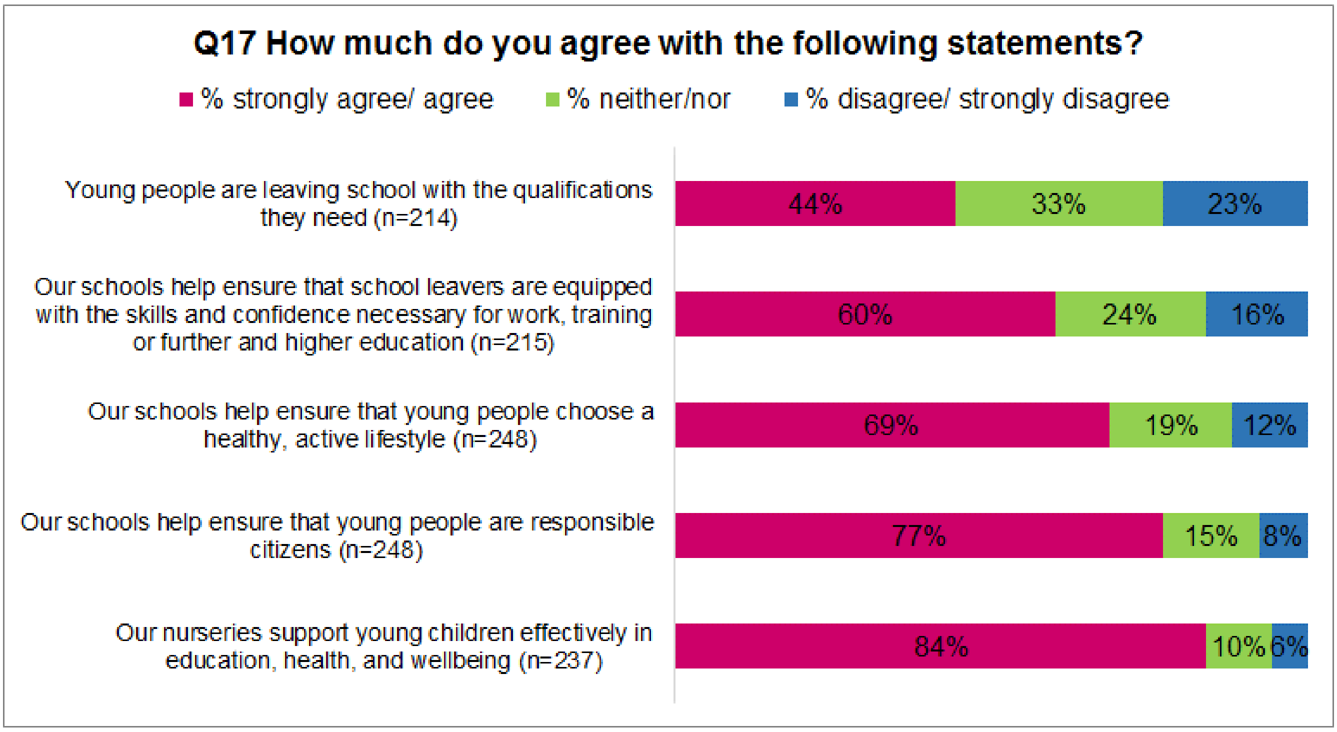


5.2. Early Years and School Education (Q15-Q17)

Just under a quarter of respondents (23%) had children at school. 61% had children at primary school and 56% had children at secondary school, 8% had children at nursery school, and 5% at a special school.

Respondents who have children in school were then asked about their perception of early years and school education.

- 84% agreed that 'Our nurseries and early years centres support young children and their families effectively in education, health and wellbeing' (up from 74% in 2013).
- 77% agreed that 'Our schools help ensure that young people are responsible citizens' (up from 61% in 2013).
- 69% agreed that 'Our schools help ensure that young people choose a healthy, active lifestyle' (up from 55% in 2013).
- 60% 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 47% in 2013).
- 44% agreed that 'Young people are leaving school with the qualifications they need' (up from 30% in 2013).

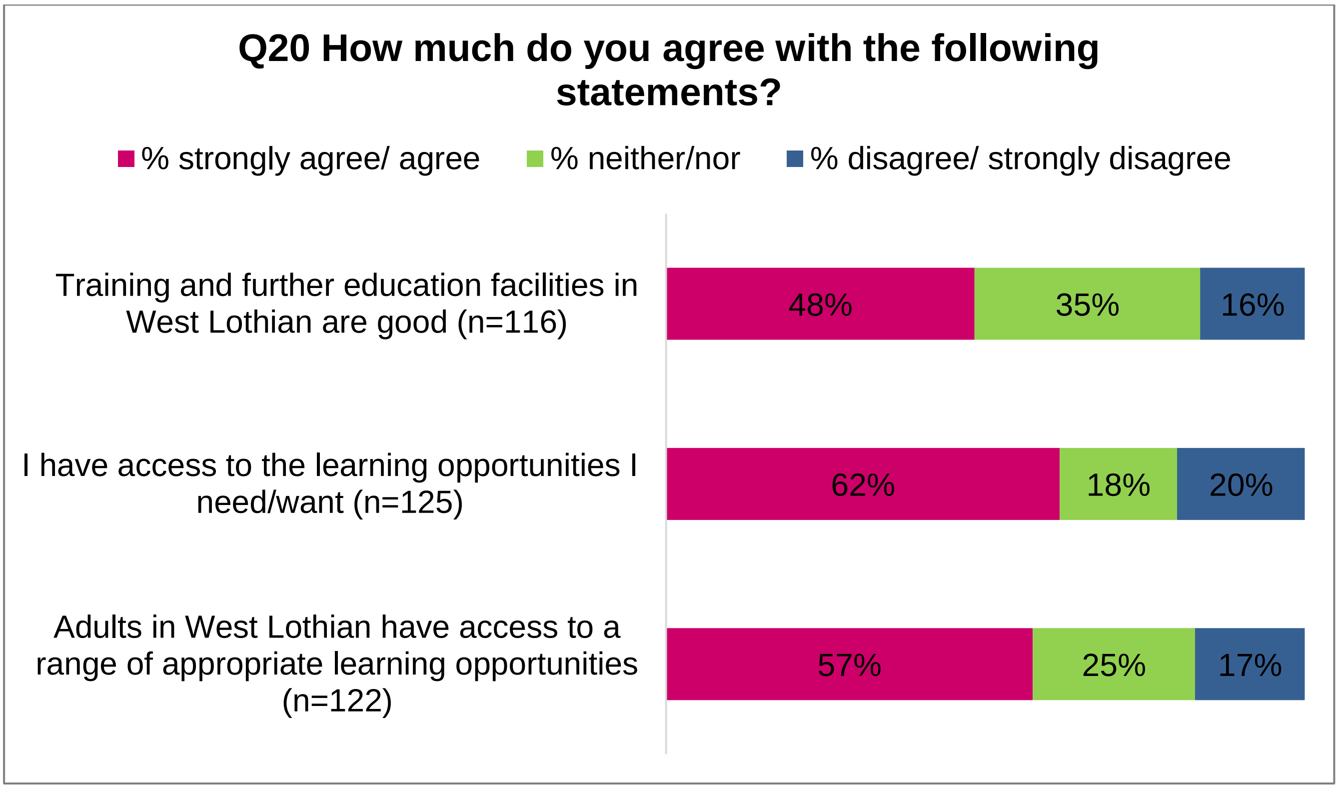


5.3. Learning and training opportunities (Q18-Q20)

Just over one in ten respondents (12%) stated that they are currently accessing learning or training opportunities. In the main (53%), this is being done for their job. 38% are doing this to further their education, 19% for leisure and 11% for some other reason.

Respondents who are currently accessing training or learning were then asked about their perceptions of learning or training opportunities in West Lothian. As shown:

- 57% agreed that 'Adults in West Lothian have access to a range of appropriate learning opportunities' (down from 71% in 2013).
- 48% agreed that 'Training and further education facilities in West Lothian are good' (down from 63% in 2013).
- 62% agreed that 'I have access to the learning opportunities I need/want' (up from 59% in 2013).



5.4. Frequency of leisure/ cultural activity (Q21)

Respondents were then asked how frequently they have been to a range of events or places in West Lothian.

- 56% of respondents said they visit the library at least once a week.
- 16% of respondents said they visit a cinema at least once a week.
- 8% of respondents said they visit a place of historical or archaeological interest at least once per week.

The table below shows cultural participation in detail:

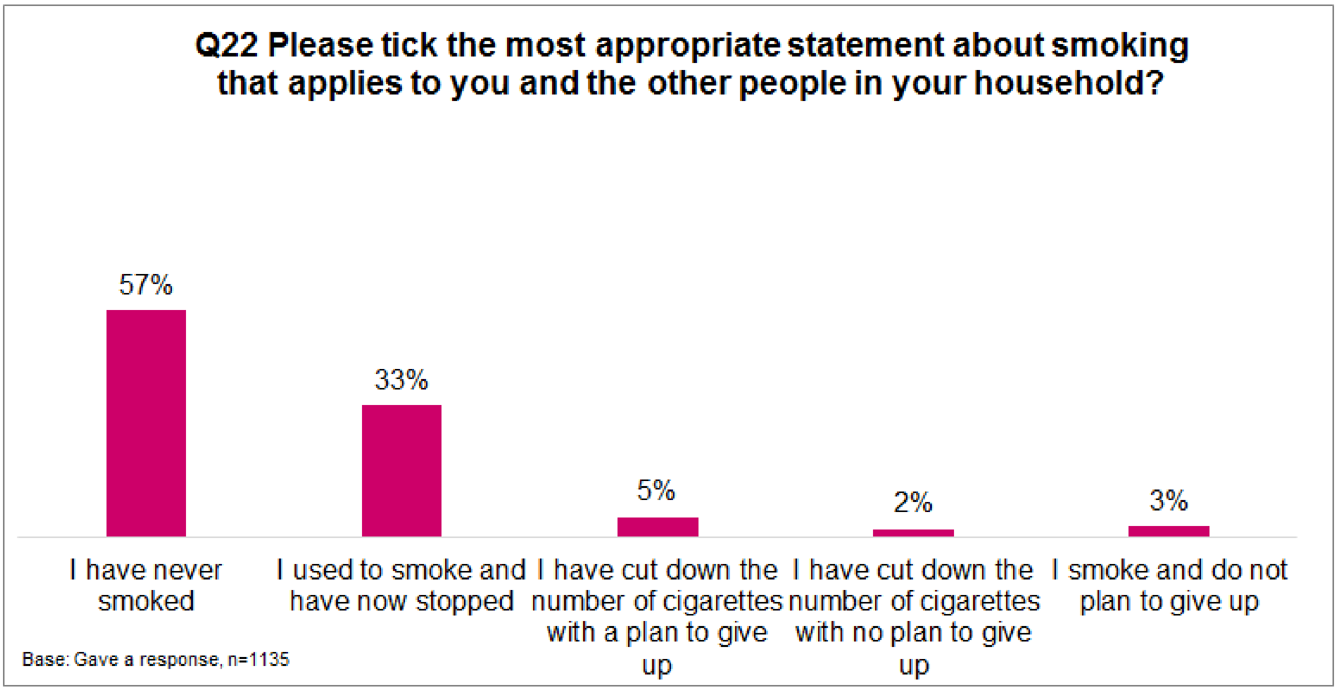
Q21 In the last 12 months how frequently have you been to any of these events or places in West Lothian?

	At least once a week	Less than once a week but more than once a month	Less than once a month	Less frequently	Never
Cinema	16%	19%	27%	14%	7%
Theatre	6%	8%	13%	15%	12%
Art gallery	3%	4%	7%	11%	16%
Live music venue	5%	7%	10%	13%	13%
Museum	3%	6%	9%	13%	14%
Library	56%	40%	14%	13%	9%
Archive or records office	3%	1%	2%	7%	20%
Place of historical or archaeological interest	8%	16%	18%	14%	10%

6. HEALTH AND WELLBEING

6.1. Smoking (Q22-Q24)

One in ten respondents (10%) stated that they currently smoke (13% in 2013). 33% used to smoke but have now stopped, and 57% stated that they have never smoked.

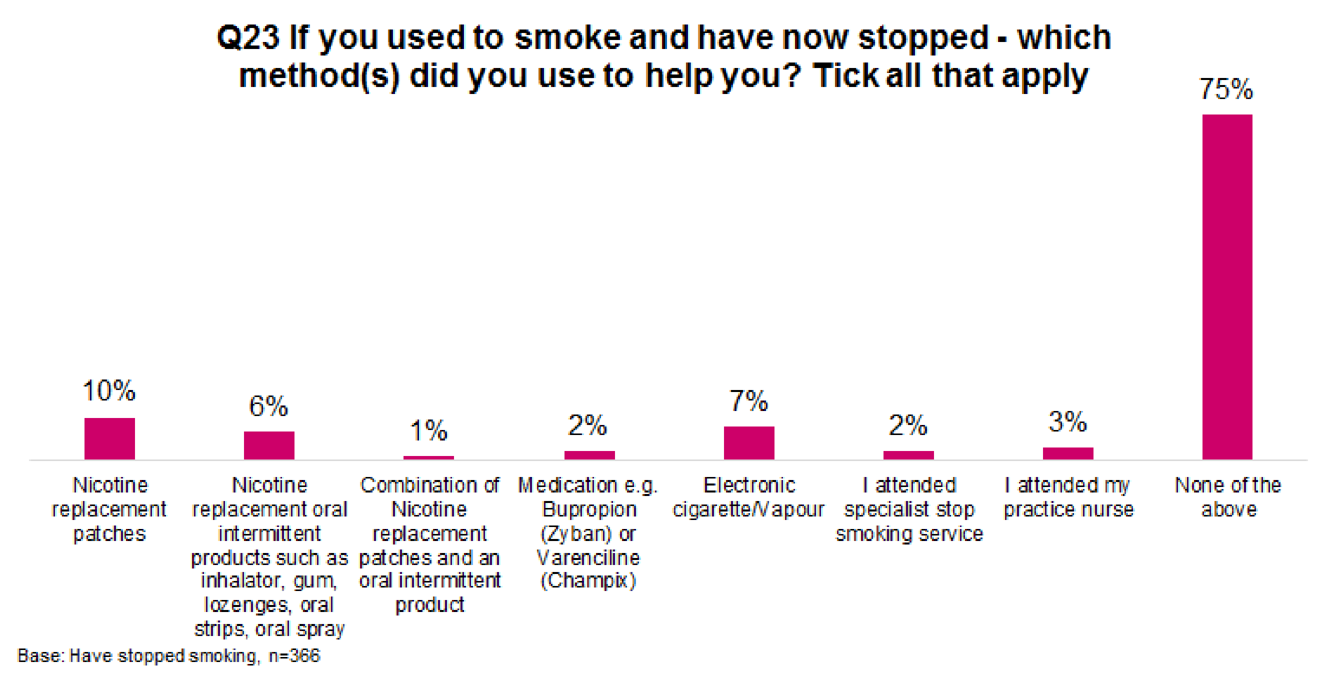


Analysis indicates significant differences in relation to smoking:

- Respondents who rent from a housing association (35%) were more likely to smoke than owner occupiers (7%).
- Owner occupiers were more likely to have never smoked (60%) than respondents who rent from a housing association (33% never smoked).
- Younger respondents were less likely to have smoked than older respondents. 63% of 25-34 year olds have never smoked compared to 47% of respondents aged 75 and over.
- A greater proportion of younger respondents were also likely to be smokers with 25% of under 25s stated that they smoke compared to 6% of those aged over 75.

