

West Lothian Citizens' Panel

Quality of Life Survey 2010 Research Report

Summary of Key Findings and Commentary

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SUMMARY

This is the fifth Quality of Life Survey that the Community Planning Partnership has carried out in West Lothian over the last eleven years. The Citizens Panel is structured to be completely representative of the West Lothian population, and 70% of the 2911 Panel members completed the 2010 survey.

Using a range of questions across a variety of subjects we have gathered information about peoples perceptions and experience of living in West Lothian. The Community Planning Partnership will use this information to plan, direct and prioritise services over the coming years.

Overall levels of satisfaction with West Lothian as a place to live are very strong, remaining at a consistent 87% between 2007 and 2010. Perceptions of the change in West Lothian over the last few years are also positive, with 66% of respondents stating that West Lothian has improved.

Perceptions of Community Safety in particular are much improved from 2007 with 95% of respondents stating that they feel very or fairly safe being at home alone during the day and 87% feeling very or fairly safe being at home alone after dark. Across a range of community safety issues perceptions and experience have improved.

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. There are some anomalies around the Councils Housing service where the survey suggests satisfaction is quite low, whilst the Housing Service's own Tenant Satisfaction survey shows high returns of satisfaction. This highlights the fact that the Quality Of Life survey is very much based on perceptions rather than experience in some cases.

Overall respondents feel that their health is good and messages around healthy eating and the misuse of alcohol and drugs seem to be getting through to citizens. Climate change is also important to our residents and they are appreciative of the efforts being made by the Council to help them reduce their carbon footprint.

There are areas within the survey that are worthy of further investigation, and individual services, or organisations, may take the opportunity to ask further questions of the Panel in regard to these topics.

Detailed results from all the questions, analysed by demography and geography are available in two further volumes. Further detailed analysis can be undertaken on request.

INTRODUCTION AND BACKGROUND

1.4 Introduction

This report summarises the process and outcome of the 2010 Quality of Life Survey undertaken with West Lothian Citizens' Panel.

1.4 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.

Up until 2007, panel membership stood at approximately 1500 members. The panel membership was refreshed in 2007 and new members recruited. In advance of the 2010 Quality of Life Survey the Panel was refreshed by Research Resource during March to May 2010, with one third of Panel members being 'retired' and new members being recruited, ensuring that new recruits were representative of the population of West Lothian in terms of age, gender, multi member ward, tenure and ethnicity.

After the refreshment the Panel comprised a total of 2,911 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 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 almost exactly in line with the wider West Lothian population, the greatest difference being 0.4% less in Whitburn & Blackburn and Fauldhouse & Breich Valley.

Multi Member Ward	Population %	No on Panel	Panel %	Difference
Armadale & Blackridge	8.7%	243	8.4%	-0.3%
Bathgate	10.2%	299	10.3%	0.1%
Broxburn Uphall & Winchburgh	10.9%	313	10.7%	-0.2%
East Livingston & East Calder	11.8%	346	11.9%	0.1%
Fauldhouse & Breich Valley	9.7%	271	9.3%	-0.4%
Linlithgow	9.5%	305	10.5%	1.0%
Livingston North	11.9%	349	12.0%	0.1%
Livingston South	14.3%	417	14.3%	0.0%
Whitburn & Blackburn	13.0%	368	12.6%	-0.4%
Grand Total	100.0%	2911	100.0%	0.0%

At multi member ward level, the Panel is 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 representative in terms of the social rented sector, with 27% of Panel members residing within the social rented sector. 4.2% 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 and 2007, and this most recent one in 2010.

1.4 Approach

The Quality of Life survey questionnaire was developed by a project steering group, which comprised representatives from across the Community Planning Partnership and was headed by the Community Planning Manager. 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 some questions that had previously been asked in surveys 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 so that the questions are reported on within the themed area of the Community Plan to which they relate. These areas are Community Safety, Economic, Health and Wellbeing and Core Values. The core values are best value, community engagement, equalities and sustainability.

A copy of the survey questionnaire is available in Appendix 2 of this report. The key topic areas the questionnaire addressed were:

- Your 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 2911 Panel members on the 28th May 2010. This was sent by post, and for those whom we had an email address (1,753 Panel members) we sent an email version of this invitation, following up by post. A subsequent follow up postal mailing was undertaken on the 18th June 2010 to remind those that had not yet responded to the survey and to encourage further response. This was sent to 1,531 Panel members.

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 2009 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 2891 members. The response rate to the Quality of Life Survey was therefore 70% overall. This response rate is in line with the 70% response rate achieved in the 2007 Quality of Life Survey.

This response rate was achieved through the following methods:

Return Method	No of Returns	Proportion of Response	Response Rate
Postal	1276	64%	44%
Email	564	28%	19%
Telephone	169	8%	6%
Total	2009	100%	70%*

1.4 Structure

This report is structured so that the survey questions are reported on within the themed area of the Community Plan to which they relate. These areas are Community Safety, Economic, Health and Wellbeing and Core Values. The core values are best value, community engagement, equalities and sustainability.

The report has been divided into three volumes:

- Volume 1: Summary of Key Findings
- Volume 2: Thematic Analysis of Findings
- Volume 3: Geographic Analysis of Findings

This volume aims to provide an overview summary of the high-level survey findings and give some commentary and context to these findings.

2. KEY SURVEY FINDINGS AND COMMENTARY

2.1 Introduction

The following summarises the key findings from the 2010 Quality of Life Survey. The questionnaire was sent to all 2911 Panel members. A total of 2009 responses were achieved from the survey, representing a response rate of 70%. This level of return provides data accurate to +/-2.2% (based upon a 50% estimate at the 95% level of confidence). The profile of survey respondents reflects the demographic profile of residents within multi member wards in terms of age and gender. A full response rate and profile analysis is available in Appendix 1 of this report.

This section of the report summarises the key findings of the research under each of the Community Planning themes. Further analysis is undertaken on each of these themes under the report Volume 2.

2.2 Core Values

Overall Perceptions

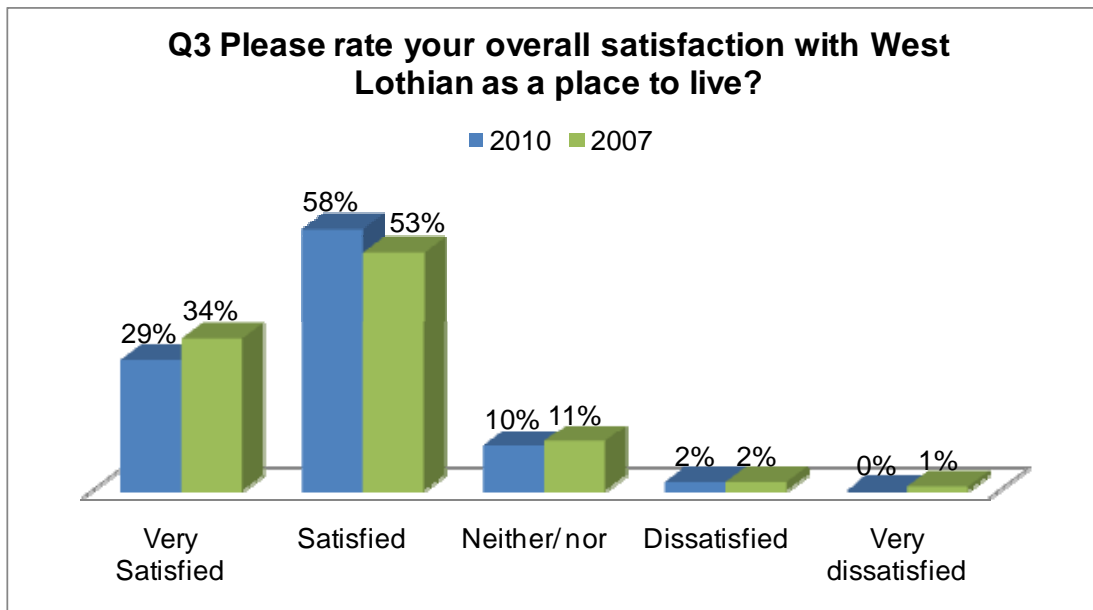
■ Overall factors which are perceived to be most important by residents of West Lothian in terms of their quality of life are:

1. Good health (92% stating 'very important')
2. Feeling safe in your community (86%)
3. Support of family or friends (72%)

■ In terms of services that are delivered in West Lothian, those that are perceived to be most important to respondents overall quality of life are:

1. Access to health facilities (81% stating 'very important')
2. Good quality education (77%)
3. Good quality roads (65%)

■ 87% of respondents stated they were satisfied or very satisfied with West Lothian as a place to live compared to 2% who were dissatisfied or very dissatisfied. This is the same proportion of satisfaction as was reported in 2007.



This can be further broken down to ward level.

Satisfaction with West Lothian as a place to live by area – % Stating very or fairly satisfied			
	2010	2007	+/-
Armadale and Blackridge	79%	76%	+3%
Bathgate	88%	89%	-1%
Whitburn and Blackburn	84%	84%	-
Fauldhouse and Breich Valley	87%	86%	+1%
East Livingston and East Calder	87%	88%	-1%
Livingston South	92%	90%	+2%
Livingston North	89%	88%	+1%
Broxburn Uphall and Winchburgh	87%	86%	+1%
Linlithgow	94%	87%	+7%

■ 80% of residents are satisfied with their neighbourhood compared to 6% who are dissatisfied or very dissatisfied. This is a slight decrease on 2007 where 87% of respondents stated that they were satisfied with their neighbourhood.

