West Dunbartonshire Citizens Panel

Spring 2018

Survey Report

Contents

Summary of Key findings

Environment

- 78% of respondents were aware of the positive environmental benefits of the recent street lighting improvements
- 86% of respondents noticed the recent street lighting improvements
- Respondents were positive about the improvements made in residential areas but less positive about the impact of the new street lighting in recreational areas

Recycling

- 88% of respondents agreed with the council's strategy to sustainably in relation to recycling
- 98% of survey respondents stated they recycled household waste
- 58% felt the council didn't do enough to support recycling in the area; suggestions for improvements included more glass recycling and more bins

Community & Neighbourhood

- 44% of respondents stated they were are aware of a community council operating within their area
- 24% of respondents stated they had heard of the Community Empowerment (Scotland) Act 2015
- Half of respondents were aware of the Council's commitment to supporting community groups through dedicated community funding and 78% agreed this was a positive way to get local communities involved in local decision making

Anti-social behaviour

- 66% of respondents stated they felt safe in their community, with a further 23% stated feeling neither safe nor unsafe
- 48% of respondents stated they had experienced anti- social behaviour in the last year of which 60% stated they didn't report it.
- Overall awareness of the Council's dedicated ASB teams varied across services; more respondents stated awareness of the Environmental team (56%) whilst ASIST and Mediation returned awareness results of 46% & 44% respectively.

Introduction & Background

This document presents the key findings to emerge from a survey of members of the West Dunbartonshire Citizen's Panel.

The principal themes of the survey were:
- Environment;
- Recycling;
- Your Community & Neighbourhood, including Community Budgeting; and
- Anti-social Behaviour.

West Dunbartonshire Council states in the Strategic Plan 2017-22 that meaningful engagement with active, empowered and informed citizens who feel safe and engaged is a strategic priority. This recognises that developing and delivering services which meet local needs requires effective and genuine community engagement.

An important part of the Councils strategy for effective community consultation has been to develop and modernise the Citizens' Panel, building on a long standing Panel run by West Dunbartonshire Council. In 2017 West Dunbartonshire Council employed a new approach to conducting the Citizens Panel survey and began recruitment for participants to take part in an online survey.

An analysis of the characteristics of the refreshed Panel members indicated that it reflects many of the characteristics of the West Dunbartonshire adult population. However, as the Panel was recruited through a process of self-selection, it is important that regular reviews and intakes are undertaken to ensure its final composition reflects broadly the characteristics of the West Dunbartonshire population.

To ensure the results are robust, and ensure the final report is reflective of the geographical characteristics of West Dunbartonshire, a process of re-weighting responses was employed in the final sample. This is a consistent methodology which has been used throughout the existence of the Citizens Panel.

Spring 2018 Survey

An online survey was distributed to Panel members on the 9th May 2018, with the survey closing at the beginning of June 2018. A final response rate of 57% was achieved for this survey, which is slightly lower than the response rate for previous surveys (65% - 69%).