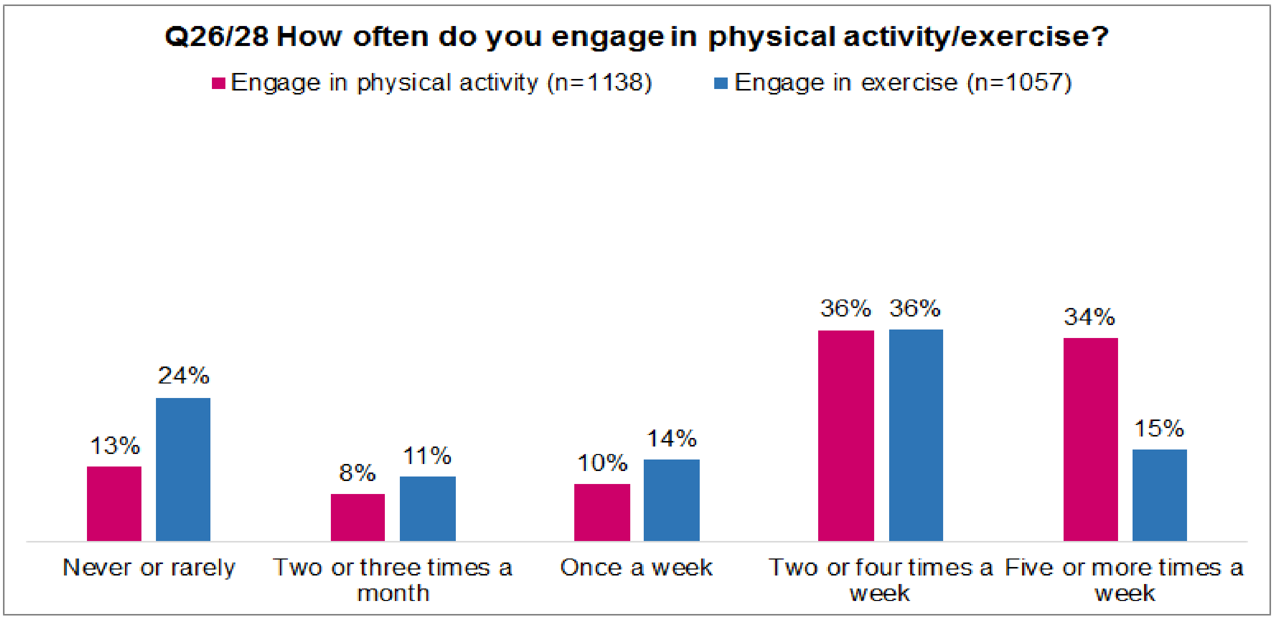
Of those that used to smoke but have now stopped, 75% stated that they did so without any nicotine replacement products or formal smoking cessation support. The most common method used was nicotine replacement products, with 15% using these respondents using nicotine replacement patches. 7% of these respondents said they used an electronic cigarette/ vapour to help them stop.

53% of these respondents said that their nicotine replacement products were prescribed to them, and 47% said they purchased them themselves.



6.2. Physical activity (Q25-Q31)

The majority of respondents stated that they participated in physical activity at least once per week (80%). Just 13% stated that they never or rarely engage in physical activity. Two thirds of respondents (65%) stated that they engage in exercise at least once per week. 24% stated that they never or rarely participate in exercise.



The most common form of physical activity participated in was walking, which 85% of respondents stated that they do. This was followed by housework (79%). 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 (43%) age group and least so for those aged 75 and over (8%).
- Gardening was more common for older age groups with 71% of respondents aged 45-59 and 66% of those aged 60-74 stating that they participate in this. This is compared to 37% of under 25s.

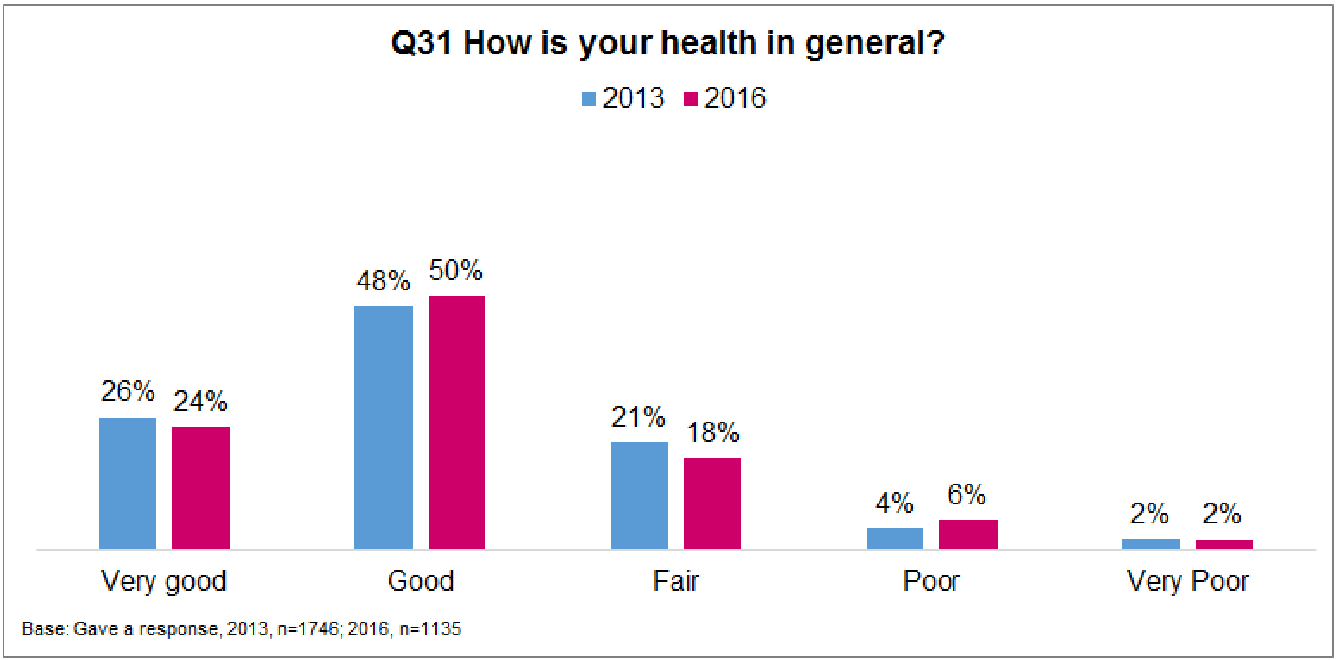
The most common form of exercise participated in was swimming (32%) followed by gym activities (31%) and then running or jogging (23%). As may be expected, there were significant trends relating to exercise participation by age:

- Running or jogging was most likely to be undertaken by respondents aged 25-34 (28%) and least likely for those aged 60-74 (6%).
- Group exercise was most likely to be undertaken by respondents aged 25 to 34 where 31% of respondents in this age group participated.
- Running/jogging (18%) and gym activities (24%) were the most common activities for those aged over 75.

13% of respondents stated that they were an active member of a West Lothian sports club. The majority (69%) were involved as a paying member.

6.3. Self-assessed health (Q31)

Almost three quarters of respondents (74%) stated that they believe their health to be either very good or good in general. This is compared to 8% who believe their health to be poor or very poor. This is similar to 2013 when 73% stated that their health was very good or good compared to 6% who rated their health as poor or very poor.



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

- Aged 75 and over (19%)
- Smokers (19%)
- Live in council accommodation (23%)

6.4. Health problems or disabilities (Q32)

Just over one fifth of respondents (23%) 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. This is consistent with results from the 2013 survey.

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 (53%)
- Rent from a housing association (52%)

6.5. Mental wellbeing (Q33)

When asked to consider a range of feelings that they may have been experiencing over the last 2 weeks, the majority of respondents said they have experienced the feelings at least some of the time within the last 2 weeks.

Q33 Below are some statements about feelings and thoughts. Please tick the box that best describes your experience of each over the last two weeks					
	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	3%	13%	39%	34%	12%
I've been feeling useful	2%	7%	31%	44%	16%
I've been feeling relaxed	3%	12%	40%	38%	9%
I've been feeling interested in other people	2%	7%	26%	46%	18%
I've had energy to spare	7%	21%	38%	27%	6%
I've been dealing with problems well	2%	6%	32%	45%	16%
I've been thinking clearly	1%	4%	24%	50%	21%
I've been feeling good about myself	3%	9%	32%	42%	15%
I've been feeling close to other people	2%	8%	28%	44%	19%
I've been feeling confident	2%	10%	29%	43%	16%
I've been able to make up my own mind about things	1%	3%	16%	45%	35%
I've been feeling loved	2%	6%	19%	39%	34%
I've been interested in new things	2%	9%	27%	40%	22%
I've been feeling cheerful	1%	8%	29%	45%	17%

Most positively, 86% agreed that they been thinking clearly at least some of the time in the last 2 weeks.

The highest level of disagreement was in relation to having energy to spare with 28% stated that have never or rarely felt this way in the last two weeks. This was most likely to be the case for:

- Have a disability or health problem (58% feeling this way)
- Aged 75 and over (39%)
- Live accommodation rented from the council (50%)

This question was asked using a tool called the Warwick-Edinburgh Mental Well-being Scale (WEMWBS) was developed by researchers at the Universities of Warwick and Edinburgh to enable the measurement of mental wellbeing of adults in the UK.

WEMWBS is a 14-item scale of mental well-being covering subjective well-being and psychological functioning, in which all items are worded positively and address aspects of positive mental health.

The question used is shown below:

Below are some statements about feelings and thoughts.
Please tick the box that best describes your experience of each over the last 2 weeks

STATEMENTS	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	1	2	3	4	5
I've been feeling useful	1	2	3	4	5
I've been feeling relaxed	1	2	3	4	5
I've been feeling interested in other people	1	2	3	4	5
I've had energy to spare	1	2	3	4	5
I've been dealing well with problems	1	2	3	4	5
I've been thinking clearly	1	2	3	4	5
I've been feeling good about myself	1	2	3	4	5
I've been feeling close to other people	1	2	3	4	5
I've been feeling confident	1	2	3	4	5
I've been able to make up my own mind about things	1	2	3	4	5
I've been feeling loved	1	2	3	4	5
I've been interested in new things	1	2	3	4	5
I've been feeling cheerful	1	2	3	4	5

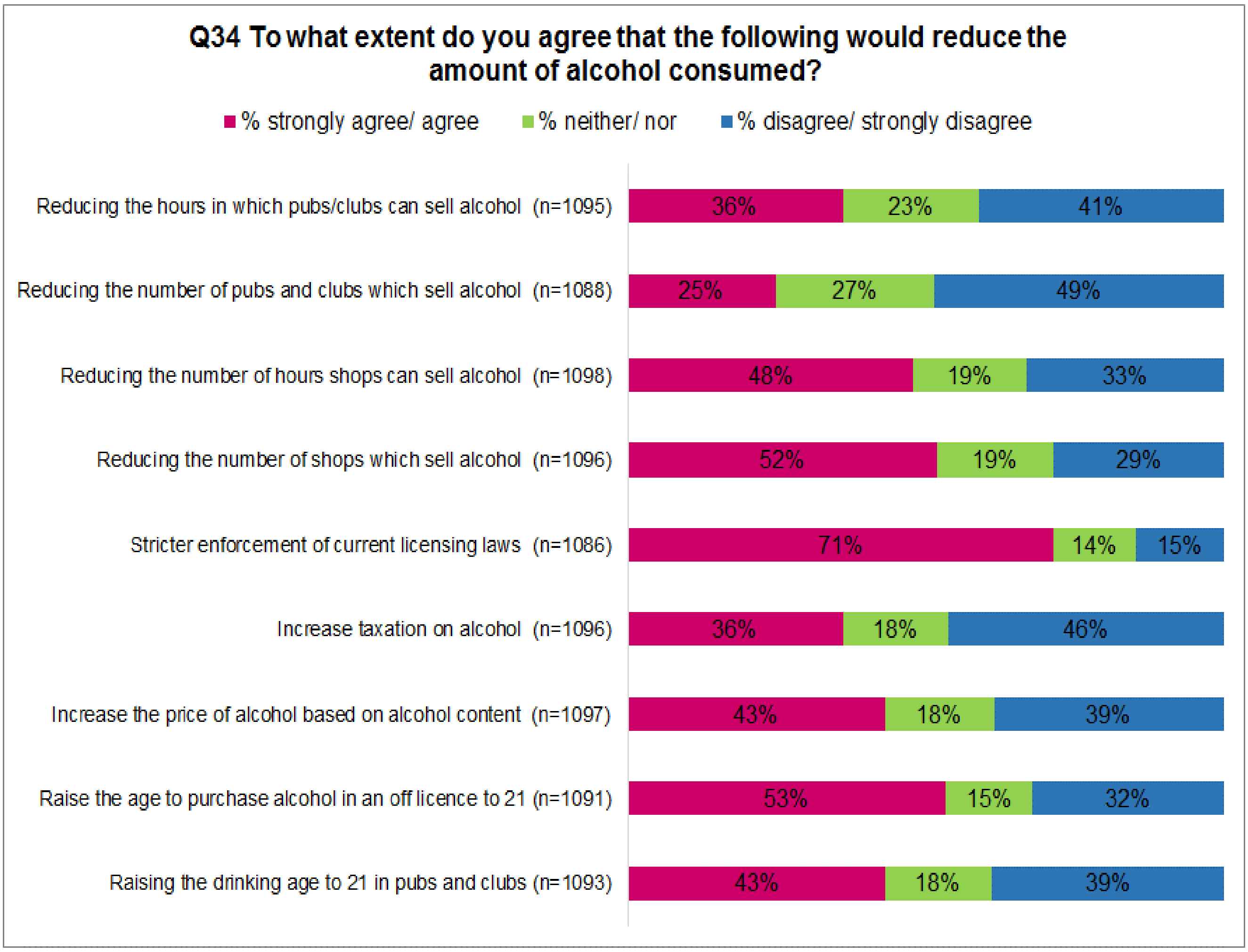
The scale is scored by summing responses to each item answered on a 1 to 5 Likert scale. The minimum scale score is 14 (if each of the items is scored 1 'none of the time') and the maximum score is 70 (if each of the items is scored 5 'all of the time').