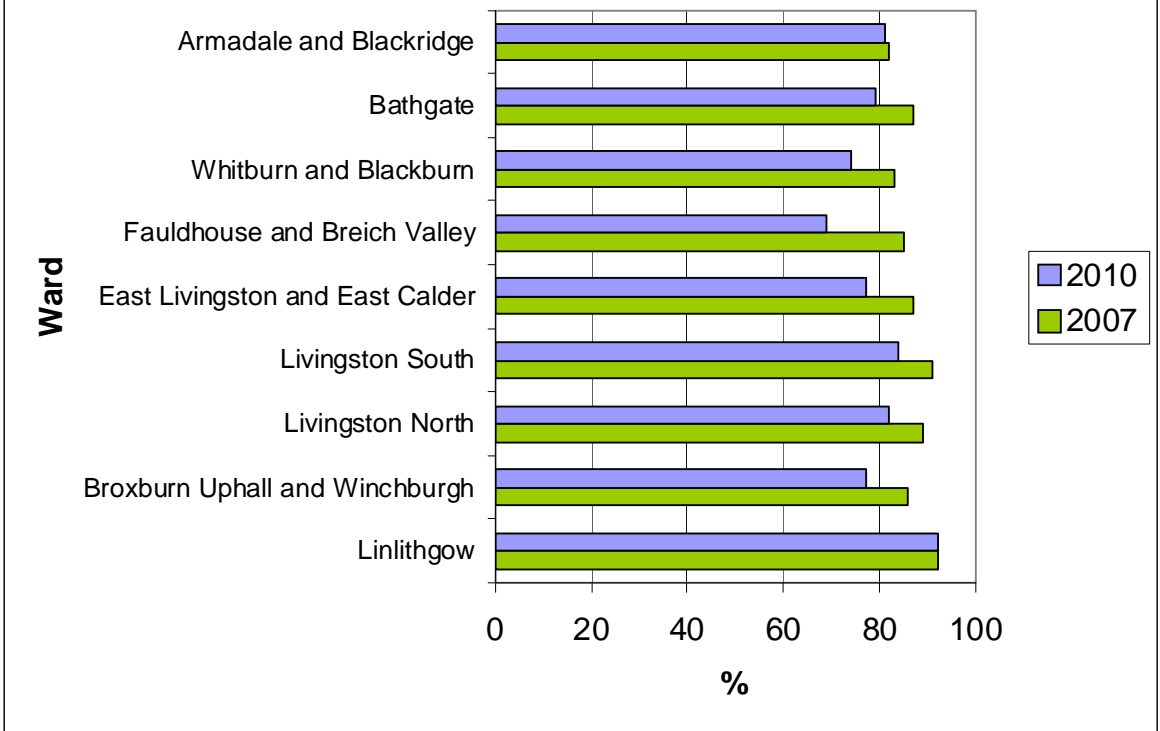
The biggest changes at ward level have occurred in Fauldhouse and Breich Valley where there is a 16% decrease in satisfaction with the neighbourhood.

However, 62% of residents in Fauldhouse and Breich Valley agreed that West Lothian has improved in the last few years. In Fauldhouse and Breich Valley the issues that most impacted on the neighbourhood were forms of anti social behaviour that have been experienced personally by residents or affected their neighbourhood:

1. Dog fouling (56% affected personally, 69% affected the neighbourhood),
2. Litter (44% affected personally, 63% affected the neighbourhood).
3. Broken Glass (33% affected personally, 39% affected the neighbourhood).

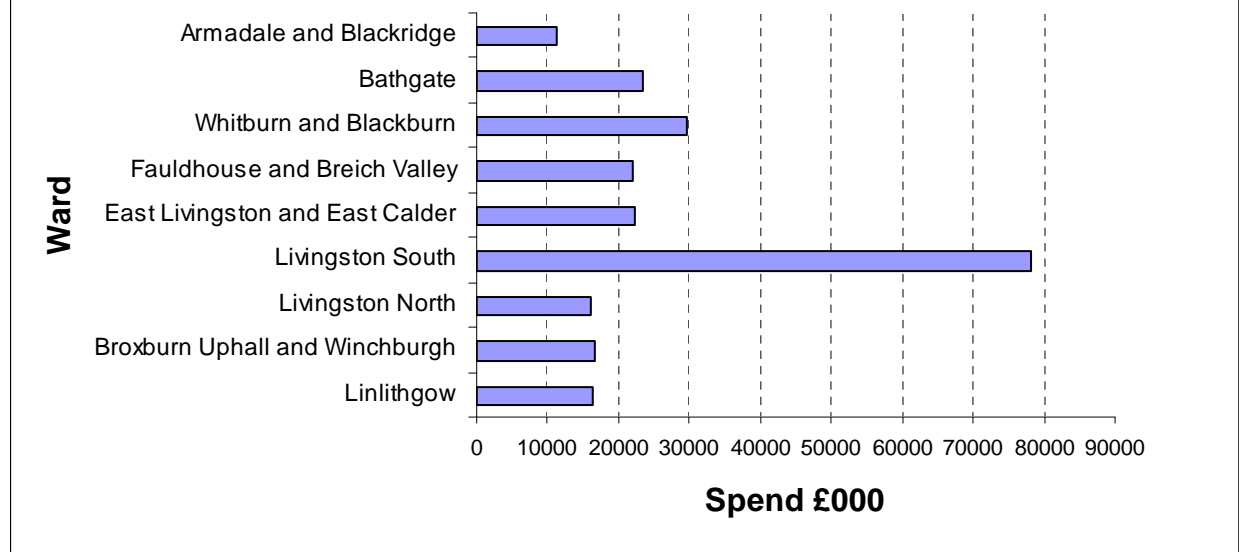
The individual ward scores for satisfaction with the neighbourhood are featured in the chart below.

Satisfaction with neighbourhood - % stating very or fairly satisfied.



In considering the investment that the Council has made over the last 3 years across the area it can be seen that there has been significant capital investment particularly in the west of the region. This investment includes upgrading parks, community centres, schools, and roads. The community satisfaction with their neighbourhoods does not accord with the significant investment made. Note – the additional spend in the Livingston South ward is mainly linked to the Civic Centre.

Comparison of capital spend across multi member wards 2008-2013

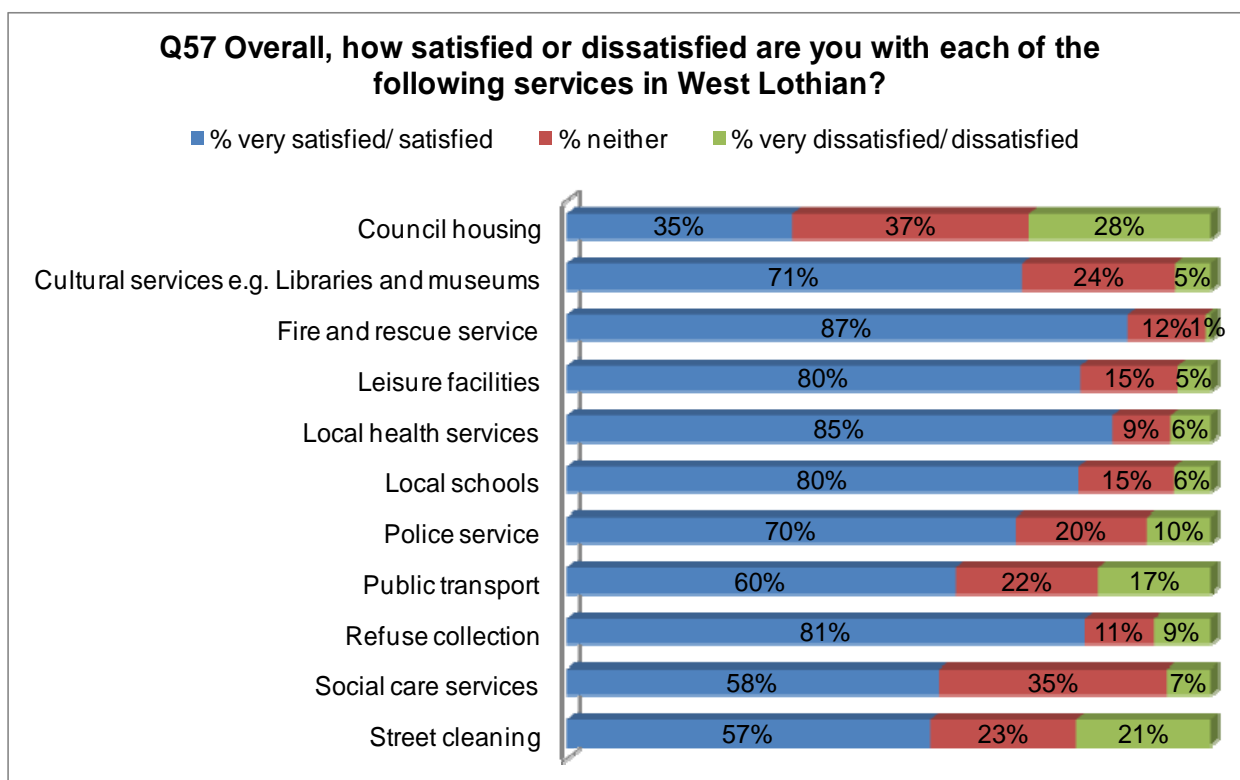


■ 66% of residents agreed that West Lothian has improved in the last few years. This is a significant increase on 2007 when 47% of respondents stated that they believe West Lothian had improved over recent years.

The overall satisfaction with West Lothian, and the perception that West Lothian has improved over recent years is contrary to the views about neighbourhoods where satisfaction is decreased.