The results for the Panel as a whole have sampling errors limited to only ± 5.7%. This means, for example, that if 50% of Panel members say they feel safe in their neighbourhood, the actual figure will be in a narrow range, from only 44.3% to 55.7%.
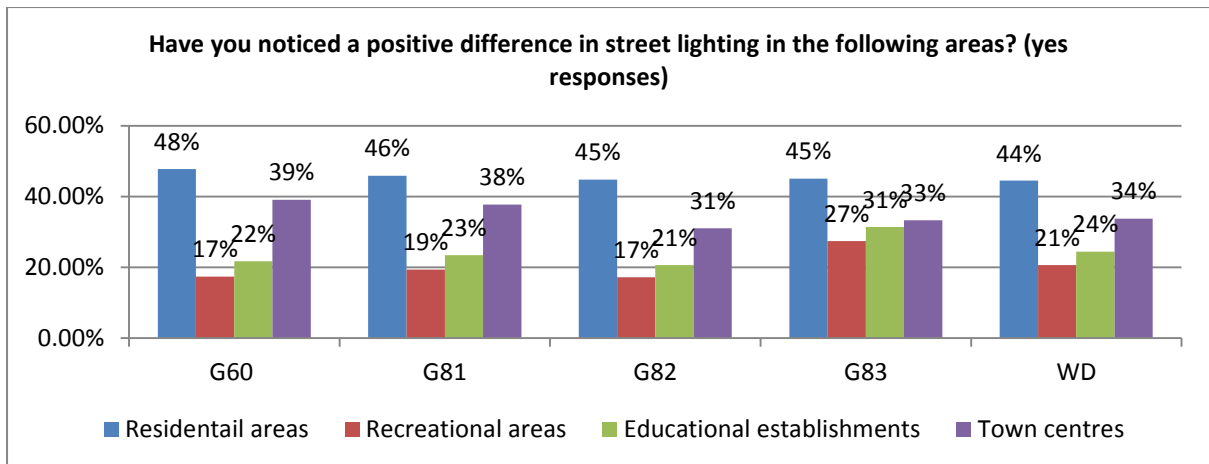
Environment

Street Lighting

The majority of residents (78%) were aware of the environmental benefits of the new street lighting improvements and 86% of respondents had noticed they new style lighting within the community.

Are you aware of the environmental benefits of the recent street lighting improvements?

	G60	G81	G82	G83	WD
No	17%	23%	23%	20%	22%
Yes	83%	77%	77%	80%	78%
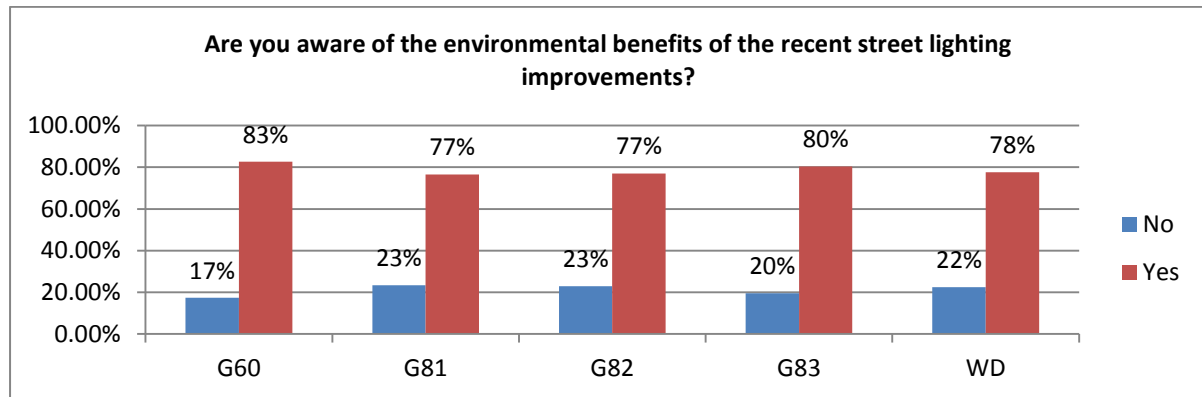
While most residents recognised the positive environmental benefits of the new street lighting; when asked if they had noticed a positive change within the community just over half of respondents (56%) stated they hadn't noticed a positive change.

Have you noticed the new style street lighting?