For West Lothian as a whole the mean score for WEMWBS is 49.6. This has fallen marginally from 51.5 in 2013.

6.6. Alcohol consumption (Q34 to Q37)

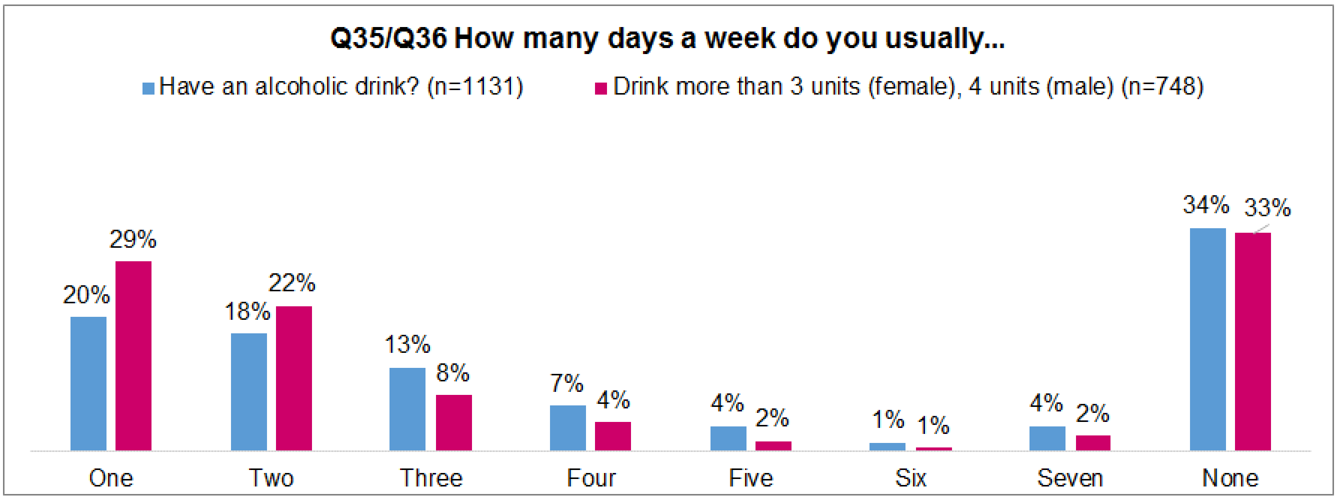
When asked what they believed would be most likely to reduce the amount of alcohol consumed, respondents believe that most effective would be:

1. Stricter enforcement of licensing laws (71% agree that this would be effective)
2. Raise the age to purchase alcohol in an off licence to 21 (53%)
3. Reducing the number of shops which sell alcohol (52%)

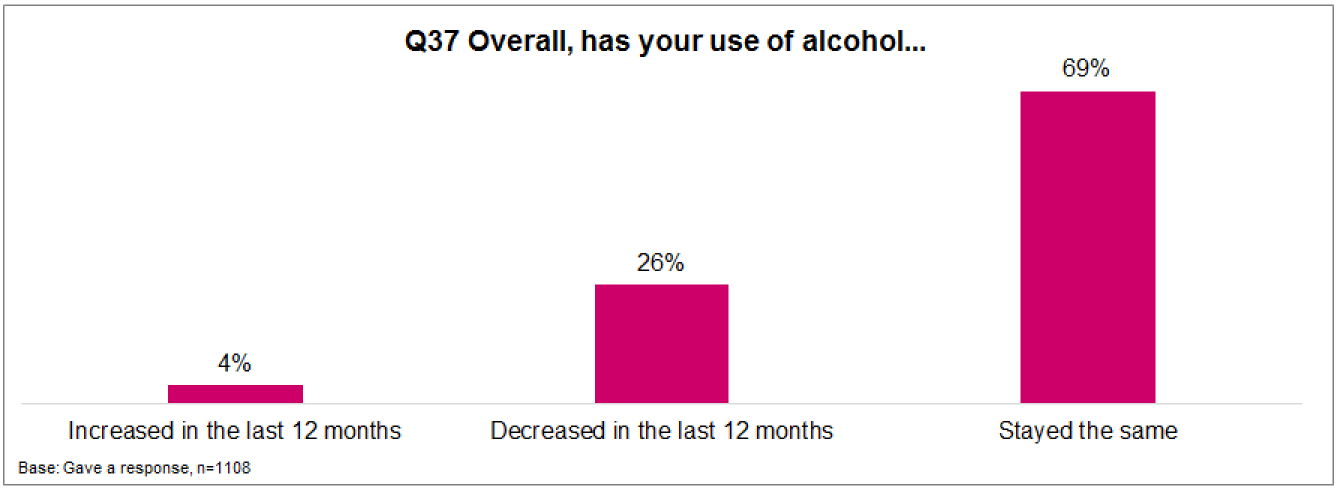


Two thirds of respondents (66%) stated that they usually have an alcoholic drink at least once per week, which is consistent with results from 2013 (67%). Almost half (50%) drink more than the recommended allowance of 3 units for females and 4 units for males on one or two days per week , which is again consistent with 2013 results (49%).

Analysis by tenure indicates that owner occupiers were more likely to drink at least once per week (71%) compared to those who rent from a housing association (42%). Age based analysis indicates that most likely to drink at least once per week were respondents aged 35-44 where 70% stated that they drink at least once per week. Males were more likely to drink than females (73% drink at least once per week compared to 62% of females). They were also more likely to drink heavily with 74% drinking more than the recommended allowance at least one day per week compared to 62% of females doing so.



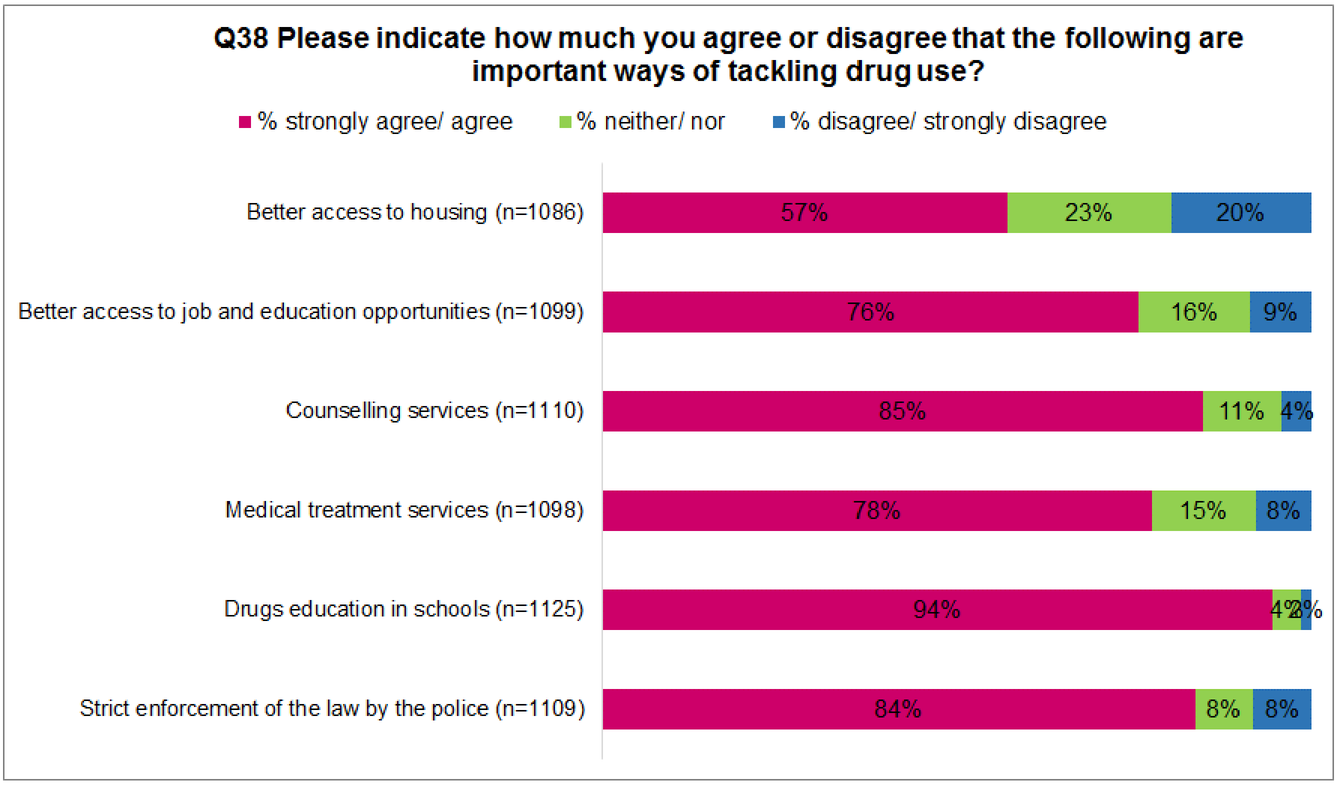
The majority (69%) stated that their use of alcohol had stayed the same in the last 12 months. 4% stated that it had increased and 27% stated that it had decreased. These results are consistent with those reported in 2013.



6.7. Tackling drug use (Q38)

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

1. Drugs education in schools (94% agree that this would be important)
2. Counselling services (85%)
3. String enforcement of the law by police (84%)



7. COMMUNITY

7.1. Protection of victims of abuse (Q39)

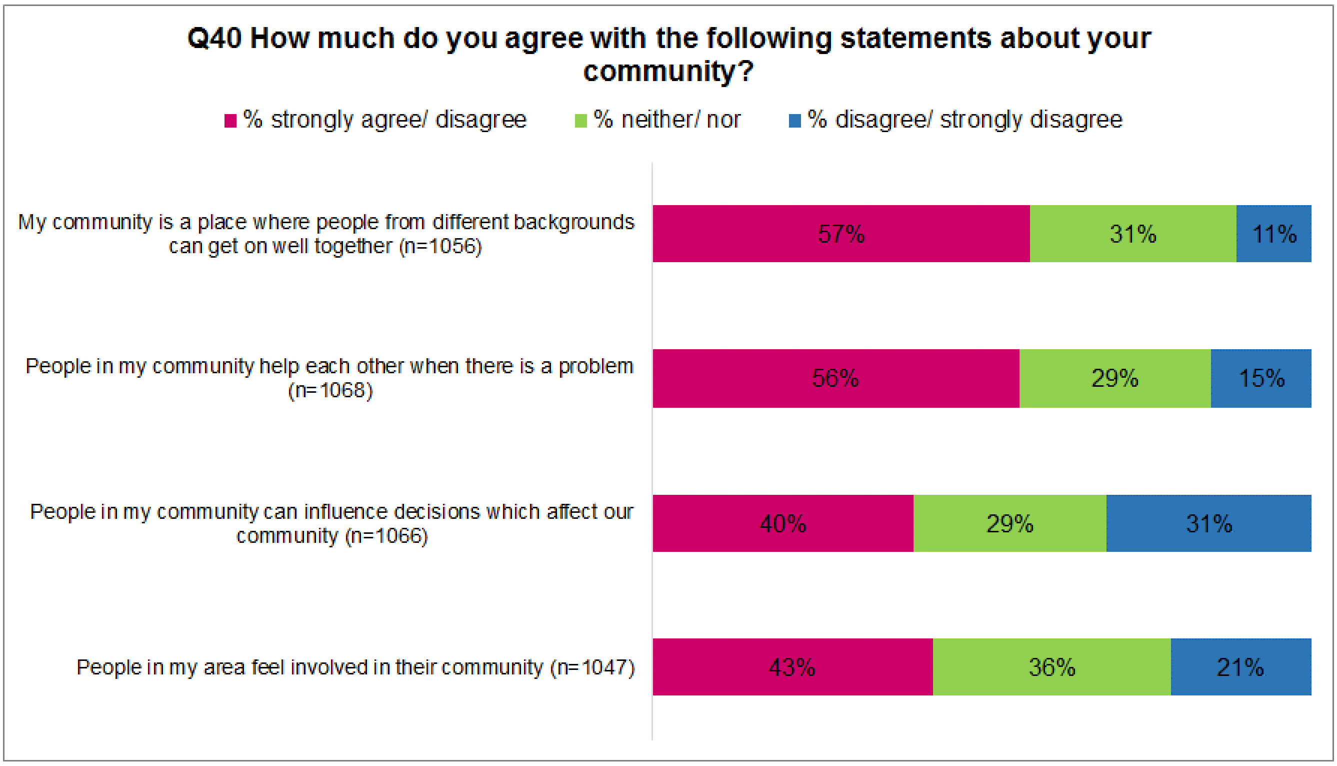
When considering child and adult protection issues:

- 80% agreed that if they were aware of a child who was at risk of being harmed, exploited or neglected that they would know who to report this to. This question was not asked in the 2013 survey.
- 70% agreed and 18% 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% in 2013).
- 72% agreed and 18% 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. (70% in 2013).