■ In terms of public services provided in West Lothian, residents are most satisfied with:

1. Fire and rescue service (87% satisfied)
2. Local health service (85%)
3. Refuse collection (81%)

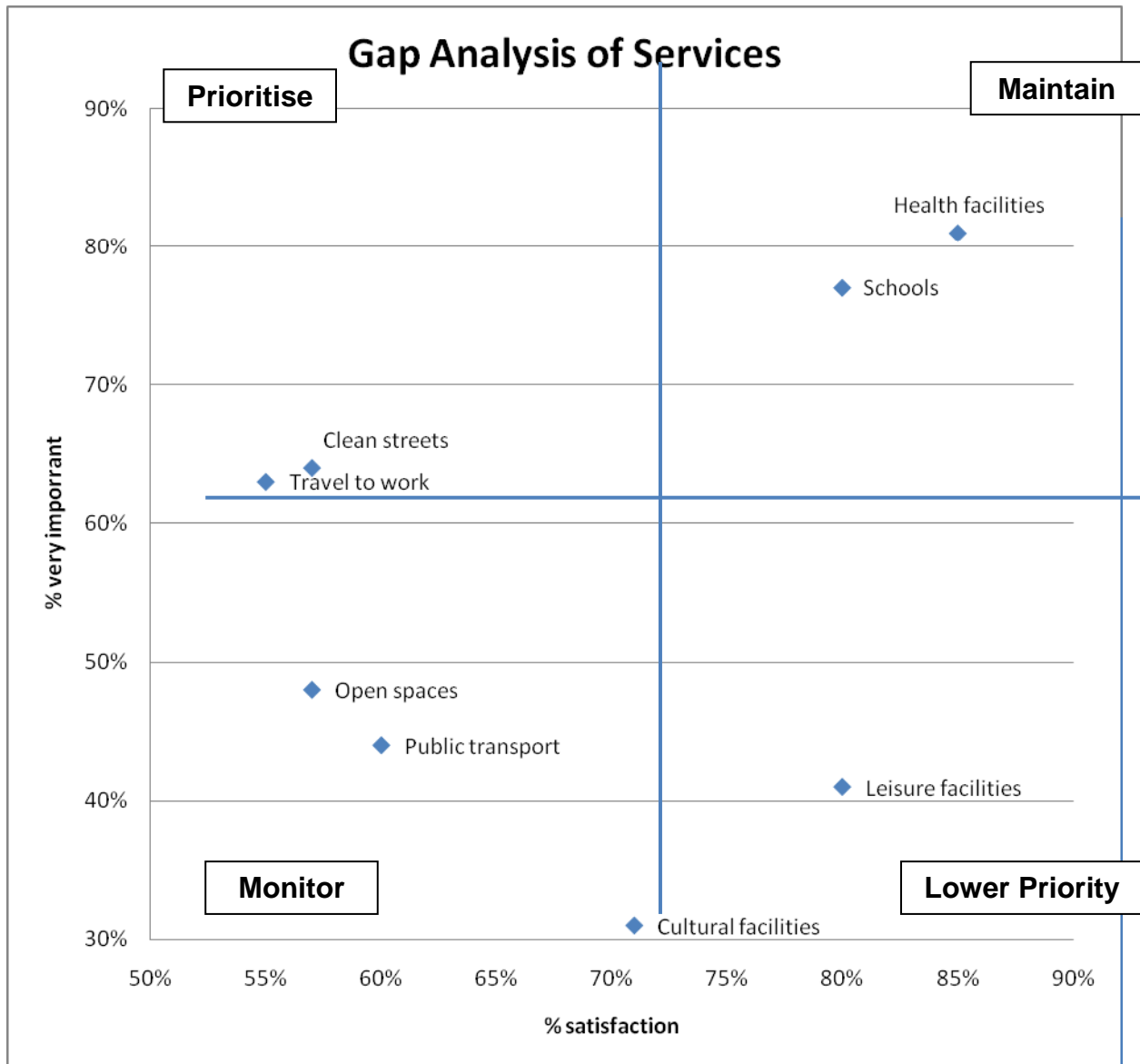


■ On investigating the lower satisfaction with the Council housing service it is found that 48% of the respondents expressed no opinion. Of the respondents that are Council tenants, 65% of them said that they were satisfied with the Council Housing service.

The Council's Housing Service carries out an annual tenant satisfaction survey and the last survey in 2009 recorded 84% of respondents indicating that they are satisfied with the housing services they receive.

30% of respondents that own their home or live with family said they were dissatisfied with the Council Housing service. It is not clear if they are making this judgement based on experience or perception.

In order to provide some sort of direction with regard to action planning, a prioritisation analysis was undertaken which plots residents' view of the quality of service (i.e. their satisfaction with a particular service) against the importance of this service. This provides guidance in terms of services which should be prioritised, ie those that are high priority and lower satisfaction to those which should be monitored, where satisfaction is low as is priority. This analysis indicates that priorities should be 'clean streets' and 'travel to work'.



Communities

- In terms of residents feelings about their community:
 - 43% agree that people in their area feel involved in the community;
 - 43% agree that people in their community can influence decisions that affect the community;
 - 52% agree that people in their community help each other when there is a problem;
 - 52% agree that their community is a place where people from different backgrounds can get on well with each other.

- Over half of respondents stated they have given some form of unpaid help over the last 12 months (53%). The most popular activities involved children's education or

volunteering in schools (18%), followed by hobbies, recreation or arts groups (16%) and local community or neighbourhood groups (15%).

Open and Public Spaces

- When considering open and public places, residents of West Lothian agreed that:
 - It is important to have public gardens, countryside or other green spaces nearby (95%);
 - Efforts are being made to improve traditional town centres in West Lothian (74%);
 - West Lothian has a lot to offer visitors (62%)
 - However, less than half of respondents agreed that towns and villages in West Lothian were attractive (45% agreeing with this statement).

- In terms of open and public spaces, areas which were most highly rated in terms of cleanliness and appearance were:
 1. Cemeteries (85% stating excellent or good)
 2. Parks (57%)
 3. Children's play areas (55%)

The Environment

- Just under half (49%) felt climate change is an immediate and urgent problem.
- 90% of respondents agree that it is important that citizens as well as organisations try to address the impact which we might be having on our environment;
- 93% agree that it is important that we try to save fuel and energy;
- 96% agree that it is important that we try to cut waste wherever possible
- 95% agree that it is important to take part in recycling waste;
- 91% agree that a wide range of material can be recycled at the Council's Community Recycling Centres.
- 88% agree that West Lothian Council makes it easy for them to recycle.

Accessing Information and Advice

- For housing advice, the majority of respondents would access information from the Council Information Service (65%);
- For information about their health, the majority of residents (89%) stated they would obtain information from a health centre;
- Over half of respondents stated if they needed help or advice regarding employment, they would look for information online (53%);
- The main sources of advice for benefits information was perceived as being an advice shop (41%), followed by Council information service (36%) and the internet (29%).
- For information on education, the majority of respondents stated they would turn to the Council information service (43%) or the Internet (40%).
- Where residents were looking for information on the environment, the majority of respondents stated they would seek advice from the Council information service (46%) or the Internet (47%).
- The main source for advice about drugs or alcohol is from health centres (49% for drugs and 50% for alcohol).
- Over half of residents (51%) stated they would seek advice about social care services from the Council Information Service.

2.3 Economy

West Lothian as a place to work and do business

- In terms of a place to do business, West Lothian is viewed in a positive light:
 - 65% agree that West Lothian feels like a successful place
 - 60% agree that West Lothian has a good supply of land and property suitable for a variety of businesses
 - 57% agree that West Lothian has a diverse economy which does not rely on the success of one or two main industries/ employers
 - 55% agree that it is easy to travel to work in West Lothian
 - 46% agree that West Lothian is a good business location and has a positive reputation for attracting investment and jobs
 - 41% agree that West Lothian is a good place to start a new business
 - 40% agree that West Lothian has a reputation for having business-friendly public services

- However, as a place to work or find employment, there is not such a positive response:
 - 38% agree that there is help for people looking for work in West Lothian
 - 23% agree that there are a range of job opportunities for everyone in West Lothian (including people with disabilities)
 - 16% agree that there are plenty of skilled or professional well-paid jobs in West Lothian
 - 11% agree that it is easy to find a job in West Lothian

Shopping in West Lothian

- The majority of residents are likely to shop in West Lothian for the majority of their purchases, with the exception of large purchase items:
 - 94% buy food, groceries and general household provisions in West Lothian
 - 85% buy services such as plumbers and electricians in West Lothian
 - 69% access entertainment such as cinemas, night clubs and restaurants in West Lothian
 - 77% buy clothes and footwear in West Lothian
 - 62% purchase domestic appliances such as washing machines, TVs etc in West Lothian
 - 47% purchase large items such as cars, kitchens or bedroom furniture in West Lothian.

Roads and Public Transport

- When considering roads, pavements and street lighting in West Lothian:
 - 35% rate the condition of their roads as excellent or good
 - 38% rate the condition of their pavements as excellent or good
 - 70% rate their street lighting as excellent or good
 - 40% rate the maintenance of main roads as excellent or good
 - 27% rate the maintenance of residential and minor roads as excellent or good
 - 41% rate flood prevention as excellent or good

- During the period of severe winter weather, residents rated West Lothian's performance in treating roads and paths as follows:
 - 53% rated treating main roads as excellent or good
 - 11% rated treating housing estates and residential areas as excellent or good

- 15% rated treating foot paths and cycle paths as excellent or good
- 12% rated treating rural roads as excellent or good.
- With regard to public transport in West Lothian:
 - 59% 'agree' that public transport is easy to access
 - 38% 'agree' that public transport is affordable
 - 37% 'agree' that public transport is joined up

The Home

- 1 in 3 respondents stated that they spend less than 25% of their income on mortgage or rent. A further 25% stated they spend between 25 and 50% and 3% stated they spend more than half of their income on housing costs.
- The majority of respondents stated they agree that their home is in a good state of repair (87%) and that they find it easy to heat their home (72%).
- 18% agree that there is enough affordable housing in West Lothian for people that need it.
- 89% of residents stated they have access to the internet.
- 85% of households stated they have at least one car in their household.