|	G60	G81	G82	G83	WD
No	13%	19%	14%	8%	14%
Yes	87%	81%	86%	92%	86%
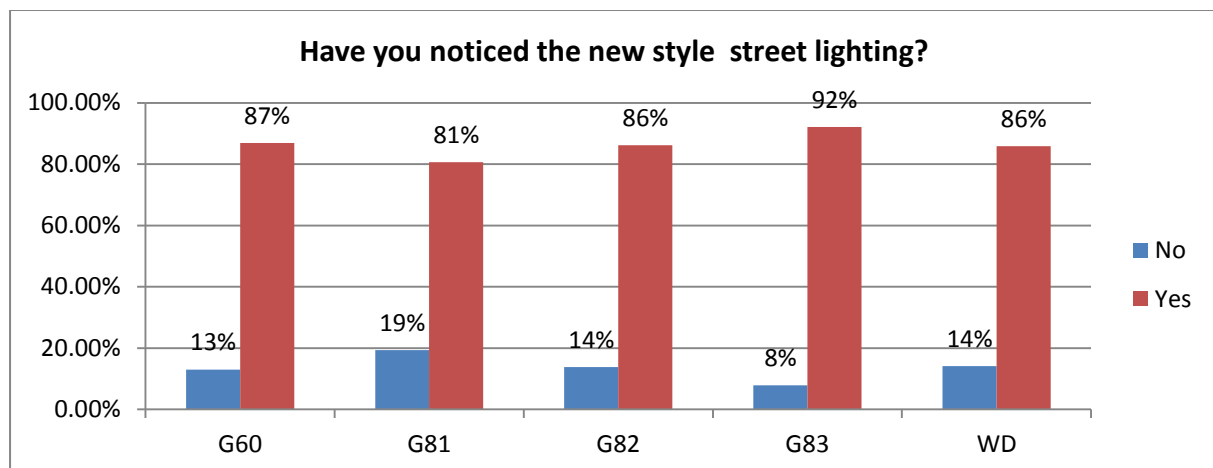
As can be seen from the chart below, respondents notices the most positive change in residential areas (44%) and town centres (34%). Recreation areas were highlighted as the area where least positive change had been noticed by residents. When looking at street lighting by geographical area, the G83 post code area reported the most positive improvements in street lighting.

Have you noticed a positive difference in street lighting in the following areas? (yes responses)

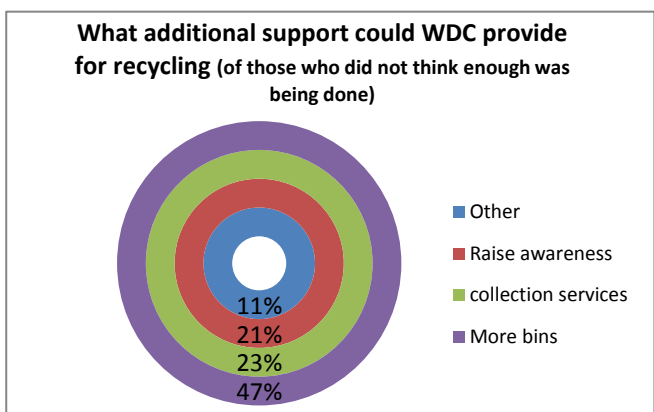Legend: Residentail areas, Recreational areas, Educational establishments, Town centres

Recycling

The majority of residents (71%) stated they are aware of the Scottish Government's Zero Waste plan and are also in support of the Council making environmental changes to reduce its carbon footprint.

Almost all respondents (98%) stated that they were currently recycling household waste, and this was similar in all post code areas. Although respondent commitment to recycling was high; when asked if they felt the Council did enough to support recycling the most common response was *No* (58%). This view was most commonly expressed in the G81 post code area where 66% of residents stated that they did not feel the Council does enough to support residents to recycle.

Do you think WDC does enough to support residents to recycle household waste?