7.2. Community involvement and influence (Q40)

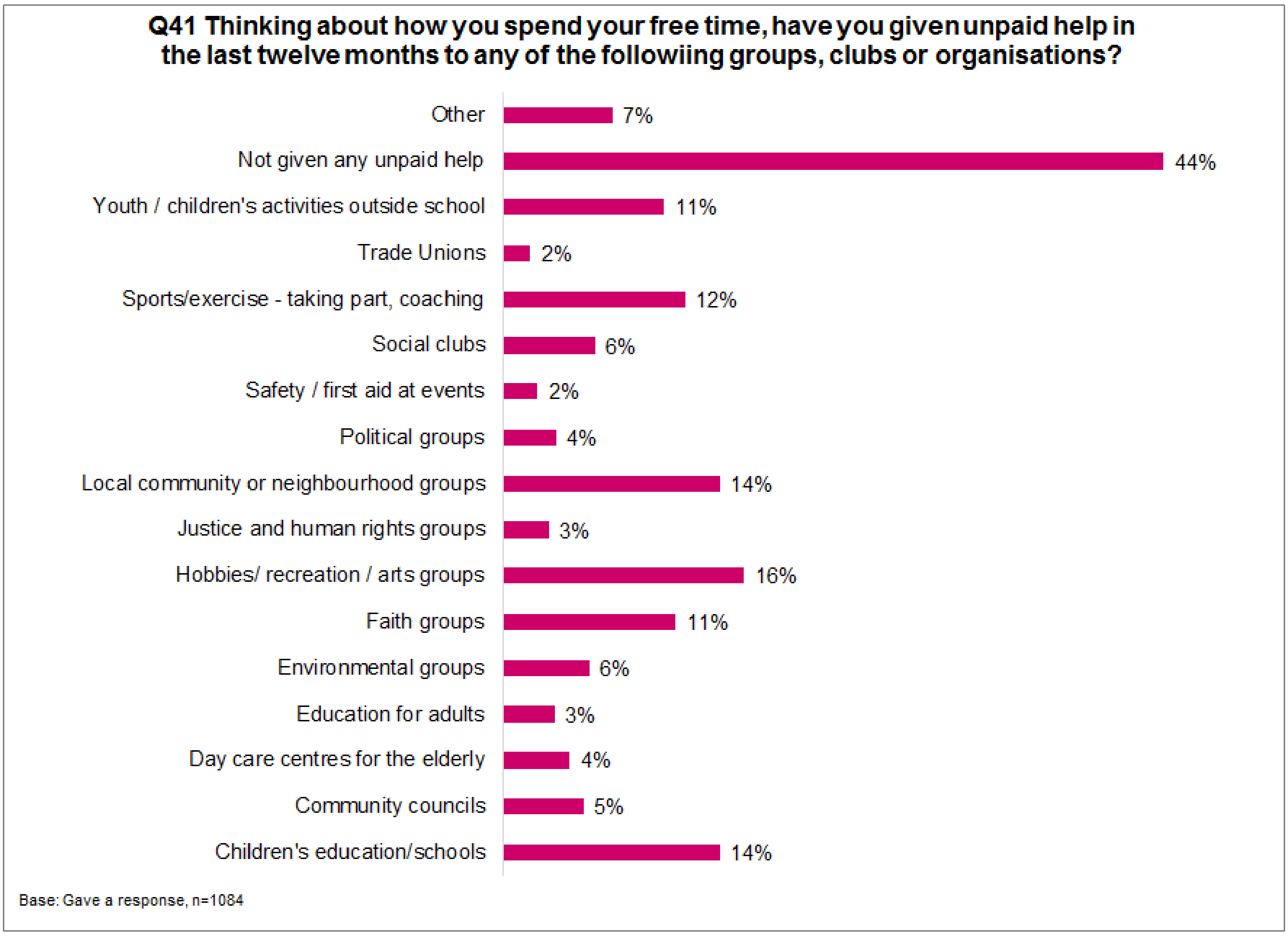
When asked whether they agreed or disagreed with a range of statements about their community:

- 56% agreed and 15% disagreed that people in their community help each other when there is a problem (56% agreed in 2013).
- 56% agreed and 11% disagreed that their community is a place where people from different backgrounds can get on well together. (56% agreed in 2013)
- 40% agreed and 31% disagreed that people in their community could influence decisions which affect their community (down from 46% agreement in 2103).
- 43% agreed and 21% disagreed that people in their area feel involved in their community (down from 46% agreement in 2013).



7.3. Volunteering and unpaid help (Q41)

Just over half of respondents (56%) stated that they have given unpaid help in the last 12 months to a group, club or organisation. Most commonly, this was given to hobbies/ recreation/ arts groups (16%) followed by children's education/ schools (14%) and local community or neighbourhood groups (14%).



Respondents with children at school were more likely to have given unpaid help (65%) than those who do not have children at school (54% given unpaid help). Perhaps unsurprisingly, parents were most likely to give help with children's education/ schools (36%) and youth or children's activities outside school (24%)

Older respondents were significantly more likely to volunteer than younger respondents. Most significantly, 29% of respondents aged 75 and over helped with faith groups, 19% with community councils, 19% with youth/children's activities and 16% at local community groups.

8. SAFETY

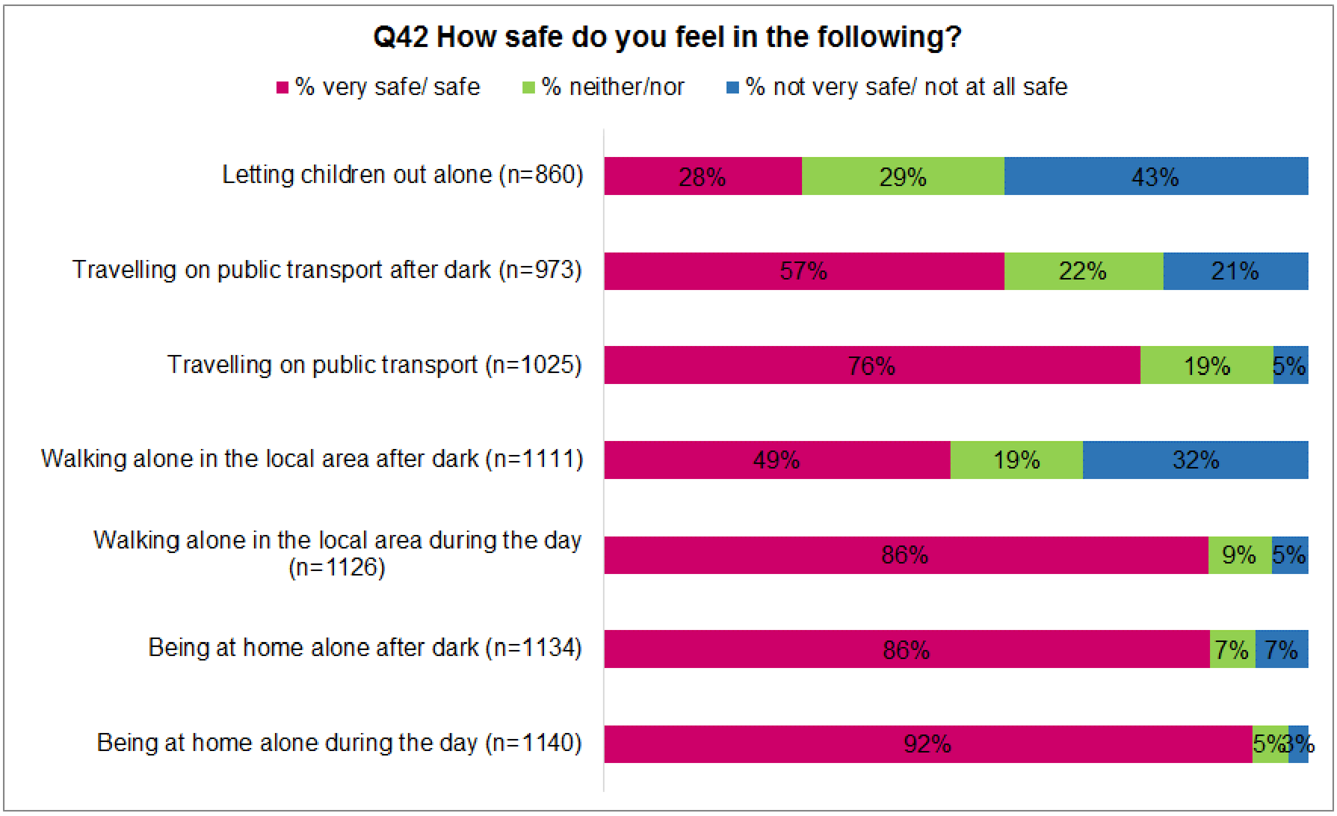
8.1. Feeling of safety (Q42/Q43)

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

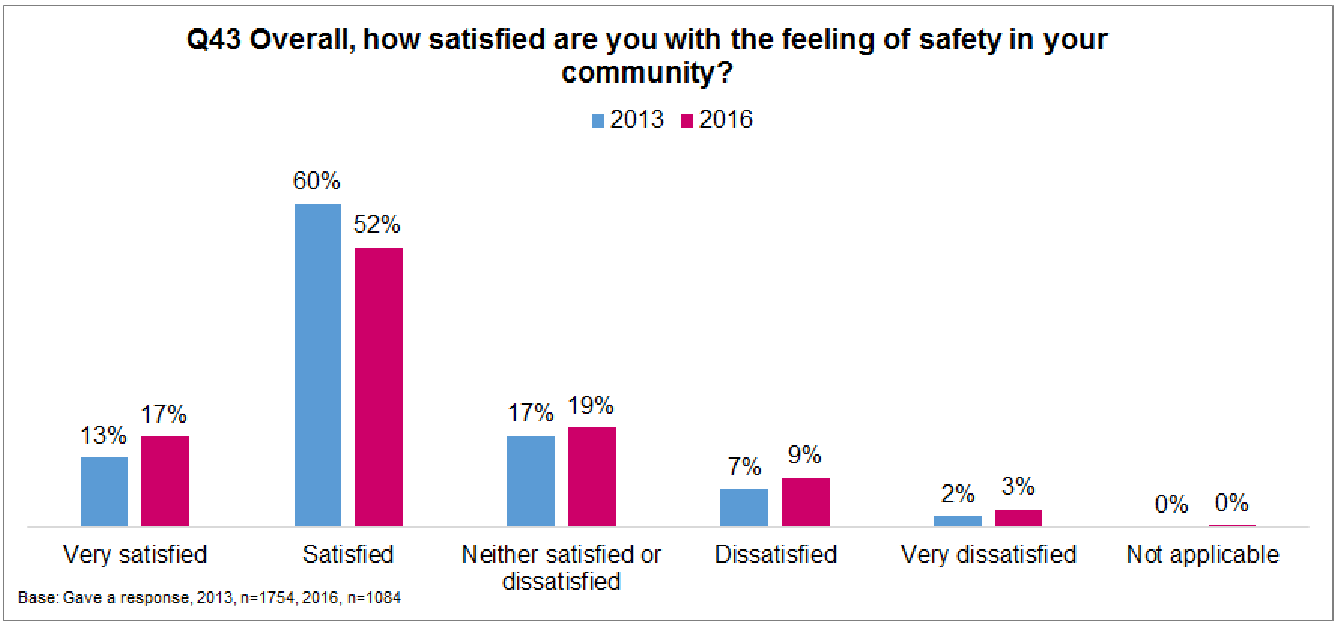
- Being at home alone during the day (92% feel safe)
- Being at home alone after dark (86%)
- Walking alone in the local area during the day (86%).

They were less likely to feel safe:

- Letting children out alone (28% feel safe and 43% feel unsafe)
- Walking alone in the local area after dark (49% feel safe and 32% feel unsafe)
- Travelling on public transport after dark (57% feel safe and 21% feel unsafe).



Overall, 69% of respondents stated that they were satisfied with their feeling of safety in the community compared to 12% who were dissatisfied. Satisfaction in this respect has decreased from 73% in 2013.



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

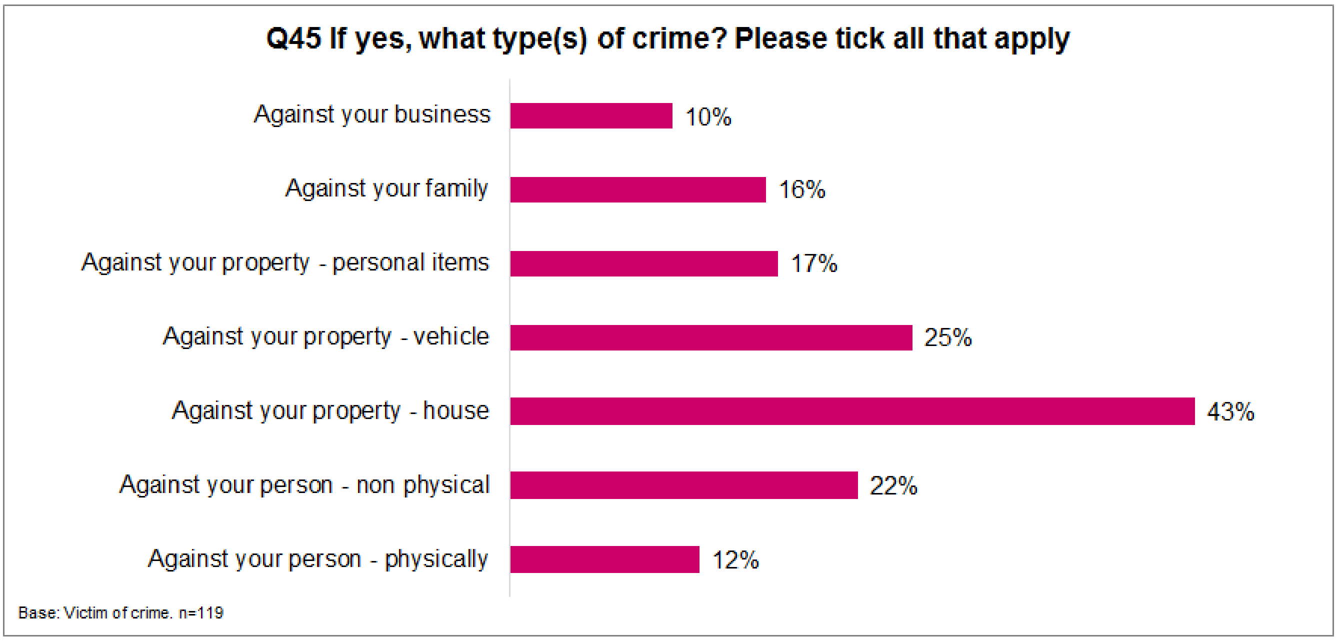
- Council tenants (54% satisfied)
- Aged under 25 (60%)

8.2. Victims of crime (Q44-Q49)

Just over one in ten respondents (11%) stated that they have been a victim of crime in the last 12 months. This has increased from 8% in 2013. Analysis indicated that experience of crime was greatest for respondents aged 25-34 (23%)

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 house (43%) or against their vehicle (25%).