Employment

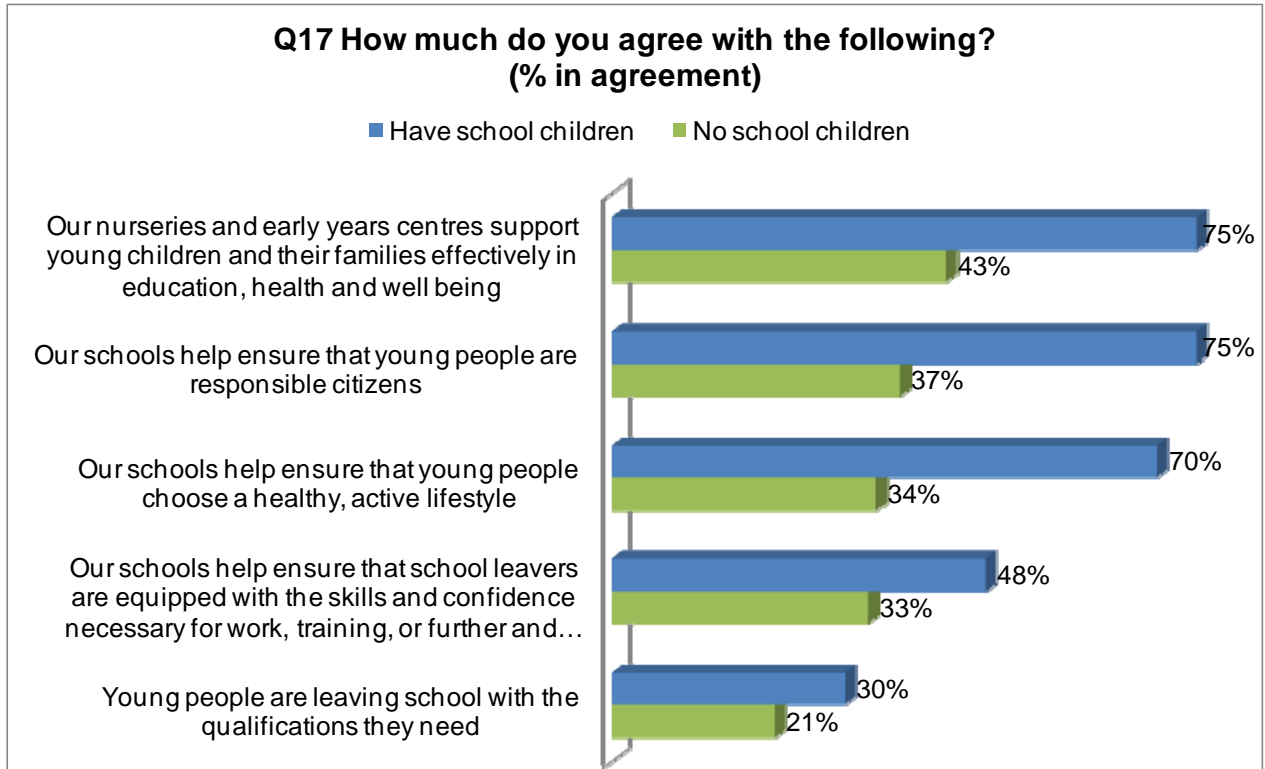
- 78% stated that they are very satisfied or satisfied with their present job.
- 64% are satisfied with their job security
- 66% are satisfied with their work life balance

Education and Lifelong Learning

- Just over 1 in 4 respondents stated they have children at school (26%). Of these individuals, 60% stated their children are at primary school, 45% at secondary school, 19% at a local authority nursery school, 6% at a private nursery school and 2% at a special school.
- All respondents were asked about their perceptions of schools and nurseries:
 - Over half of respondents (51%) agreed that nurseries and early years centres support young children and their families effectively in education, health and well being;
 - 47% agreed that schools help ensure that young people are responsible citizens;
 - 44% agreed that schools help ensure that young people choose a healthy, active lifestyle.
 - 37% agreed that schools help ensure that school leavers are equipped with the skills and confidence necessary for work, training, or further and higher education;
 - 23% agreed that young people are leaving school with the qualifications they need.

It is interesting to note that satisfaction, for those that have school children, is significantly more positive than for those that do not. Respondents with school aged children are more likely to agree (56%) that they are satisfied with the state of education in West Lothian nowadays than those who do not have children (48%).

As can be seen below, households with children are significantly more likely to agree with all statements relating to schools and nurseries.



- 17% of respondents stated they are currently accessing learning and/ or training opportunities. Of these individuals 45% stated this was to further their education, a further 45% stated it was for their job, 13% stated for leisure purposes and 9% stated other reasons.

- 65% agree that adults in West Lothian have access to a range of appropriate learning opportunities;

- 54% agree that they have access to the learning opportunities that they need or want;

- 57% agree that training and further education facilities in West Lothian are good;

- 49% agree that they are satisfied with the state of education in West Lothian nowadays.

2.4 Health and Wellbeing

Overall Health

- Over 3 in 4 residents (76%) stated their health is very good or good in general compared to 5% who rated their health bad or very bad.

- 2 in 10 residents stated their day to day activities are limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months.

Healthy Eating

- When considering things that would be most likely to help encourage eating more healthily:

- 77% agreed that a wider range of good quality affordable fruit and vegetables in your local town or area would make it easier for them to eat more healthily;

- 75% agreed that a wider range of 'healthy' food options in your local shops and food outlets would make it easier to eat more healthily;

- 65% agreed knowing how to eat healthily on a budget would make it easier for them to eat more healthily;

Physical Activity

- 16% of respondents stated they engage in physical activity never or rarely, 11% stated they take part in physical activity two or three times a month, 17% once a week, 39% two to four times a week and 17% five or more times per week.
- The three most popular activities were walking (83%), followed by gardening and DIY (50%) and housework or cleaning (49%).

Mental Wellbeing

We used the Warwick Edinburgh Mental Well Being Score (WEMWBS), a recognised model of assessing mental well being, to gather information about West Lothian citizens' feelings of happiness and wellbeing.

- 12% of respondents have been feeling optimistic about the future all of the time and 3% none of the time;
- 16% have been feeling useful all of the time and 2% none of the time;
- 8% have been feeling relaxed all of the time and 2% none of the time;
- 17% have been dealing with problems well and 2% none of the time;
- 23% have been thinking clearly all of the time and 1% none of the time;
- 22% have been feeling close to people all of the time and 2% none of the time;
- 41% have been able to make up their own mind about things and 1% none of the time.

Health and Social Care Services

- 34% agreed and 8% disagreed there is enough help for disabled people to access support/ training to live as independently as possible;
- 27% agreed and 6% disagreed there is help available to disabled people seeking employment;
- 87% agreed and 0% disagreed most older people would prefer to remain living in their own home for as long as possible;
- 47% agreed and 6% disagreed the way health and social care services are organised encourages people to do as much for themselves as possible;
- 66% agreed and 9% disagreed it is easy to access local health facilities in West Lothian

Smoking

- 18% of respondents stated they are smokers, 30% used to smoke but have now stopped smoking and 52% of residents stated they have never smoked.
- 19% of those who used to smoke but have now stopped have used formal smoking cessation methods.

Alcohol

- 31% of respondents stated that they do not consume alcohol. On the other hand, 5% of respondents stated they drink alcohol 7 days a week.
- 70% stated they normally drink more than 3 units of alcohol (for women) or 4 units of alcohol (for men) on at least one day per week.
- 61% stated their alcohol consumption has stayed the same in the last 12 months, 12% of respondents stated it has increased and 27% felt that they now drink less alcohol.
- Actions which residents thought were most likely to reduce alcohol consumption were:
 1. Stricter enforcement of current licensing laws (77% agreed/ 12% disagreed);
 2. Raise the age to purchase alcohol in an off licence to 21 (61% agree/ 29% disagree)

3. Reducing the number of shops which sell alcohol (56% agree/ 28% disagree)

Drugs

■ Ways of tackling drug use which were perceived as being most important by residents were:

1. Drugs education in schools (93% agreed this was important/ 2% disagreed)
2. Strict enforcement of the law by the police (89% agreed/ 4% disagreed)
3. Counselling services (79% agreed / 6% disagreed)

2.5 Community Safety

Harm

■ 64% of respondents agreed that if they were concerned that someone they knew was the victim of domestic abuse or who may be at risk of being harmed, exploited or neglected, they would know who to contact about their concerns.

■ 50% respondents agreed that the law protects adults at risk of harm.

Feeling of Safety

There have been significant increases in people's perceptions of their safety in a variety of circumstances since the 2007 Quality of Life Survey.

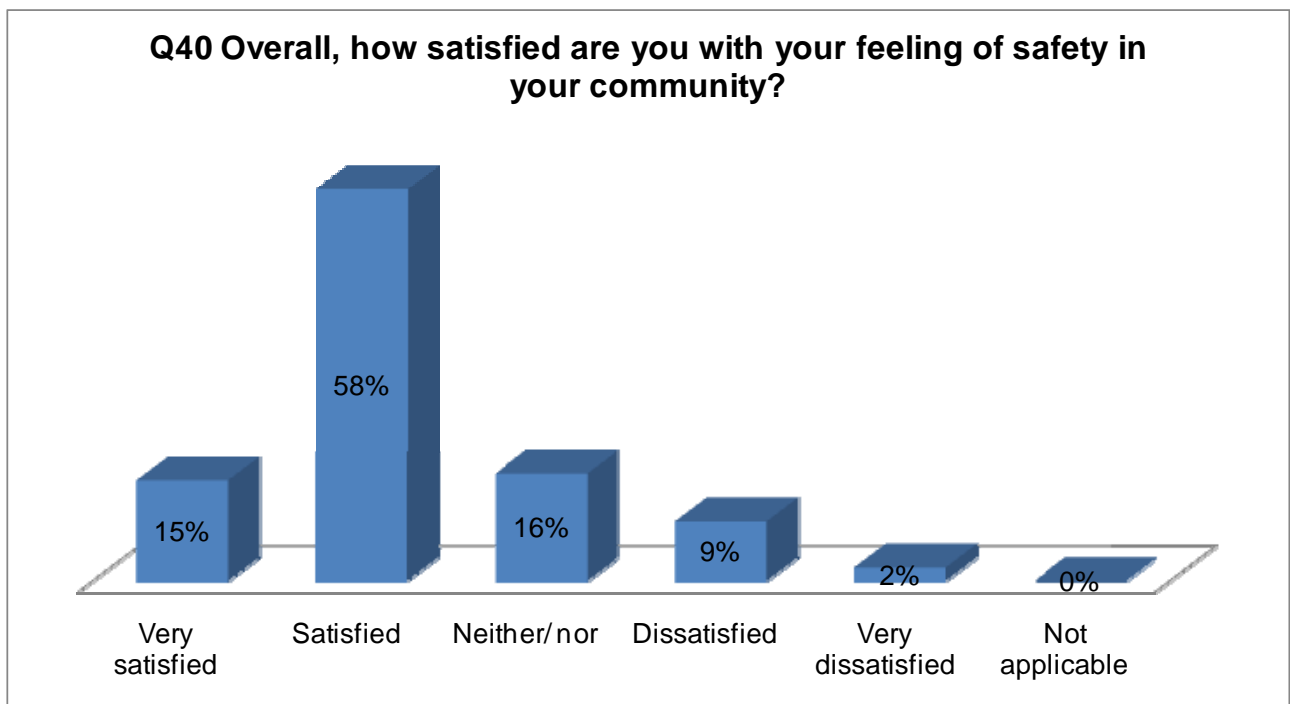
■ The survey asked respondents how safe or unsafe they feel in their home, in their local area and on public transport. Respondents felt most safe in the following situations:

- Being at home alone during the day (95% stated very/ fairly safe) (92% in 2007)
- Travelling on public transport during the day (89%) (not asked in 2007)
- Being at home alone after dark (87%) (74% in 2007)
- Walking alone in the local area during the day (86%) (80% in 2007)

On the other hand, half of respondents or less stated they felt safe in the following situations, although these have also improved since 2007

- Travelling on public transport after dark (50%) (34% in 2007)
- Walking alone in the local area after dark (46%) (34% in 2007)
- Letting children out alone (32%) (20% in 2007)

■ Just under 3 in 4 residents (73%) stated they are very satisfied or satisfied with their feeling of safety in their community compared to 11% who were very dissatisfied or dissatisfied.