Legend: No, Yes
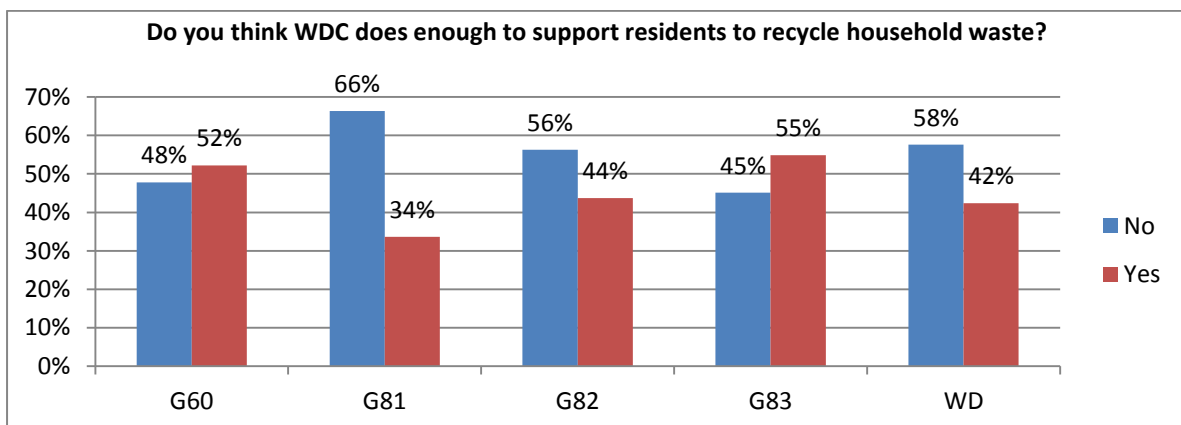
When asked what the Council could do to further support recycling respondents suggested providing more bins, reviewing collection services and more awareness raising of how and what to recycle. There was also a suggestion to increase residential glass recycling.

What additional support could WDC provide for recycling (of those who did not think enough was being done)

Legend: Other, Raise awareness, collection services, More bins

11%
21%
23%
47%

Community & Neighbourhood

Community Councils

In all geographical areas apart from G60 more respondents stated they were not aware of a community council operating within their area than were. This represented 56% of respondents overall stating they were unaware of their local community council.
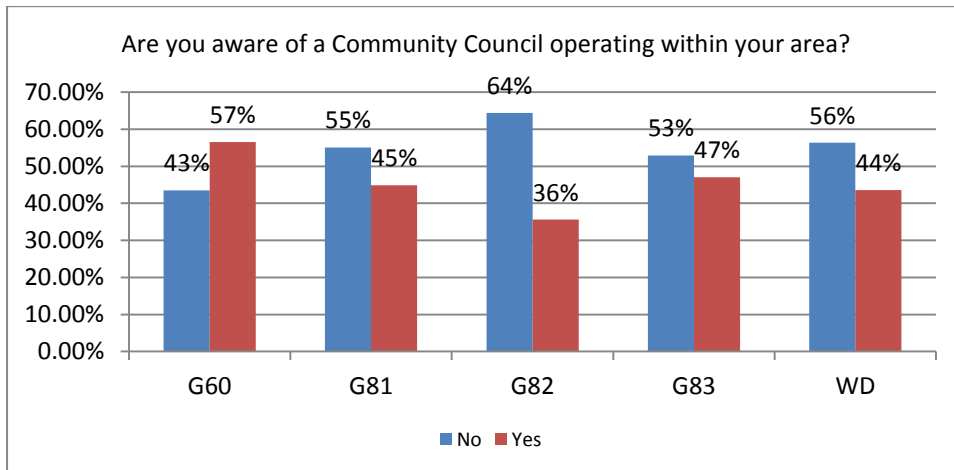