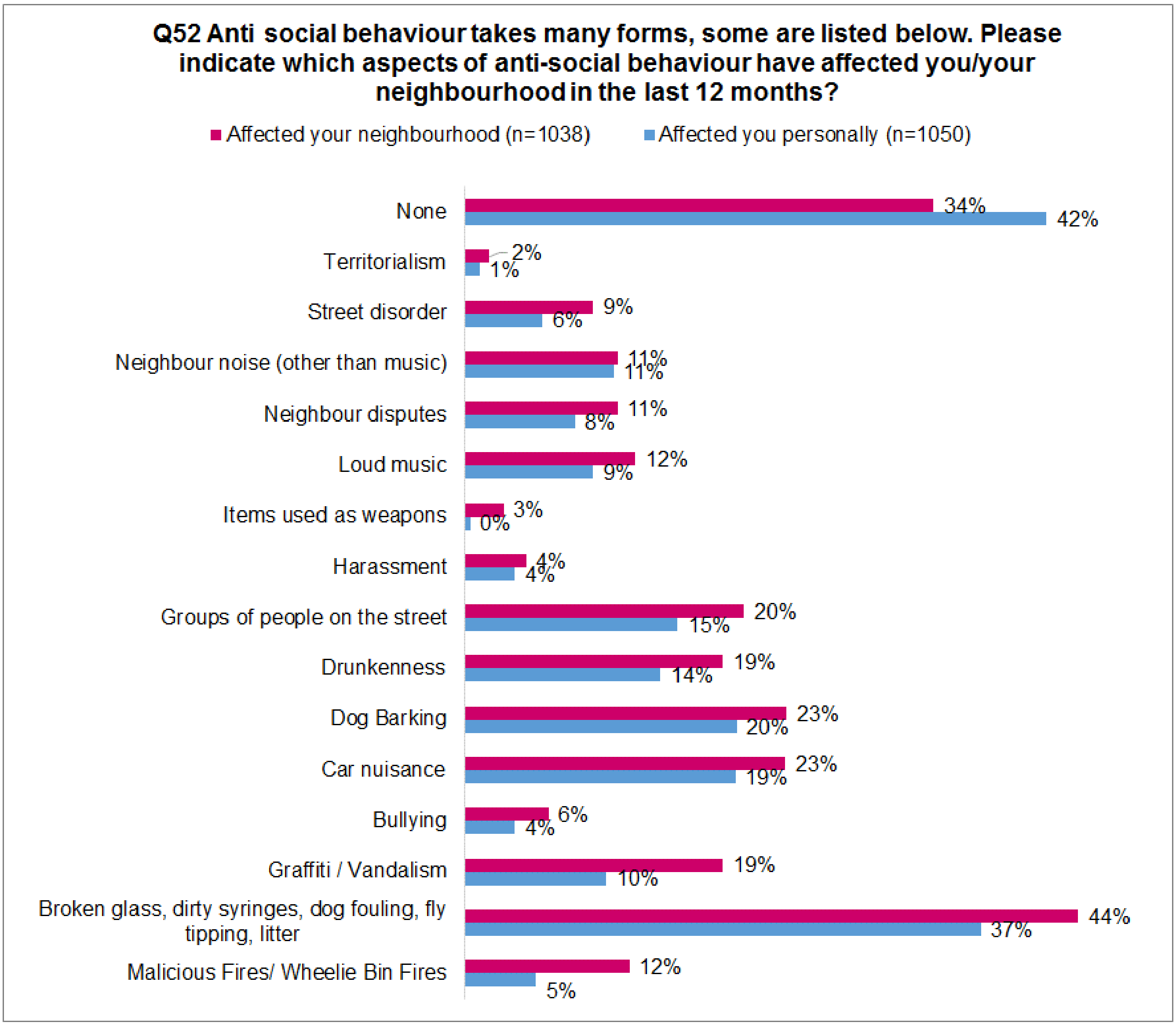
Just 7% of respondents stated that they have been a victim of hate crime (6% in 2013). Of those (n=75), 39% stated that they have been a repeat victim of hate crime. 29% stated that they have always reported the incident(s) to the police. However, 53% have never reported to the police.

The vast majority of respondents (84%) said they were not aware of 3rd party reporting sites.

8.3. Experience of anti-social behaviour (Q50)

Just over one in four respondents (42%) stated that they have not been directly affected by any form of anti-social behaviour in the last 12 months. This has increased from 25% in 2013 indicating a decrease of anti-social behaviour in West Lothian in relation to responses received from Panel members. The most commonly experienced forms of anti-social behaviour were:

- Broken glass, syringes, dog fouling, fly tipping, litter (37% affected personally in the last 12 months)
- Car nuisance (19%)
- Groups of people on the street (15%).



In terms of their neighbourhood, 34% stated that their neighbourhood has not been affected by any form of anti-social behaviour in the last 12 months, which is an increase from 17% in 2013. The most commonly cited forms of anti-social behaviour were:

- Broken glass, syringes, dog fouling, fly tipping, litter (44% stated their neighbourhood has been affected)
- Dog barking (23%)
- Car nuisance (23%).

9. TRAVEL

9.1. Access to cars (Q54)

89% of households had at least one car with 48% having two or more cars.

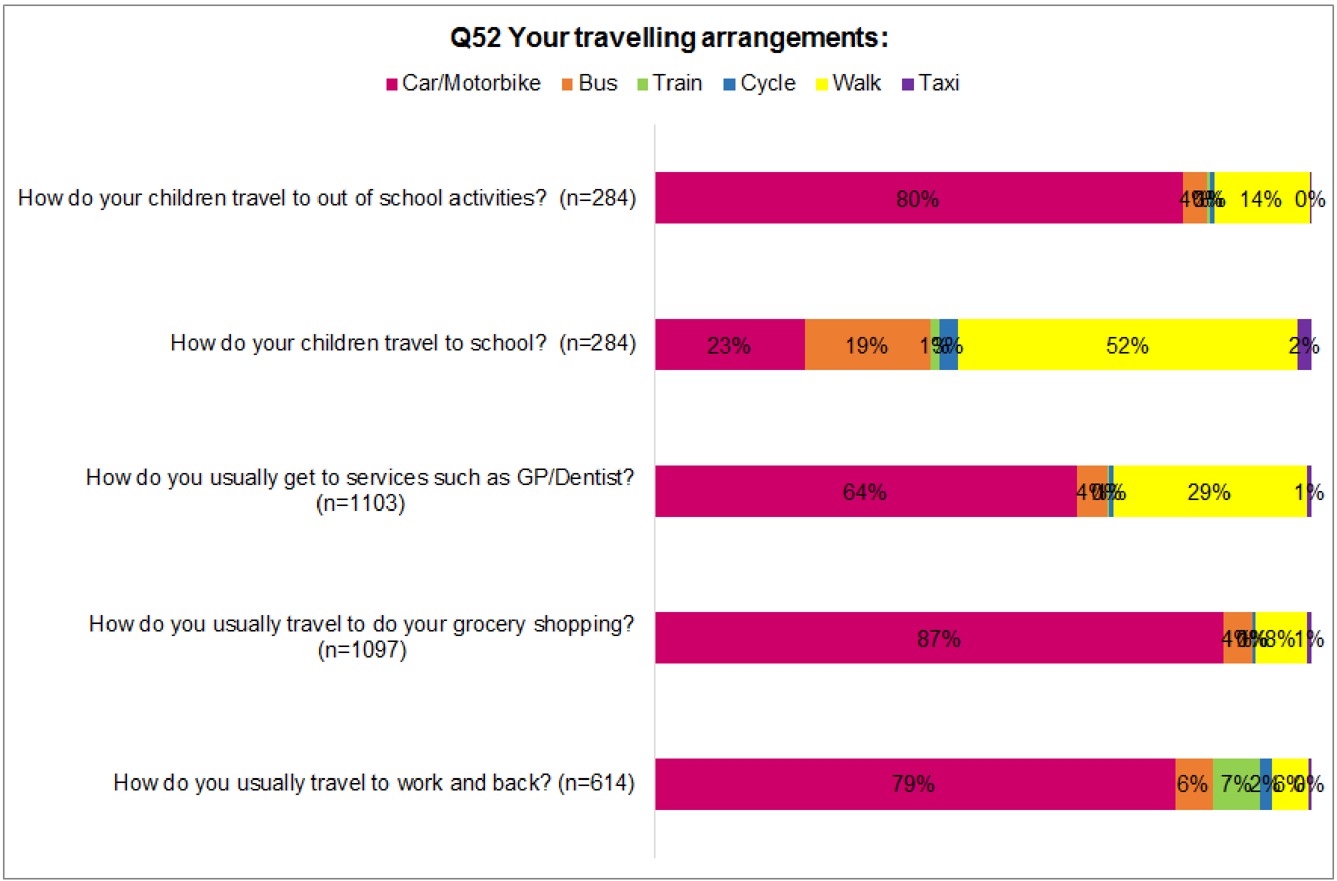
Respondents aged under 25 were least likely to have a car in their household. Most likely to have a car, and indeed multiple cars, were respondents aged 45-59 (89% have two or more cars in the household).

Those in social rented accommodation were significantly less likely to have a car than owner occupiers. 95% of owner occupiers stated that they had at least one car in their household with 55% having two or more cars. This was compared to 41% of respondents living in accommodation rented from a housing association who stated that they have no cars in their household.

9.2. Normal travel arrangements (Q52)

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

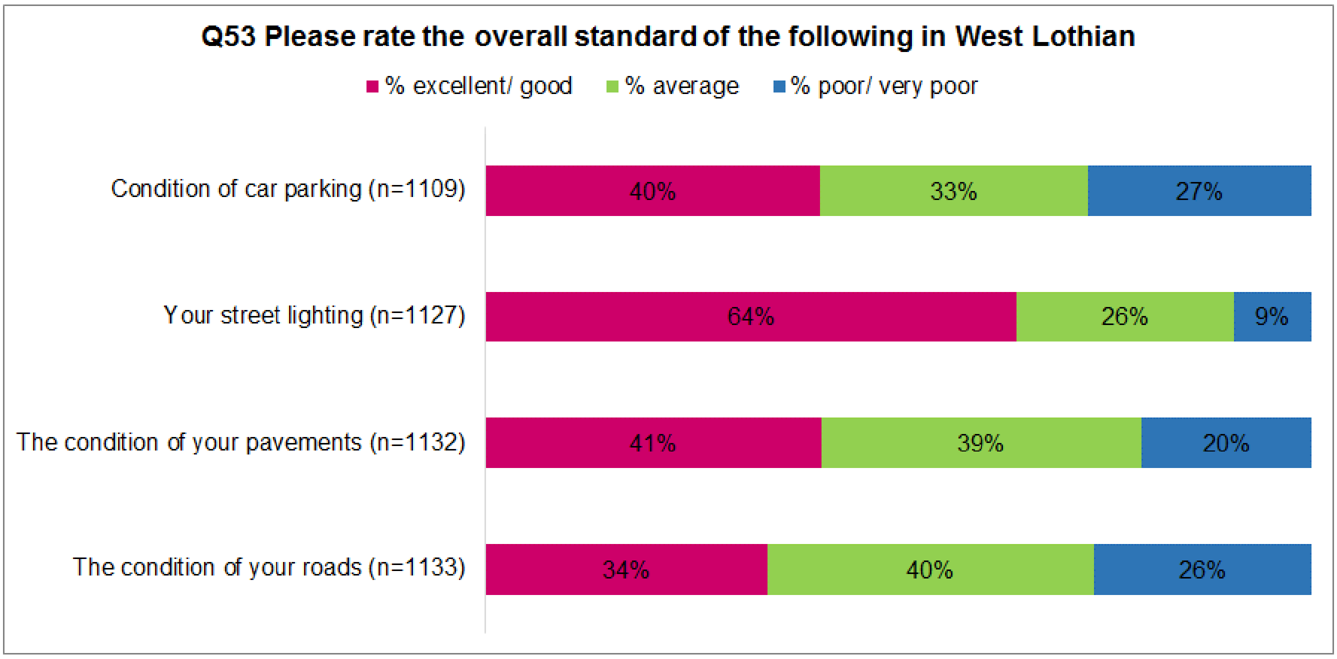
- Travel to do grocery shopping (87%)
- Children travelling to out of school activities (80%)
- Travel to work and back (79%)



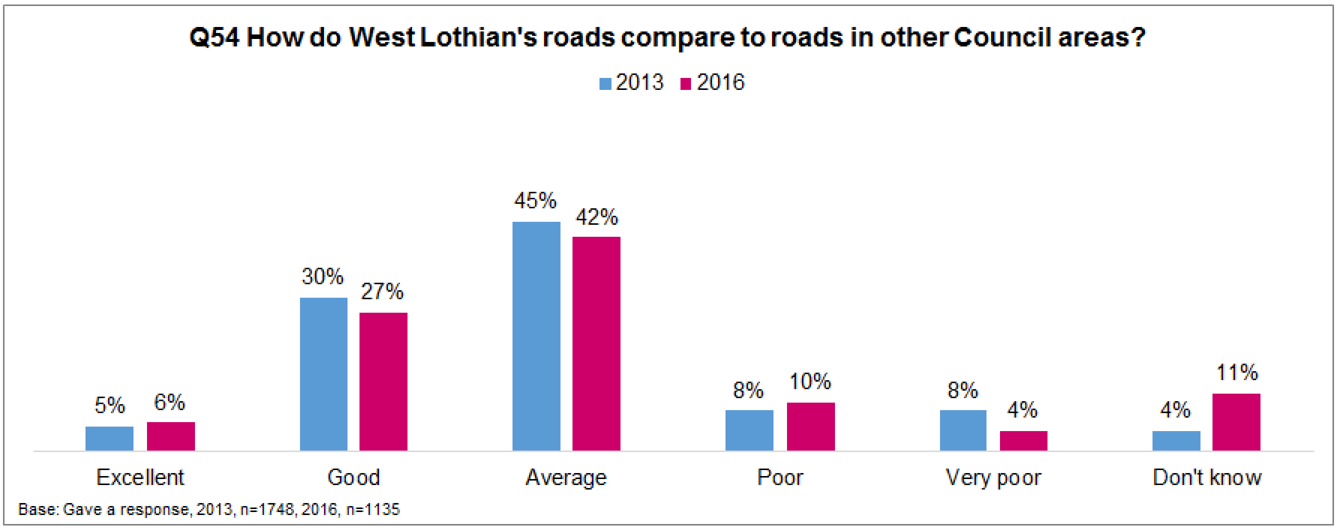
9.3. Standards of roads, pavements, lighting and parking (Q53/Q54)

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

- 64% rated street lighting as excellent or good compared to 9% who rated it as poor.
- 41% rated the condition of pavements as excellent or good compared to 20% who rated it as bad.
- 40% rated the condition of car parking as excellent or good compared to 27% who rated it as bad.
- 34% rated the condition of their roads as excellent or good compared to 26% who rated it as bad.