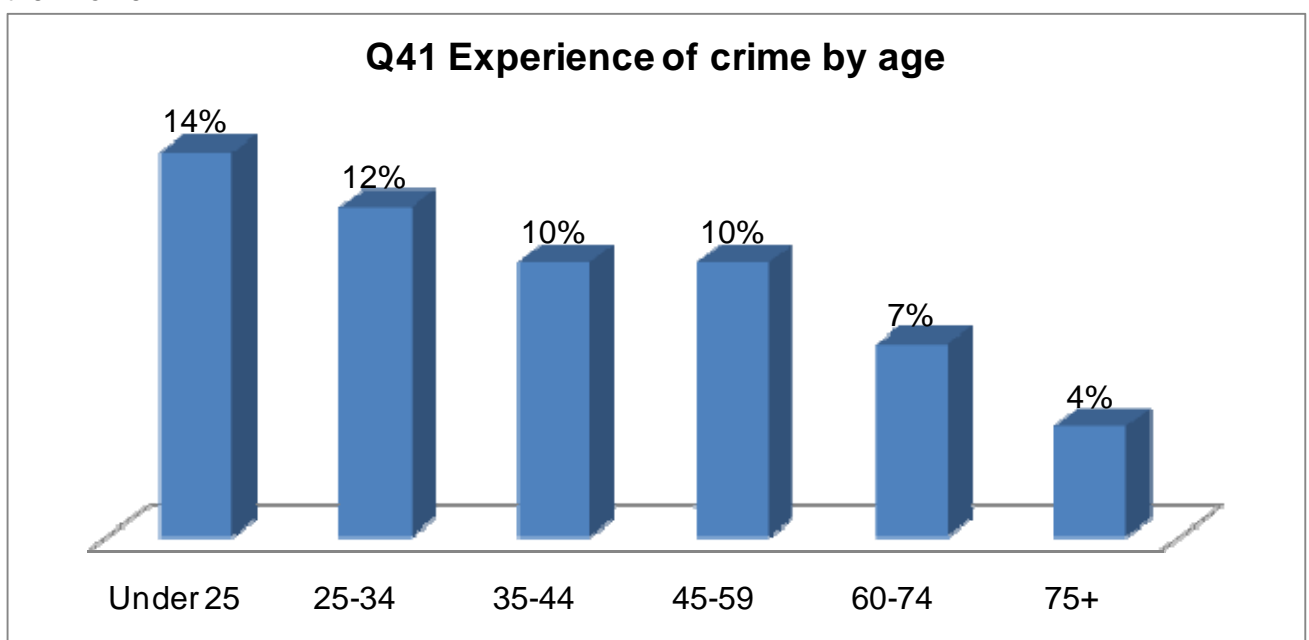


Experience of Crime and Anti Social Behaviour

■ 1 in 10 respondents stated they have been a victim of crime in the last 12 months (10%). Of these individuals, 39% stated this was against their person either physically or psychologically, 92% stated this was against their property, 14% stated it was against their family and 2% against their business.

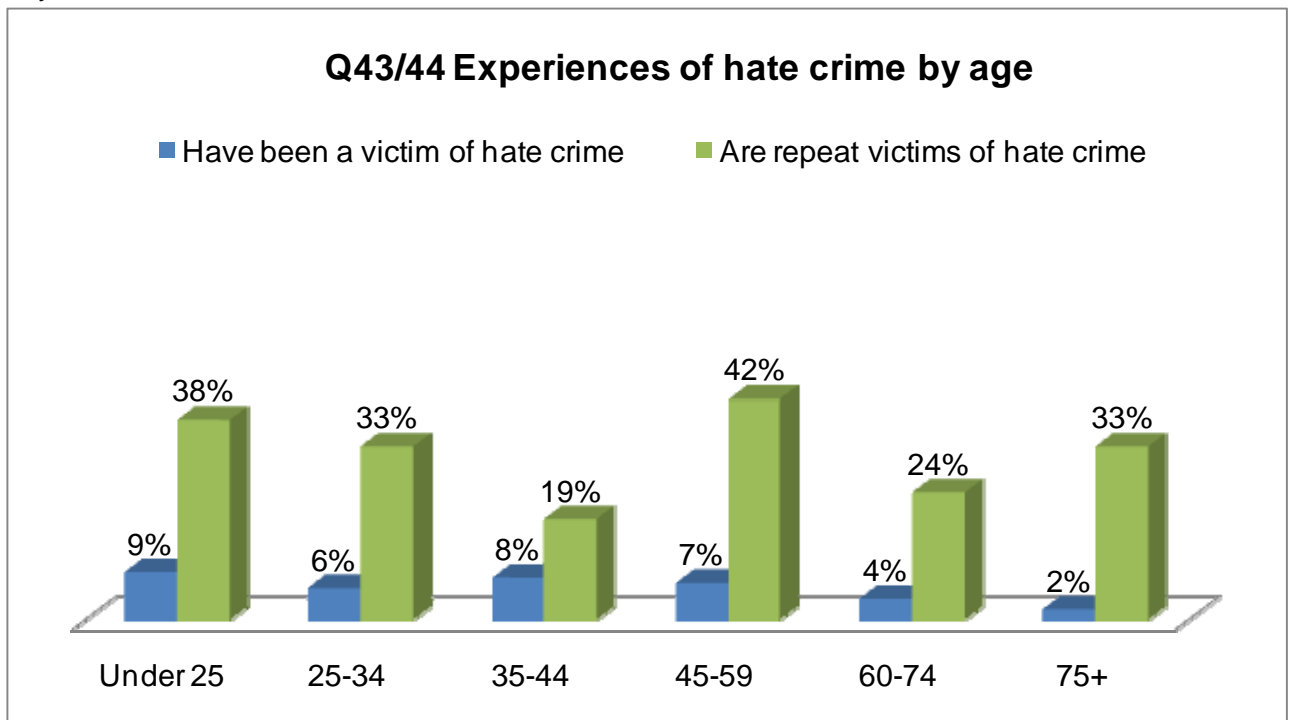
Analysis by age

In general, as age increases the proportion of respondents stating they have experienced crime decreases. Younger respondents aged under 25 are most likely to have experienced some form of physical crime against their person physically or psychologically, or against their family. Older respondents aged 60+ are most likely to have experienced crime against their home.



■ 6% of respondents stated they have been a victim of hate crime and of these individuals, 32% stated they have been a repeat victim. Of those who have been a victim of hate crime, 18% stated they always reported the problem to the police, 23% stated they reported the incident on one occasion, 11% stated they sometimes reported this and 48% stated they never reported the problem.

Analysis by age reveals that respondents aged under 25 are most likely to have been a victim of crime. Those who have been victims of hate crime were asked if they were repeat victims. Respondents aged 45-59 are the most likely to be repeat victims (42%). Respondents aged under 25 were the most likely to have 'always' reported the incident to the police (25%) and respondents aged 25-34 were the most likely to have 'never' reported any of these incidents.



- The most prevalent forms of anti social behaviour that have been experienced personally by residents or affected their neighbourhood are:
- dog fouling (47% affected personally, 60% affected the neighbourhood),
 - litter (37% affected personally, 55% affected the neighbourhood) and
 - broken glass (28% affected personally, 40% affected the neighbourhood).

3. Conclusions

Overall levels of satisfaction with West Lothian as a place to live are very strong, remaining at a consistent 87% between 2007 and 2010. Perceptions of the change in West Lothian over the last few years are also positive, with 66% of respondents stating that West Lothian has improved. However, satisfaction with the local neighbourhood falls slightly with 80% stating that they are satisfied with their neighbourhood as a place to live. These perceptions are set against a backdrop of significant investment from the Council in parks, schools, roads, community centres etc.

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. However, there are dichotomies to be addressed as whilst satisfaction with public transport is lower, this is also lower down the scale in terms of respondent priorities. Despite this, 'travel to work' has been identified as a priority. This may be related to ease with which the road network can be negotiated or the extent to which public transport is 'joined up' in West Lothian.

Clean streets are also a priority, however, standards of cleanliness are perceived to be significantly lower when it comes to open spaces in housing estates compared to main streets or 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.

Schools are perceived to be high quality, and an aspect of key importance. Satisfaction with education and lifelong learning is fair for all respondents, and interestingly significantly higher for those that have direct experience of these services through having children at school. Respondents who are parents express more satisfaction with the education service than respondents who are not.

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 18% of respondents stated that they are smokers.

Generally, respondents stated that they feel safe within a variety of circumstances within West Lothian, in particular during the day. Satisfaction with feeling of safety in the community is also fair, with 73% stating that they are satisfied in this respect. Perceptions of all aspects of community safety have increased significantly since the last Quality of Life Survey in 2007.

APPENDIX 1: RESPONSE PROFILE

Panel Profile

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 almost exactly in line with the wider West Lothian population, the greatest difference being 0.4% less in Whitburn & Blackburn and Fauldhouse & Breich Valley.

Multi Member Ward	Population %	No on Panel	Panel %	Difference
Armadale & Blackridge	8.7%	243	8.4%	-0.3%
Bathgate	10.2%	299	10.3%	0.1%
Broxburn Uphall & Winchburgh	10.9%	313	10.7%	-0.2%
East Livingston & East Calder	11.8%	346	11.9%	0.1%
Fauldhouse & Breich Valley	9.7%	271	9.3%	-0.4%
Linlithgow	9.5%	305	10.5%	1.0%
Livingston North	11.9%	349	12.0%	0.1%
Livingston South	14.3%	417	14.3%	0.0%
Whitburn & Blackburn	13.0%	368	12.6%	-0.4%
Grand Total	100.0%	2911	100.0%	0.0%

At multi member ward level, the Panel is 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 representative in terms of the social rented sector, with 27% of Panel members residing within the social rented sector. 4.2% of Panel members are of non White ethnic origin.

Response Rate Analysis

The overall response rate to the survey was 70%. However, two 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 2,007 responses as opposed to 2,009.

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 an 82% response rate was achieved. The lowest response rate was achieved in Armadale and Blackridge where 63% of Panel members responded.

Multi Member Ward	No on Panel	No of respondents	Response Rate
Armadale & Blackridge	240	152	63.33%
Bathgate	294	197	67.01%
Broxburn, Uphall & Winchburgh	311	228	72.99%
East Livingston & East Calder	344	232	67.44%
Fauldhouse & Breich Valley	270	182	67.41%
Linlithgow	303	247	81.52%
Livingston North	348	236	67.82%
Livingston South	414	289	69.81%
Whitburn & Blackburn	367	244	66.49%
Grand Total	2891	2007	69.39%

Accuracy of Results

In terms of degree of accuracy of these results, at the overall West Lothian level, the results are accurate to +/-2.2% (based upon a 50% estimate at the 95% level of confidence). At geographical level, the level of accuracy ranges from +/-5.7% in Livingston South to +/-7.9% 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	11657	240	152	+/-7.9%
Bathgate	13786	294	197	+/-6.9%
Broxburn, Uphall & Winchburgh	14733	311	228	+/-6.5%
East Livingston & East Calder	15886	344	232	+/-6.4%
Fauldhouse & Breich Valley	13040	270	182	+/-7.2%
Linlithgow	12759	303	247	+/-6.2%
Livingston North	15978	348	236	+/-6.3%
Livingston South	19271	414	289	+/-5.7%
Whitburn & Blackburn	17559	367	244	+/-6.2%
Grand Total	134,669	2891	2007	+/-2.17%

*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 is 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 14.32% compared to the overall population proportion being 14.30%, indicating a difference of just 0.02%. The greatest difference in response profile is less than 1%, at 0.98% in Linlithgow, where the response profile is 10.48% compared to a population profile of 9.50%.

Multi Member Ward	WL Profile	Panel Profile	Response Profile	Difference between Response and WL
Armadale & Blackridge	8.70%	7.58%	8.30%	-0.40%
Bathgate	10.20%	9.82%	10.17%	-0.03%
Broxburn Uphall & Winchburgh	10.90%	11.32%	10.76%	-0.14%
East Livingston & East Calder	11.80%	11.57%	11.90%	0.10%
Fauldhouse & Breich Valley	9.70%	9.07%	9.34%	-0.36%
Linlithgow	9.50%	12.31%	10.48%	0.98%
Livingston North	11.90%	11.76%	12.04%	0.14%
Livingston South	14.30%	14.41%	14.32%	0.02%
Whitburn & Blackburn	13.00%	12.16%	12.69%	-0.31%
Grand Total	100.00%	100.00%	100.00%	0.00%

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	1381	939	68%
Female	1510	1068	71%

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 64.6% of males responding compared to 62.2% of females.

Multi Member Ward	No on Panel		No of Respondents		Response Rate	
	Male	Female	Male	Female	Male	Female
Armadale and Blackridge	113	127	73	79	64.60%	62.20%
Bathgate	139	155	93	104	66.91%	67.10%
Broxburn	151	160	106	122	70.20%	76.25%
East Livingston and East Calder	162	182	108	124	66.67%	68.13%
Fauldhouse and Breich Valley	128	142	82	100	64.06%	70.42%
Linlithgow	149	154	119	128	79.87%	83.12%
Livingston North	173	175	117	119	67.63%	68.00%
Livingston South	198	216	130	159	65.66%	73.61%
Whitburn and Blackburn	168	199	111	133	66.07%	66.83%
West Lothian Total	1381	1510	939	1068	67.99%	70.73%

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, Gender and Multi Member Ward

The tables below indicate the response rate analysis by age and gender 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 28% for males under 25 in Fauldhouse and Breich Valley. This is compared to the highest response rate which was 100% for Males over 75 in Linlithgow.

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.

Multi Member Wards	Male Response Rate						Female Response Rate					
	U 25	25-34	35-44	45-59	60-74	75 +	U 25	25-34	35-44	45-59	60-74	75 +
Armadale & Blackridge	54%	18%	56%	80%	90%	86%	31%	59%	63%	71%	74%	64%
Bathgate	35%	43%	66%	81%	86%	71%	60%	64%	52%	73%	78%	82%
Broxburn	48%	70%	61%	84%	75%	80%	67%	61%	72%	85%	91%	64%
East Livingston & East Calder	48%	35%	60%	86%	89%	78%	32%	56%	71%	75%	93%	70%
Fauldhouse & Breich Valley	28%	60%	46%	72%	92%	88%	53%	57%	54%	87%	86%	70%
Linlithgow	63%	67%	72%	87%	88%	100%	81%	69%	81%	87%	93%	69%
Livingston North	50%	40%	58%	89%	83%	83%	61%	35%	56%	84%	85%	89%
Livingston South	33%	61%	62%	72%	91%	71%	52%	54%	73%	82%	88%	83%
Whitburn & Blackburn	47%	54%	58%	68%	89%	78%	41%	53%	71%	67%	87%	81%
West Lothian Total	45%	49%	60%	80%	87%	82%	52%	56%	67%	80%	87%	75%

Response Profile by Tenure

In terms of the tenure profile, there was an anecdotal acknowledgement that the West Lothian Citizens' Panel was under represented in terms of the social rented sector, which includes renting from the Council and Housing Associations. The refreshment exercise attempted to recruit additional social rented tenants in order to ensure that the Panel population much more closely represented the profile of West Lothian residents. A target was set for the social rented sector using the 2001 Census outputs which suggested that West Lothian had an overall population of 31.9% who live in the social rented sector. However, these figures were treated with caution and used as very loose targets as the latest Scottish Government data which related to 2008 indicated that the profile of owner occupation versus social rented has changed fairly significantly since the 2001 Census. At the level of Scotland as a whole the % of owner occupied properties has increased to 62.6% from 59.5% in the Census and the profile of social rented decreasing from 30% in 2001 to 23.4% in 2008. As such, the decision was taken to increase the proportion of Social rented Panel members in order to ensure that this was more in line with what is believed to be the West Lothian population, but not to the same extent as the 2001 Census tenure profile.

In terms of the response rate analysis, it can be seen that those who rent their home from the Council or are less likely to respond than owner occupiers. The response rate for owner occupiers was 77% compared to 50% from those who rent from the Council.

Tenure (Number)	No on Panel	No of respondents	Response Rate
Privately owned by you or a member of your family	1985	1525	76.83%
Rented from the Council	564	284	50.35%
Rented from a Housing Association or Housing Co-operative	205	127	61.95%
Rented from private landlord or letting agency	110	54	49.09%
Other	15	9	60.00%
Unknown	11	7	63.63%
Residential care or nursing home	1	1	100.00%
Grand Total	2891	2007	69.18%

Analysis of the profile of respondents compared to the Census profile indicates that social rented tenants are under represented 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 11% however, given the potential change in the tenure profile it is likely to be as high as this, however, 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	63.20%	68.66%	75.98%	12.78%
Social rented	31.90%	26.60%	20.48%	-11.42%
Private Rented	3.20%	3.80%	2.69%	-0.51%
Other	1.60%	0.93%	0.85%	-0.75%
Total	100.00%	99.99%	100.00%	0.00%

Response Profile by Ethnicity

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

Ethnicity	No on Panel	No of Respondents	Response Rate
White British	2747	1915	69.7%
Other	144	92	63.9%
Total	2891	2006	69.4%

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	97.60%	95.02%	95.94%	-1.66%
Other Ethnic Origin	2.40%	4.98%	4.06%	1.66%
Total	100.00%	100%	100%	0.00%

APPENDIX 2: SURVEY QUESTIONNAIRE

QUALITY OF LIFE SURVEY 2010

West Lothian delivers

West Lothian
Continuously Planning Possibilities




Dear Citizens Panel member

West Lothian Council and its community planning partners (NHS Lothian, Lothian & Borders Police, Lothian & Borders Fire and Rescue, Voluntary Sector Gateway West Lothian, West Lothian College, Oatridge College, Scottish Enterprise, West Lothian Chamber of Commerce, Scottish Water, Association of Community Councils, Jobcentre Plus, West Lothian Leisure, West Lothian Youth Congress, Skills Development Scotland, SEstrans, Pensions Service) are keen to hear your views about what it is like to live in West Lothian.

The following questionnaire covers many aspects of life that, taken in the round, will give a view to the quality of life people experience in West Lothian. We will use the answers that you and other panel members give us to help us to plan and prioritise services in the coming years. Please answer as honestly as you can. Your individual information will not be passed on.

We have used some of the key planning documents used by all the partners to set a framework for this questionnaire. Each set of questions relates to a high level ambition we would want to achieve in the long term.