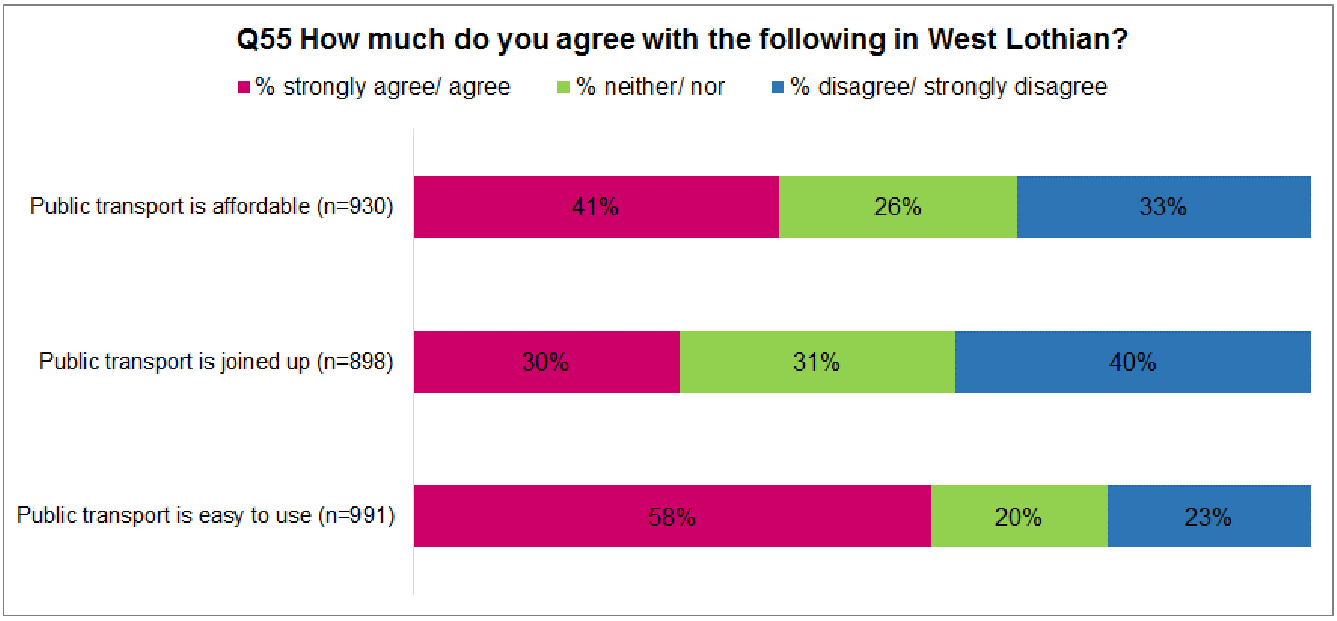
Compared to the roads in other Council areas, 33% rated the roads in West Lothian as excellent or good, 42% rated as average and 14% rated as poor/very poor. The proportion of respondents rating the roads as excellent or good has decreased slightly from 35% since 2013.



9.4. Public transport in West Lothian (Q55)

With regard to public transport in West Lothian:

- 58% agreed that public transport is easy to use compared to 23% who disagreed.
- 30% agreed that public transport is joined up compared to 40% who disagreed.
- 41% agreed that public transport is affordable compared to 33% who disagreed.

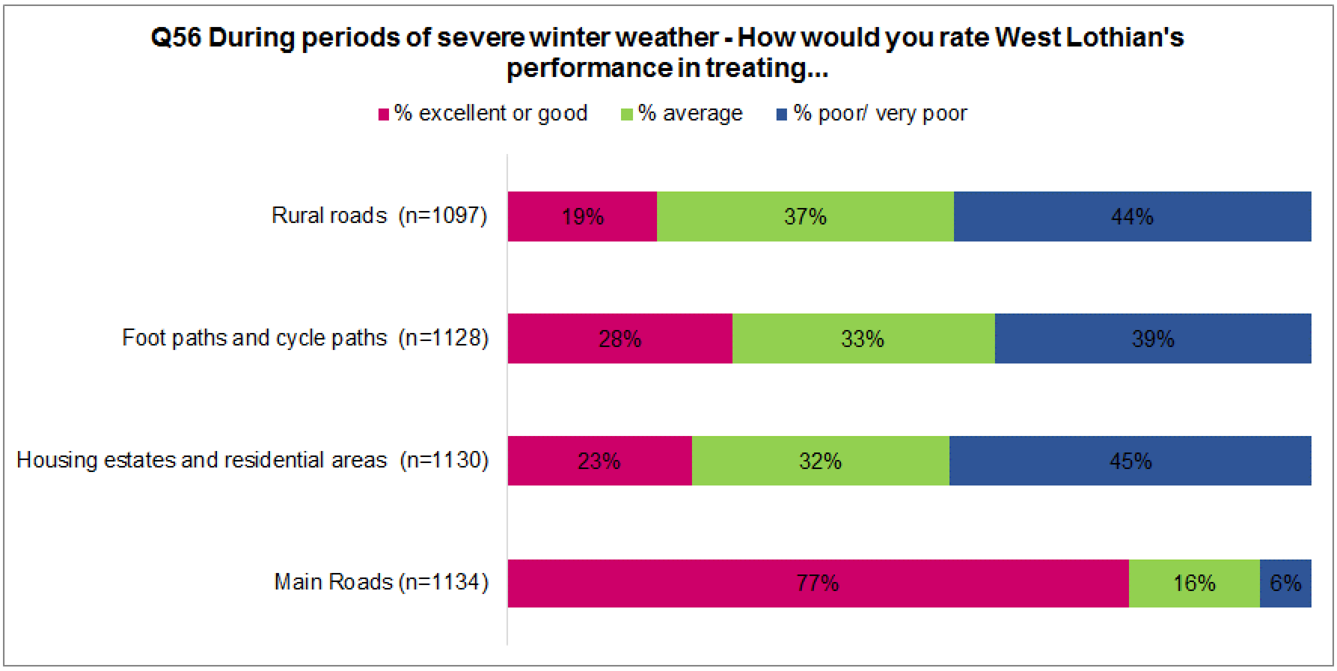


9.5. Performance during severe winter weather (Q56)

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

- 77% considered treatment of main roads as excellent or good compared to 7% who stated bad (71% rated excellent or good in 2013).
- 23% considered treatment in housing estates and residential areas as excellent or good compared to 46% who stated bad (21% rated excellent or good in 2013).
- 28% considered treatment of footpaths and cycle paths as excellent or good compared to 36% who stated bad (28% rated excellent or good in 2013).
- 19% considered treatment of rural roads as excellent or good compared to 43% who stated bad. (16% in 2013)

This is an improving picture compared to 2013.

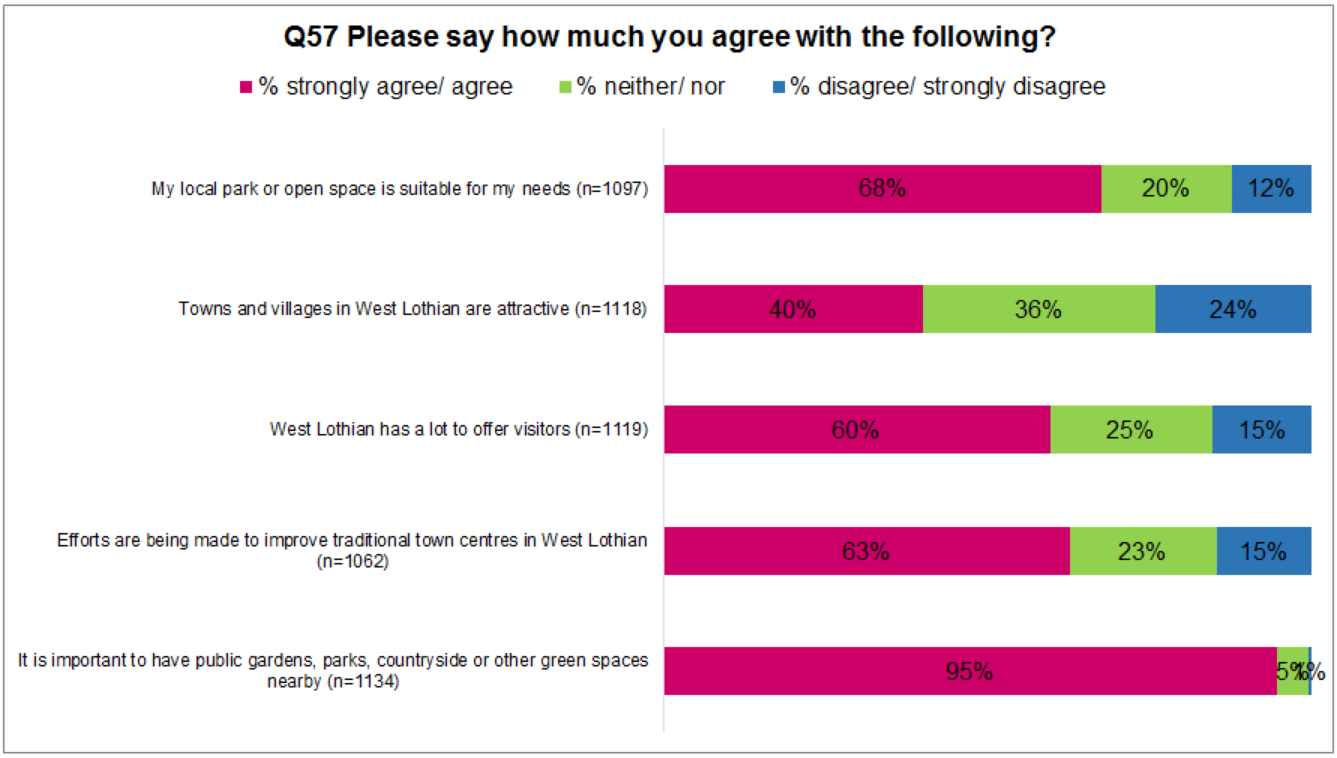


10. ENVIRONMENT

10.1. Perceptions of the environment in West Lothian (Q57)

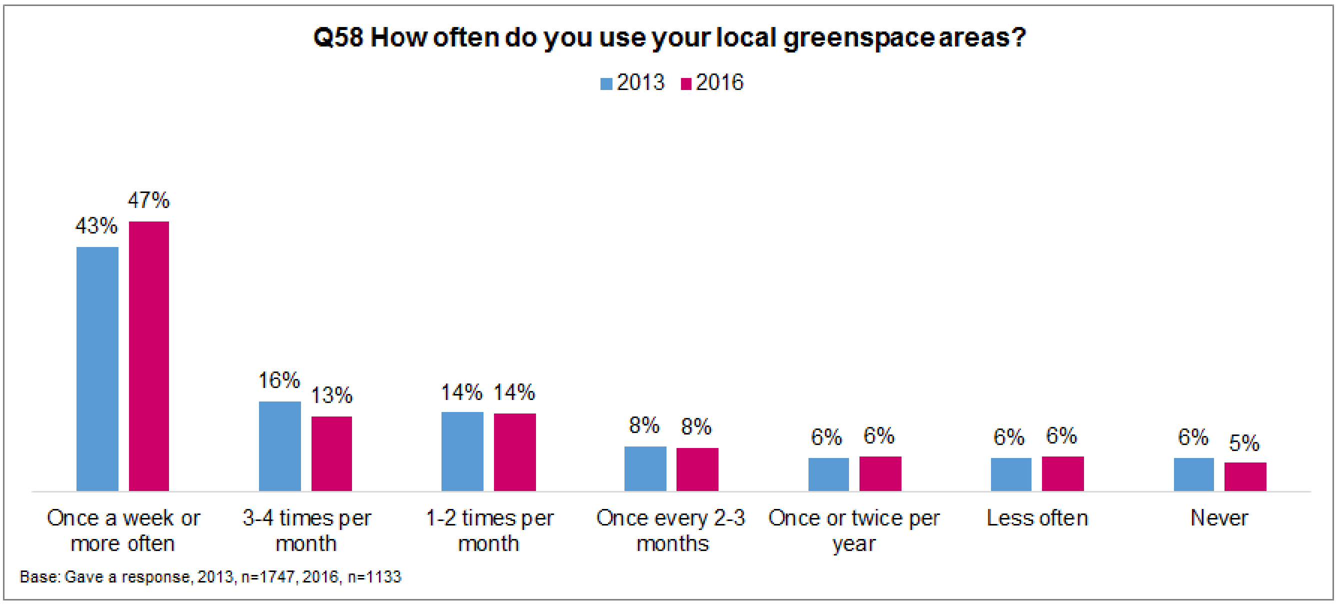
When considering the environment around West Lothian:

- 95% agreed and 1% disagreed that 'It is important to have public gardens, parks, countryside or other green spaces nearby (94% agreed in 2013).
- 63% agreed and 8% disagreed that 'Efforts are being made to improve traditional town centres in West Lothian' (down from 69% agreeing in 2013)
- 40% agreed and 12% disagreed that 'West Lothian has a lot to offer visitors'. (59% in 2013)
- 40% agreed and 22% disagreed that 'Towns and villages in West Lothian are attractive'. (40% in 2013)
- 68% agreed and 9% disagreed that 'My local park or open space is suitable for my needs'.(69% in 2013)



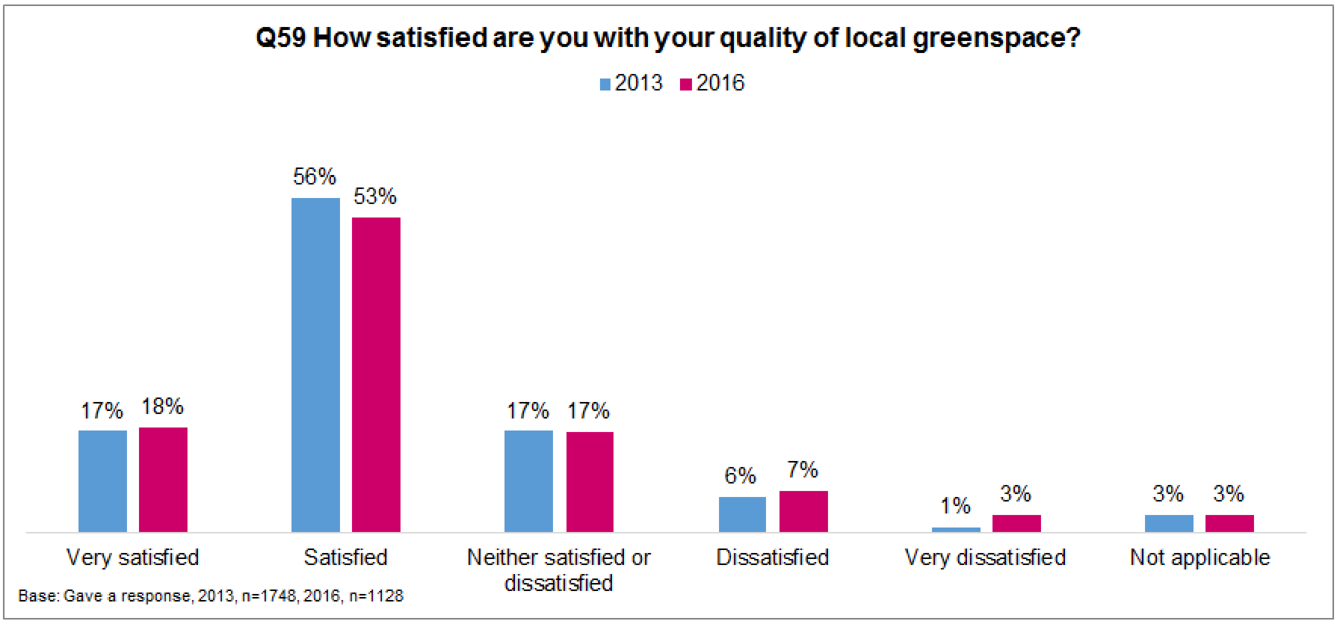
10.2. Greenspace in West Lothian (Q58/Q59)

Almost half of respondents (47%) stated that they use their local greenspace areas at least once per week, which is an increase from 43%. Just 11% 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 respondents aged 35-44 (54% visit once a week or more often). Conversely, least likely to visit their local green space were respondents aged 75 and over (22% visit less than once per year or never).

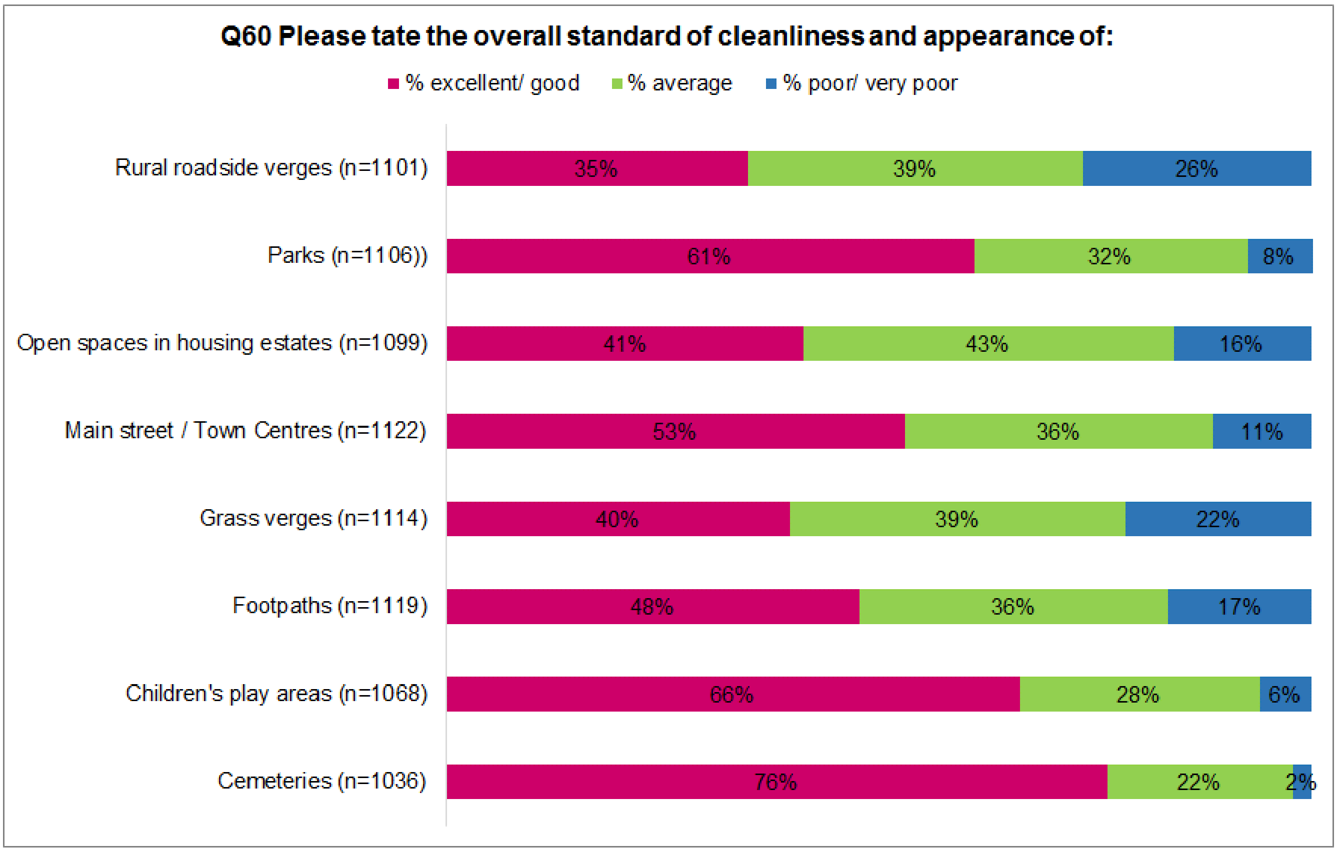
71% of respondents were satisfied with the quality of their local green space (down from 75% in 2013) compared to 10% who were dissatisfied.



10.3. Cleanliness and appearance of the environment in West Lothian (Q60)

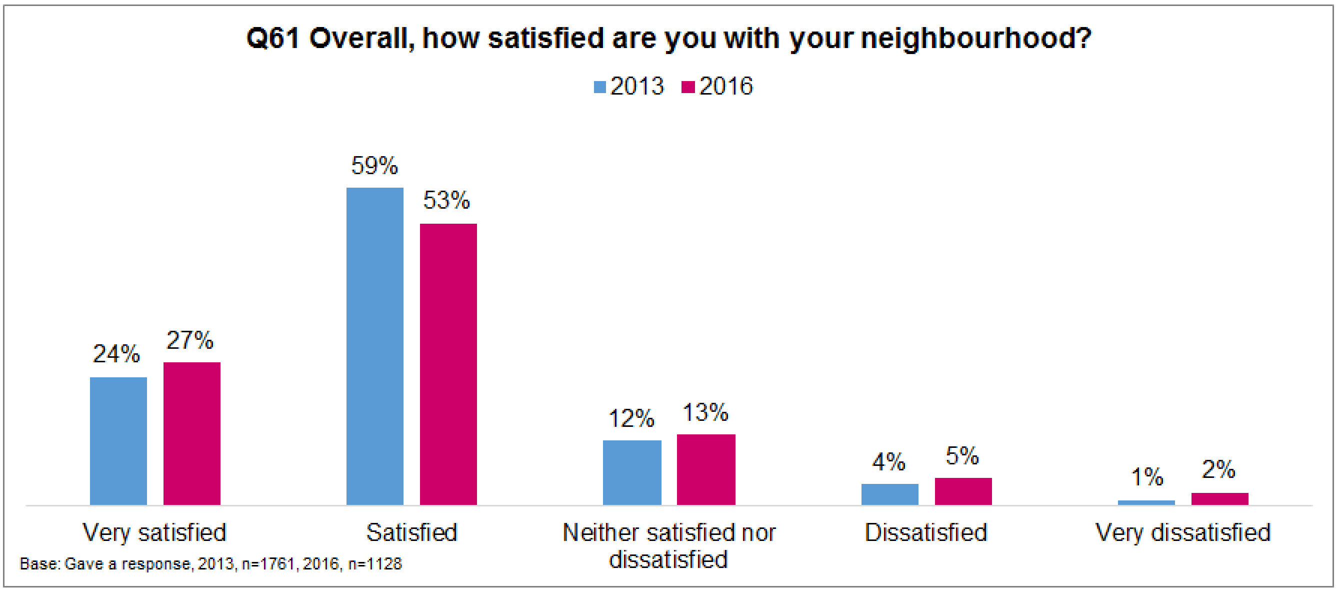
When considering the cleanliness and appearance of areas around West Lothian, there has been a decline in satisfaction since 2013:

- 76% rated cemeteries as excellent or good. (down from 82% in 2013)
- 66% rated children's play areas as excellent or good (down from 68% in 2013).
- 61% rated parks as excellent or good (down from 66% in 2013).
- 53% rated main streets/ town centres as excellent or good. (down from 57% in 2013)



10.4. Overall satisfaction with the neighbourhood (Q64)

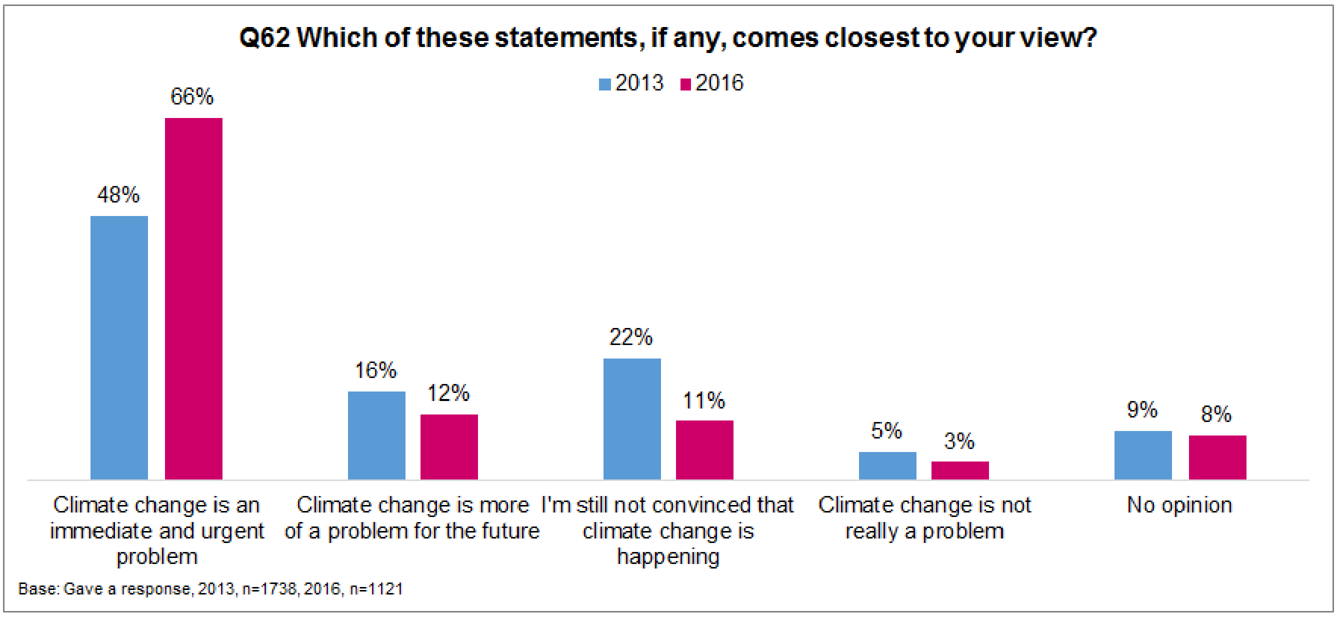
Overall, 80% of respondents stated that they were either very satisfied or satisfied with their neighbourhood compared to 7% who stated that they were dissatisfied. Satisfaction in this respect has decreased by 3 percentage points since 2013.



Owner occupiers were significantly more likely to be satisfied with their neighbourhood (81%) than council tenants (63%).

10.5. Perceptions of climate change (Q62)

When considering their views of climate change, 66% of respondents stated that climate change is an immediate and urgent problem .12% stated that they believe climate change is more of a problem for the future, 11% stated that they are still not convinced climate change is happening and 3% stated that climate change is not really a problem. The proportion of respondents stating that climate change is an immediate and urgent problem has increased significantly from 48% in 2013.



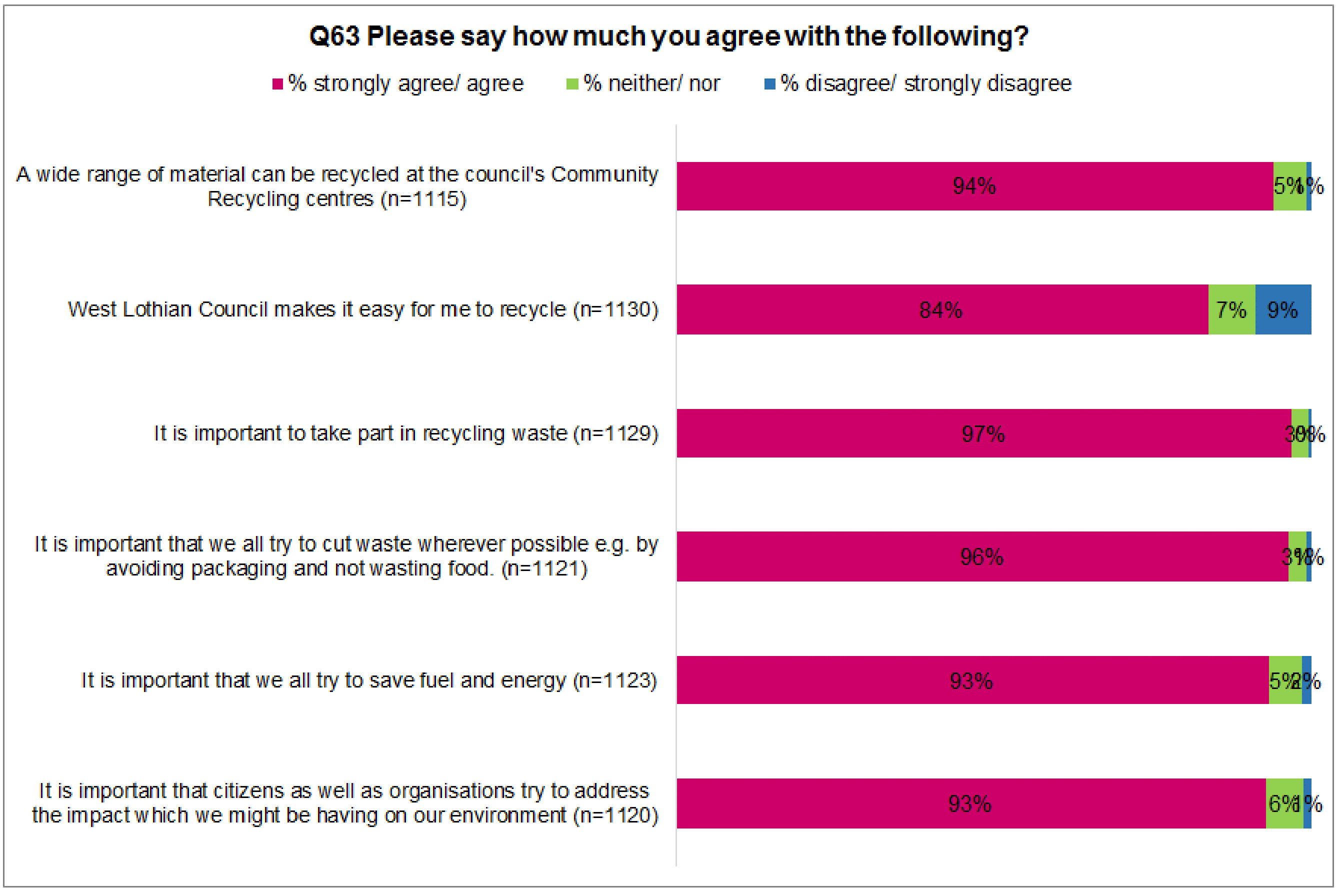
Analysis by age indicated that respondents aged 35-44 were most likely to state that they believed that climate change is an immediate and urgent problem (70%). Respondents aged 60-74 were most likely to state that they were still not convinced that climate change is happening (17%).