YOUR OVERALL QUALITY OF LIFE

1 How important are the following things to your overall quality of life?

	Very important	Fairly important	Not important	Not applicable
A good job	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Belonging to a community	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Cost of living	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Feeling safe in your community	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Good health	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Hobbies	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Money	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Quality of your home	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Religion or belief	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Support of family or friends	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4

2 How important are the following things in West Lothian to your overall quality of life?

	Very important	Fairly important	Not important	Not applicable
Access to public transport	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Access to health facilities	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Attractive well maintained open spaces	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Good quality education	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Clean streets	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Having an attractive town or village	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Having cultural facilities (eg museums, theatres and cinemas) nearby	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Good quality leisure facilities	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Good quality roads	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
The ease with which you can travel to work	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4

3 Please rate your overall satisfaction with West Lothian as a place to live?

Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

WEST LoTHIAN'S ECONOMY

4 How much do you agree with the following statements?	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
West Lothian feels like a successful place	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
West Lothian is a good place to start a new business	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
West Lothian has a reputation for having business-friendly public services	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
West Lothian has a diverse economy which does not rely on the success of one or two main industries/employers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
West Lothian has a good supply of land and property suitable for a variety of businesses	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
It is easy to travel to work in West Lothian	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
It is easy to find a job in West Lothian	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
There are plenty of skilled or professional well-paid jobs in West Lothian	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
There is help for people looking for work in West Lothian	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
There are a range of job opportunities for everyone in West Lothian (including people with disabilities)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
West Lothian is a good business location and has a positive reputation for attracting investment and jobs	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

YOUR ECONOMIC SITUATION

5 Where do you shop most often for the following things? Tick one option.	Your village or town	In West Lothian	Outside West Lothian	Online	Not Applicable
Food, groceries and general household provision	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Services such as plumbers, electricians, etc	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Entertainment such as cinemas, night clubs and restaurants	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Clothes and footwear	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Domestic appliances such as washing machines, TVs, etc	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Large purchases such as cars, kitchens or bedroom furniture	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

6 How often do you shop for the following in West Lothian?	Daily	Weekly	Monthly	Less often
Food, groceries and general household provision	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Services such as plumbers, electricians, etc	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Entertainment such as cinemas, night clubs and restaurants	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
Clothes and footwear	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4

- 7 When did you make your last purchase of the following?**
- | | Within the last 6 months | Between 6 and 12 months ago | Between 1 and 2 years ago | More than 2 years ago |
|---|--------------------------|-----------------------------|---------------------------|-------------------------|
| Domestic appliances such as washing machines, TVs, etc | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| Large purchases such as cars, kitchens or bedroom furniture | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |

7a What percentage of your household income do you spend on mortgage or rent?

- Less than 25% 1
 25% - 50% 2
 More than 50% 3
 In receipt of housing benefit 4
 Not applicable 5

8 Do you have access to the internet? Tick all the boxes that apply

- Yes at home via dial up connection 1
 Yes at home via Broadband 2
 Yes at home – unsure of type of connection 3
 Yes at work 4
 Yes somewhere else 5
 No 6 (Go to Q10)

9 If you use the internet what do you use it for? Tick all the boxes that apply

- Finding information / research 1
 Games 2
 Shopping 3
 Booking travel 4
 Looking and applying for jobs 5
 Banking 6
 Paying bills 7
 Accessing council services using online forms 8
 NHS 24 9
 Social networking 10

Other (please say what)

10 How satisfied are you with the following?

	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	No opinion
--	----------------	-----------	-----------------------------------	--------------	-------------------	------------

- | | | | | | | |
|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Your present job? | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 | <input type="radio"/> 6 |
| Your job security? | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 | <input type="radio"/> 6 |
| Your work-life balance? | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 | <input type="radio"/> 6 |

YOUR LEARNING AND SKILLS

11 We are interested in the range of qualifications that people hold. Please tell us from the following list which qualifications you have. Tick all that apply

- No qualifications 1
- School leaving certificate, National Qualification Access Unit 2
- O Grade, Standard Grade, GCSE, GCE O Level, CSE, National Qualification Access 3 cluster, Intermediate 1 or 2, Senior certificate or equivalent 3
- GNVQ/GSVQ Foundation or Intermediate, SVQ Level 1 or 2, SCOTVEC/ National certificate module, City and Guilds Craft, RSA Diploma or equivalent 4
- Higher Grade, Advanced Higher, CSYS, A level, AS level, Advanced senior certificate or equivalent 5
- GNVQ/GSVQ Advanced, SVQ level 3, ONC, OND, SCOTVEC National diploma, City and Guilds Advanced Craft, RSA Advanced diploma or equivalent 6
- HNC, HND, SVQ Level 4, RSA Higher Diploma or equivalent 7
- First degree, higher degree, SVQ Level 5 or equivalent 8
- Professional qualification, eg teaching, accountancy 9
- Other school exams not already mentioned 10
- Other post school but pre higher education exams not already mentioned 11
- Other Higher education qualifications not already mentioned 12
- Don't know 13

12 Do you have children at school?

- Yes No (Go to Q14)

13 If yes, are they at

- Private Nursery school 1
- Local Authority nursery school 2
- Primary school 3
- Special school 4
- Secondary school 5

14 Are you currently accessing learning and / or training opportunities?

- Yes No (Go to Q16)

15 If yes, is this for?

- Leisure 1 Furthering your education 2 For your job 3 Other 4

16 How much do you agree with the following statements?

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
Adults in West Lothian have access to a range of appropriate learning opportunities	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
I have access to the learning opportunities I need /want	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Training and further education facilities in West Lothian are good	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
I am satisfied with the state of education in West Lothian nowadays	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

17 How much do you agree with the following statements?

Our nurseries and early years centres support young children and their families effectively in education, health and wellbeing

Our schools help ensure that young people are responsible citizens

Our schools help ensure that young people choose a healthy, active lifestyle

Our schools help ensure that school leavers are equipped with the skills and confidence necessary for work, training, or further and higher education

Young people are leaving school with the qualifications they need

Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

YOUR HEALTH AND WELLBEING

18 Which of the following would make it easier for you to eat more healthily?

A wider range of good quality affordable fruit & vegetables in your local town or area

A wider range of 'healthy' food options in your local shops and food outlets

Having more knowledge on how to cook healthy meals

Knowing how to eat healthily on a budget?

Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

19 Please tick the most appropriate statement about smoking that applies to you.

I smoke and am planning to cut down or give up 1 (Go to Q21)

I smoke and am planning to use a stop smoking service to help me stop 2 (Go to Q21)

I smoke and am not planning to cut down or give up 3 (Go to Q21)

I used to smoke and have now stopped smoking 4

I have never smoked 5 (Go to Q21)

20 If you used to smoke and have now stopped – which method(s) did you use to help you:

Nicotine replacement products (e.g. patches, gum etc) 1

• With a prescription from the GP 2

• With a prescription from a stop smoking worker 3

• With a prescription from the pharmacist 4

• Bought over the counter 5

Group support 6

1:1 support 7

Helpline 8

None of the above 9

21 How often do you engage in physical activity? (By physical activity we mean you feel a little warmer and your heart beats faster and makes you get mildly out of breath - but you should still be able to hold a conversation.)

- Never or rarely 1
Two or three times a month 2
Once a week 3
Two to four times a week 4
Five or more times a week 5

22 Please say what activities. Tick all that apply...

- Walking 1
Cycling 2
Running or jogging 3
Organised sport (e.g. football or badminton) 4
Swimming at a private pool 5
Swimming at a council owned pool 6
Gym activities - Private gym 7
Gym activities - Xcite 8

23 Can you describe any other physical activities which you participate in for, example housework, gardening and cleaning.

24 How is your health in general?

- Very good 1
Good 2
Fair 3
Bad 4
Very bad 5

25 Are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

- Yes No

26 Do you have any existing adaptations or household aids fitted to your home to help overcome some of the difficulties?

- Yes No (Go to Q28)

27 Do you have any of the following adaptations in your home?

- Wet Floor Shower 1
Level Shower 2
Chairlift 3
Fixed Ramp 4

28 Please indicate how much you agree with the following statements

There is enough help for disabled people to access support/ training to live as independently as possible

Strongly agree Agree Neither agree or disagree Disagree Strongly disagree Don't know

1 2 3 4 5 6

There is help available to disabled people seeking employment

1 2 3 4 5 6

Most older people would prefer to remain living in their own home for as long as possible

1 2 3 4 5 6

The way health and social care services are organised encourages people to do as much for themselves as possible

1 2 3 4 5 6

It is easy to access local health facilities in West Lothian

1 2 3 4 5 6

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

I've been feeling optimistic about the future

None of the time Rarely Some of the time Often All of the time

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 dealing with problems well

1 2 3 4 5

I've been thinking clearly

1 2 3 4 5

I've been feeling close to other people

1 2 3 4 5

I've been able to make up my own mind about things

1 2 3 4 5

Warwick Edinburgh Mental Well-Being Scale (WEMWBS) © NHS Health Scotland, University of Warwick and University of Edinburgh, 2006, all rights reserved.

30 How many days a week do you usually have an alcoholic drink on?

1 2 3 4 5 6 7 None

The definition of a unit of alcohol is as follows:

A half pint (284 ml) of beer of 3.5% = 1 unit

A 500 ml can/bottle of standard lager (5%) = 2 1/2 units

A small glass wine (125 ml) of 8% abv = 1 wine unit

A large white wine (175 ml) at 12% 2 units = 2 units

A small glass (50 ml) of sherry = 1 unit

A single pub measure (about 25 ml) of spirit = 1 unit

Most alcopops contain 1 1/2 units per bottle.

31 How many days a week do you usually drink more than 3 units (female), 4 units (male)

1 2 3 4 5 6 7 None (Go to Q33)

32 Overall has your use of alcohol:

Increased in the last 12 months 1 Decreased in last 12 months 2 Stayed the same 3

33 To what extent do you agree that the following would reduce the amount of alcohol consumed?

- Raising the drinking age to 21 in Pubs and Clubs
- Raise the age to purchase alcohol in an off licence to 21
- Increase the price of alcohol based on alcohol content
- Increase taxation on alcohol
- Stricter enforcement of current Licensing Laws
- Reducing the number of shops which sell alcohol
- Reducing the hours shops can sell alcohol
- Reducing the number of pubs and clubs which sell alcohol
- Reducing the hours in which pubs/ clubs can sell alcohol

Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

34 Please indicate how much you agree or disagree that the following are important ways of tackling drug use

- Strict enforcement of the law by the police
- Drugs education in schools
- Medical treatment services
- Counselling services
- Better access to job and education opportunities
- Better access to housing

Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

YOUR COMMUNITY

35 How much do you agree with the following statements?

- If I was concerned that someone I knew was the victim of domestic abuse, I would know who to contact about my concerns
- If I was aware of a vulnerable adult who may be at risk of being harmed, exploited or neglected I would know who to report this to
- The law protects and supports adults at risk of harm

Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

36 How much do you agree with the following statements about your community?

- People in my area feel involved in their community
- People in my community can influence decisions that 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

Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

'Giving help' could mean one or more of the following:

- | | |
|---|---|
| 1 Raising or handling money e.g. collecting on flag days, selling raffle tickets, selling at a jumble sale, fete or charity shop, taking part in a fundraising or sponsored event | 5 Giving advice/information/counselling |
| 2 Leading the group/member of a committee | 6 Secretarial, admin or clerical work |
| 3 Organising or helping to run an activity or event | 7 Providing transport/driving |
| 4 Visiting/Befriending people | 8 Representing e.g. addressing meetings, leading a delegation |
| | 9 Campaigning e.g. lobbying, canvassing, letter writing |
| | 10 Any other help |

37 Thinking about how you spend your free time, have you given unpaid help in the last twelve months to any of the following groups, clubs or organisations? Tick all that apply

- | | |
|--|--------------------------------------|
| Children's education/schools | <input type="radio"/> 1 |
| Community councils | <input type="radio"/> 2 |
| Day care centres for the elderly | <input type="radio"/> 3 |
| Education for Adults | <input type="radio"/> 4 |
| Environmental groups | <input type="radio"/> 5 |
| Faith groups | <input type="radio"/> 6 |
| Hobbies/ recreation/arts groups | <input type="radio"/> 7 |
| Justice and human rights groups | <input type="radio"/> 8 |
| Local community or neighbourhood groups | <input type="radio"/> 9 |
| Political groups | <input type="radio"/> 10 |
| Safety / first aid at events | <input type="radio"/> 11 |
| Social clubs | <input type="radio"/> 12 |
| Sports/Exercise – taking part, coaching | <input type="radio"/> 13 |
| Trade unions | <input type="radio"/> 14 |
| Youth / Children's activities outside school | <input type="radio"/> 15 |
| Not given any unpaid help | <input type="radio"/> 16 (Go to Q39) |

38 How often have you given this help? For each that you have been included in.

- | | at least once a week | less than once a week but at least once a month | less than once a month | other |
|--|------------------------------------|---|------------------------------------|------------------------------------|
| Children's education/schools | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| Community councils | <input checked="" type="radio"/> 1 | <input checked="" type="radio"/> 2 | <input checked="" type="radio"/> 3 | <input checked="" type="radio"/> 4 |
| Day care centres for the elderly | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| Education for Adults | <input checked="" type="radio"/> 1 | <input checked="" type="radio"/> 2 | <input checked="" type="radio"/> 3 | <input checked="" type="radio"/> 4 |
| Environmental groups | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| Faith groups | <input checked="" type="radio"/> 1 | <input checked="" type="radio"/> 2 | <input checked="" type="radio"/> 3 | <input checked="" type="radio"/> 4 |
| Hobbies/ recreation/arts groups | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| Justice and human rights groups | <input checked="" type="radio"/> 1 | <input checked="" type="radio"/> 2 | <input checked="" type="radio"/> 3 | <input checked="" type="radio"/> 4 |
| Local community or neighbourhood groups | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| Political groups | <input checked="" type="radio"/> 1 | <input checked="" type="radio"/> 2 | <input checked="" type="radio"/> 3 | <input checked="" type="radio"/> 4 |
| Safety / first aid at events | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| Social clubs | <input checked="" type="radio"/> 1 | <input checked="" type="radio"/> 2 | <input checked="" type="radio"/> 3 | <input checked="" type="radio"/> 4 |
| Sports/Exercise – taking part, coaching | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| Trade unions | <input checked="" type="radio"/> 1 | <input checked="" type="radio"/> 2 | <input checked="" type="radio"/> 3 | <input checked="" type="radio"/> 4 |
| Youth / Children's activities outside school | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |

YOUR SAFETY

	Very Safe	Safe	Neither safe or unsafe	Not very safe	Not safe at all	Don't know
39 How safe do you feel in the following						
Being at home alone during the day	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Being at home alone after dark	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Walking alone in the local area during the day	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Walking alone in the local area after dark	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Travelling on public transport during the day	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Travelling on public transport after dark	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Letting children out alone	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

40 Overall, how satisfied are you with your feeling of safety in your community?

Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	Not applicable
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

41 In the last 12 months have you been a victim of crime?

Yes No (Go to Q43)

42 If yes, what type(s) of crime?

Against your person: Physically 1 Psychologically 2
 Against your property: House 1 Vehicle 2 Personal items 3
 Against your family 1
 Against your business 1

43 'Hate Crime' includes any crime or harassment based on prejudice or hatred of people who are thought to be a member of an identifiable group which includes their age, colour of skin, disability, faith, gender, gender identity, race, sexual orientation, or any other identifiable factor. This also includes abuse of people because of their perceived citizenship or immigration status and nationality.

Have you ever been a victim of hate crime?

Yes No (Go to Q46)

44 Are you a repeat victim of hate crime?

Yes No

45 Did you report the incident(s) to the police?

Always 1 on one occasion 2 sometimes 3 never 4

46 Anti-social behaviour takes many forms some are listed below. Please indicate which aspects of anti-social behaviour have directly affected you, or affected your neighbourhood, in the last 12 months.

	Affected you personally	Affected your neighbourhood
Bonfires not associated with Bonfire Night	<input type="radio"/> 1	<input type="radio"/> 1
Broken Glass	<input type="radio"/> 2	<input type="radio"/> 2
Bullying	<input type="radio"/> 3	<input type="radio"/> 3
Car nuisance	<input type="radio"/> 4	<input type="radio"/> 4
Common Stair Fires	<input type="radio"/> 5	<input type="radio"/> 5
Dirty Syringes	<input type="radio"/> 6	<input type="radio"/> 6

continued

continued

46 Anti-social behaviour takes many forms some are listed below. Please indicate which aspects of anti-social behaviour have directly affected you, or affected your neighbourhood, in the last 12 months.

	Affected you personally	Affected your neighbourhood
Dog-fouling	<input type="radio"/> 7	<input type="radio"/> 7
Domestic Abuse	<input type="radio"/> 8	<input type="radio"/> 8
Drunkenness	<input type="radio"/> 9	<input type="radio"/> 9
Fly Tipping	<input type="radio"/> 10	<input type="radio"/> 10
Graffiti	<input type="radio"/> 11	<input type="radio"/> 11
Groups of people on the street	<input type="radio"/> 12	<input type="radio"/> 12
Harassment	<input type="radio"/> 13	<input type="radio"/> 13
Items used as weapons	<input type="radio"/> 14	<input type="radio"/> 14
Litter	<input type="radio"/> 15	<input type="radio"/> 15
Malicious fires	<input type="radio"/> 16	<input type="radio"/> 16
Music	<input type="radio"/> 17	<input type="radio"/> 17
Neighbour Disputes	<input type="radio"/> 18	<input type="radio"/> 18
Street Disorder	<input type="radio"/> 19	<input type="radio"/> 19
Territorialism	<input type="radio"/> 20	<input type="radio"/> 20
Wheelie Bin Fires	<input type="radio"/> 21	<input type="radio"/> 21
Vandalism	<input type="radio"/> 22	<input type="radio"/> 22
None	<input type="radio"/> 23	<input type="radio"/> 23

YOUR TRAVEL

47 How many cars do you have in your household?

None 1 2 3 4+

48 Your travelling arrangements:

	Car/Motorbike	Bus	Train	Cycle	Walk	Taxi	N/A
How do you usually travel to work and back?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7
How do you usually travel to do your grocery shopping?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7
How do you usually get to services such as GP/Dentist?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7
How do your children travel to school?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7
How do your children travel to out of school activities?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7

49 Please rate the overall standard of the following in West Lothian

	Excellent	Good	Average	Bad	Very bad
The condition of your roads	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
The condition of your pavements	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Your street lighting	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
The maintenance of main roads	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
The maintenance of residential and minor roads	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Flood prevention	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

49a How much do you agree with the following?

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
Public transport is easy to access in West Lothian	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Public transport is joined up in West Lothian	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Public transport is affordable in West Lothian	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

50 During periods of severe winter weather – How would you rate West Lothian's performance in treating

	Excellent	Good	Average	Bad	Very bad
Main roads	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Housing estates & residential areas	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Foot paths & cycle paths	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Rural roads	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

ENVIRONMENT

51 Please say how much you agree with the following

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
It is important to have public gardens, parks, countryside or other green spaces nearby	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Efforts are being made to improve traditional town centres in West Lothian	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
West Lothian has a lot to offer visitors	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Towns and villages in West Lothian are attractive	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

52 Please rate the overall standard of cleanliness and appearance of:

	Excellent	Good	Average	Bad	Very bad	Don't know
Cemeteries	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Children's play areas	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Footpaths	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Grass verges	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Main street/Town Centres	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Open spaces in housing estates	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Parks	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Rural roadside verges	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

52a Overall how satisfied are you with your neighbourhood?

Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	Not applicable
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

53 Which of these statements, if any, comes closest to your view?

Climate change is an immediate and urgent problem	<input type="radio"/> 1
Climate change is more of a problem for the future	<input type="radio"/> 2
I'm still not convinced that climate change is happening	<input type="radio"/> 3
Climate change is not really a problem	<input type="radio"/> 4
No opinion	<input type="radio"/> 5

54 How much do you agree with the following?

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
It is important that citizens as well as organisations try to address the impact which we might be having on our environment	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
It is important that we try to save fuel & energy	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
It is important that we try to cut waste wherever possible e.g. by avoiding packaging & not wasting food	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
It is important to take part in recycling waste	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
West Lothian Council makes it easy for me to recycle	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
A wide range of material can be recycled at the Council's Community Recycling centres	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

55 How much do you agree with the following?	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
There is enough affordable housing in West Lothian for people that need it	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
My house is in a good state of repair	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
I find it easy to heat my house	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

GETTING HELP AND ADVICE

56 If you needed help or advice about the following topics where would you go to get it? (Tick all that apply)	Health Centre	Library	Council Information Service	Internet	Advice Shop	Other
Housing	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Health	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Employment	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Benefits	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Education	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Environment	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Drugs	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Social care services	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Alcohol	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

YOUR OVERALL SATISFACTION

57 Overall, how satisfied or dissatisfied are you with each of the following services in West Lothian?	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	No opinion
Council housing	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Cultural services eg. Libraries and museums	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Fire and rescue service	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Leisure facilities	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Local health services	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Local schools	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Police service	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Public transport	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Refuse collection	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Social care services	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Street cleaning	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

58 Overall, how much would you agree that West Lothian has improved in the last few years?	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

Thank you for your time in completing this questionnaire