Females were more likely to be concerned about climate change than males with 68% of females stating that they believe climate change is an immediate and urgent problem compared to 62% of males.

10.6. Attitudes towards recycling and waste reduction (Q63)

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

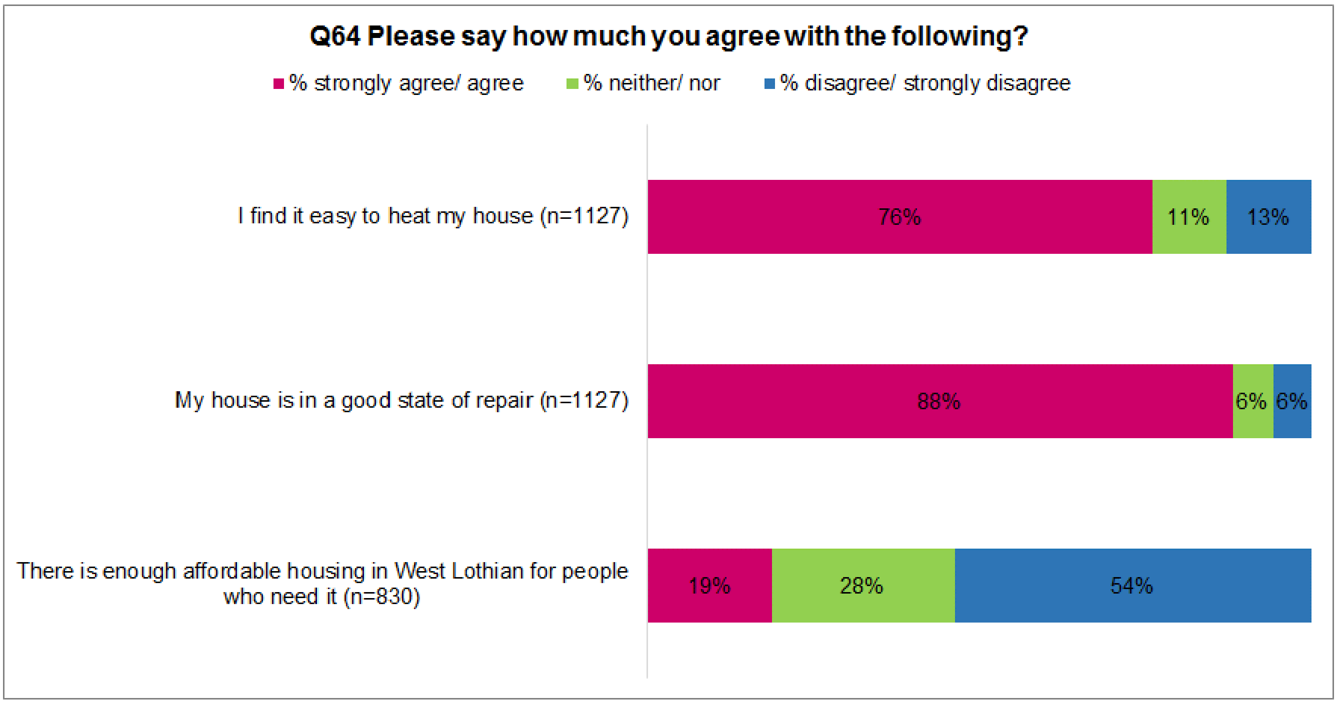
- 97% agreed that 'It is important that we try to cut waste wherever possible e.g. by avoiding packaging & not wasting food'. (96% agreed in 2013)
- 97% agreed that 'It is important to take part in recycling waste'. (96% agreed in 2013)
- 94% agreed that 'A wide range of material can be recycled at the council's Community Recycling centres'. (95% agreed in 2013)
- 93% agreed that 'It is important that we try to save fuel & energy'. (94% agreed in 2013)
- 84% agreed that 'West Lothian Council makes it easy for me to recycle'. (90% agreed in 2013)
- 93% agreed that 'It is important that citizens as well as organisations try to address the impact which we might be having on our environment'. (89% agreed in 2013)



10.7. Perceptions of housing in West Lothian (Q64)

When asked about their perception of housing in West Lothian:

- 19% agreed and 54% disagreed that 'There is enough affordable housing in West Lothian for people who need it'. (down from 24% who agreed in 2013)
- 88% agreed and 6% disagreed that 'My house is in a good state of repair'. (87% agreed in 2013)
- 76% agreed and 13% disagreed that 'I find it easy to heat my house' (up from 65% who agreed in 2013).



11. CONCLUSIONS

Overall levels of satisfaction with West Lothian as a place to live are very strong, with 80% stating that they were satisfied. This has decreased from 88% in 2013. Perceptions of the change in West Lothian over the last few years are also positive, with 53% of respondents stating that West Lothian has improved. Satisfaction with the local neighbourhood has decreased marginally to 80% stating that they are satisfied with their neighbourhood as a place to live (from 83% in 2013).

Satisfaction with the range of public services is generally high. Most notably with regard to fire and rescue, leisure facilities and local schools. Priorities for residents are highlighted as ‘clean streets’ and ‘attractiveness of towns and villages’.

With regard to refuse collection and street cleaning, satisfaction levels are significantly lower. It may be linked to what was identified as the most prevalent forms of anti-social behaviour, which were dog fouling, litter, syringes and broken glass. Satisfaction across all areas of these services provided by West Lothian has decreased since 2013.

Schools are perceived to be high quality. Satisfaction with education is fair for all respondents and has increased marginally since 2013.

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 10% of respondents stated that they are smokers. This has decreased from 13% in 2013.

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 69% stating that they are satisfied in this respect. This has decreased from 73% in 2013.

APPENDIX 1: RESPONSE PROFILE

Response Profile Analysis

The table below shows the number of responses achieved by multi member ward and the level of accuracy associated with the results.

Multi member ward	Population	% of Population	Response	% of response	Difference	Data accuracy (+/-)**
Armadale and Blackridge	12227	8.7%	85	7.5%	-1.2%	10.6%
Bathgate	14994	10.6%	134	11.8%	1.2%	8.4%
Broxburn, Uphall and Winchburgh	15376	10.9%	118	10.4%	-0.5%	9.0%
East Livingston and East Calder	16456	11.7%	135	11.9%	0.2%	8.4%
Fauldhouse and the Breich Valley	13199	9.4%	84	7.4%	-2.0%	10.7%
Linlithgow	12743	9.0%	146	12.8%	3.8%	8.1%
Livingston North	16510	11.7%	137	12.0%	0.4%	8.3%
Livingston South	19989	14.2%	160	14.1%	-0.1%	7.7%
Whitburn and Blackburn	19635	13.9%	138	12.1%	-1.8%	8.3%
Grand Total	**141129**	**100.0%**	**1146***	**100.0%**	**0.0%**	**3%**

* 9 no reply/ postcodes that didn't pull through MMW

879 responses received by email/ post/ phone and 258 via online boost.
**Based upon a 50% estimate at the 95% level of confidence

In terms of degree of accuracy of these results, at the overall West Lothian level, the results are accurate to +/-3% (based upon a 50% estimate at the 95% level of confidence). At geographical level, the level of accuracy ranges from +/-10.6% in Armadale and Blackridge to +/-8.1% in Linlithgow. 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, however, at multi member ward level should be treated with a greater degree of caution due to the larger margin of error associated with these results.

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 ±5%.

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 than males.

Multi-Member Ward	Pop %		% survey response (n=1,106)		Difference	
	Male	Female	Male	Female	Male	Female
Armadale and Blackridge	4.30%	4.50%	3.3%	4.4%	-1.0%	-0.1%
Bathgate	5.80%	6.10%	4.7%	7.0%	-1.1%	0.9%
Broxburn, Uphall and Winchburgh	5.50%	5.80%	4.1%	6.2%	-1.4%	0.4%
East Livingston and East Calder	5.60%	5.90%	5.7%	5.9%	0.1%	0.0%
Fauldhouse and the Breich Valley	4.70%	4.60%	3.0%	4.3%	-1.7%	-0.3%
Linlithgow	4.30%	4.50%	7.0%	6.2%	2.7%	1.7%
Livingston North	6.60%	6.80%	5.1%	7.1%	-1.5%	0.3%
Livingston South	6.60%	7.00%	5.9%	8.0%	-0.7%	1.0%
Whitburn and Blackburn	5.50%	5.90%	5.8%	6.4%	0.3%	0.5%
West Lothian Total	**48.90%**	**51.10%**	**44.4%**	**55.6%**	**-4.5%**	**4.5%**

Response Profile by Age

The tables below analyse the response profile of survey respondents by age looking at firstly the overall West Lothian population, then the respondent population and finally the difference between these. As shown, we have a greater proportion of older respondents and a lesser proportion of younger respondents.

Multi-member ward	% population							
	17-24	25-34	35-44	45-54	55-59	60-64	65-74	75+
Armadale & Blackridge	0.8%	1.2%	1.4%	1.2%	0.5%	0.5%	0.8%	0.5%
Bathgate	1.2%	1.8%	1.9%	1.8%	0.6%	0.5%	0.9%	0.6%
Broxburn, Uphall & Winchburgh	1.0%	1.4%	1.8%	1.7%	0.7%	0.7%	1.0%	0.7%
E Livingston & E Calder	1.2%	1.4%	1.8%	1.8%	0.7%	0.7%	0.9%	0.5%
Fauldhouse & the Breich Valley	0.9%	1.2%	1.4%	1.4%	0.6%	0.6%	0.8%	0.5%
Linlithgow	0.7%	0.8%	1.3%	1.5%	0.6%	0.6%	0.8%	0.5%
Livingston North	1.3%	1.8%	2.3%	2.0%	0.8%	0.7%	0.8%	0.4%
Livingston South	1.4%	1.6%	2.2%	2.2%	0.8%	0.8%	0.9%	0.5%
Whitburn & Blackburn	1.1%	1.3%	1.6%	1.7%	0.7%	0.7%	1.2%	0.8%
West Lothian Total	**10.9%**	**12.4%**	**15.8%**	**15.3%**	**5.9%**	**5.9%**	**8.2%**	**5.4%**

Multi-member ward	% survey response (n=1,115)							
	17-24	25-34	35-44	45-54	55-59	60-64	65-74	75+
Armadale & Blackridge	0.2%	1.4%	1.4%	1.8%	0.4%	0.9%	1.7%	0.3%
Bathgate	0.7%	0.9%	2.5%	2.9%	1.3%	1.9%	1.8%	0.9%
Broxburn, Uphall & Winchburgh	0.2%	0.8%	2.2%	1.8%	1.0%	1.1%	2.6%	1.2%
E Livingston & E Calder	0.3%	0.6%	1.8%	3.2%	1.5%	1.5%	2.8%	0.8%
Fauldhouse & the Breich Valley	0.6%	0.9%	1.2%	1.6%	1.1%	1.0%	1.6%	0.2%
Linlithgow	0.3%	0.6%	1.7%	2.7%	1.1%	2.6%	3.6%	1.2%
Livingston North	0.2%	1.1%	1.8%	3.5%	1.0%	2.5%	2.6%	0.6%
Livingston South	0.2%	0.6%	2.3%	4.1%	1.7%	1.8%	3.9%	0.6%
Whitburn & Blackburn	0.4%	1.0%	2.2%	2.9%	1.2%	1.8%	2.7%	1.0%
West Lothian Total	**3.0%**	**7.6%**	**17.3%**	**24.5%**	**10.1%**	**15.2%**	**23.4%**	**6.6%**

Multi-member ward	Difference							
	17-24	25-34	35-44	45-54	55-59	60-64	65-74	75+
Armadale & Blackridge	-0.6%	0.2%	0.0%	0.6%	-0.1%	0.4%	0.9%	-0.2%
Bathgate	-0.5%	-0.9%	0.6%	1.1%	0.7%	1.4%	0.9%	0.3%
Broxburn, Uphall & Winchburgh	-0.8%	-0.6%	0.4%	0.1%	0.3%	0.4%	1.6%	0.5%
E Livingston & E Calder	-0.9%	-0.8%	0.0%	1.4%	0.8%	0.8%	1.9%	0.3%
Fauldhouse & the Breich Valley	-0.3%	-0.3%	-0.2%	0.2%	0.5%	0.4%	0.8%	-0.3%
Linlithgow	-0.4%	-0.2%	0.4%	1.2%	0.5%	2.0%	2.8%	0.7%
Livingston North	-1.1%	-0.7%	-0.5%	1.5%	0.2%	1.8%	1.8%	0.2%
Livingston South	-1.2%	-1.0%	0.1%	1.9%	0.9%	1.0%	3.0%	0.1%
Whitburn & Blackburn	-0.7%	-0.3%	0.6%	1.2%	0.5%	1.1%	1.5%	0.2%
West Lothian Total	**-7.9%**	**-4.8%**	**1.5%**	**9.2%**	**4.2%**	**9.3%**	**15.2%**	**1.2%**

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.

Tenure	Census %	Survey response (n=1,146)	Difference
Owner occupied	63.2%	81.9%	18.7%
Rented from Council	17.5%	10.3%	-7.2%
Other Social rented	8.7%	4.4%	-4.3%
Private Rented	9.7%	2.6%	-7.1%
Other	0.9%	0.8%	-0.1%
Total	**100.0%**	**100%**	**0.0%**

Response Profile by Disability

In terms of disability, analysis of the response rate indicates higher response from those with no condition compared to those who have a disability or health condition.

Disability	% Census	Survey response (n=1,111)	Difference
No condition	71.3%	77.8%	6.5%
Have disability or health condition	28.7%	22.2%	-6.5%

Response Profile by Ethnicity

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

Ethnicity	Census %	Survey response (n=1,134)	Difference
British	93.7%	96.1%	2.4%
Other Ethnic Origin	6.4%	3.9%	-2.5%
Total	**100.0%**	**100.0%**	**0.0%**