When asked if they were interested in joining a community council the majority of respondents (62%) stated they would not like to join. The main reasons given for this are shown in the chart below, with almost half of respondents saying that they were busy with other commitments. Respondents also highlighted concerns about the lack of openness and influence of community councils as reasons for not wanting to join.
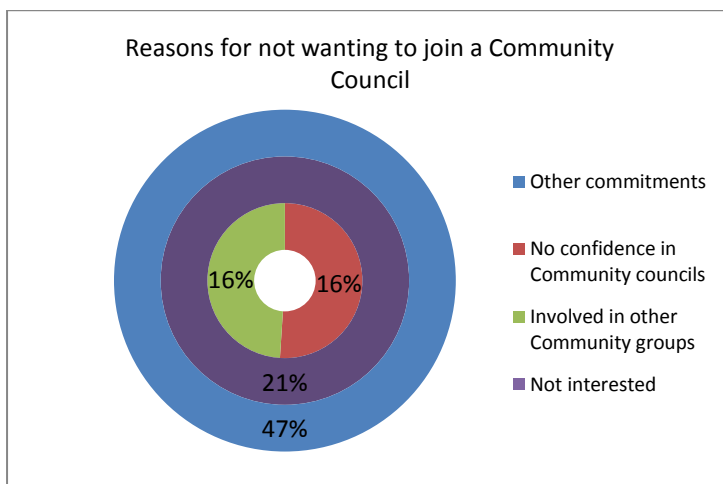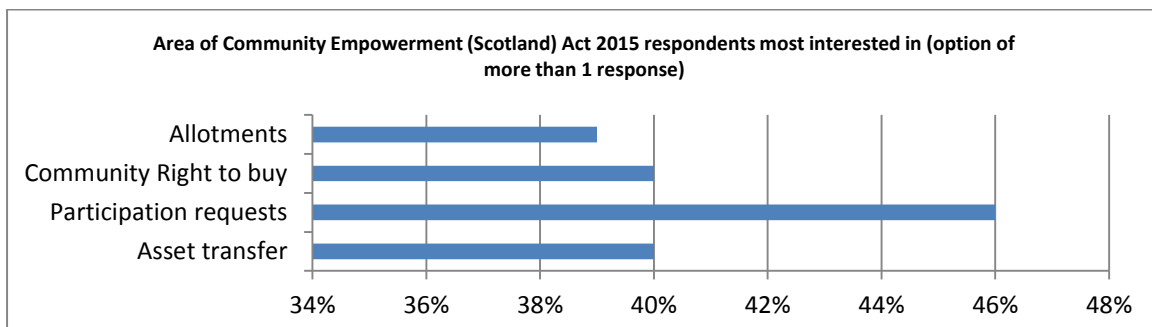
Your Community

When asked about *Your Community* in their local area the majority (75%) of residents stated they were unaware of this approach. This rises to 83% in the G60 area, awareness was highest in the G83 area with almost a third of residents reporting awareness.

Have you heard of Your Community

Area	No	Yes
G60	83%	17%
G81	79%	21%
G82	71%	29%
G83	69%	31%
WD	75%	25%
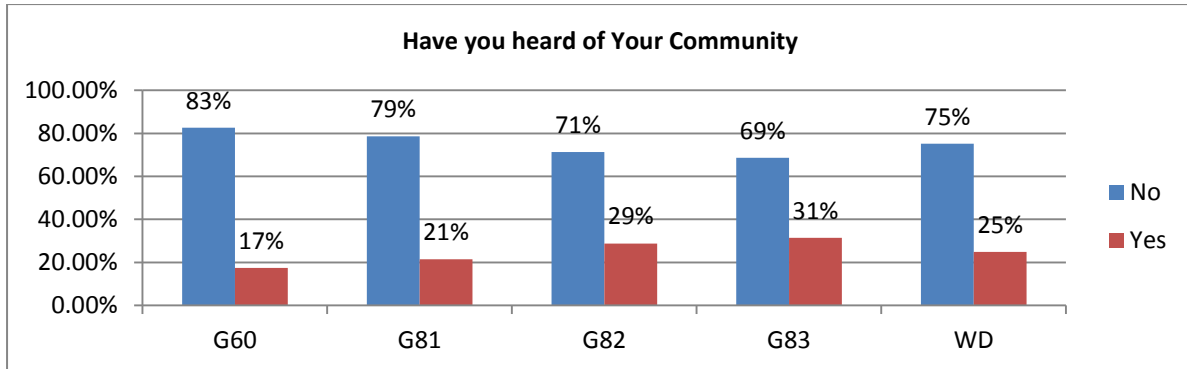
When asked about awareness of the Community Empowerment (Scotland) Act the majority of respondents stated they were not aware of the Act. A geographical breakdown of this can be seen in the chart below.

Are you aware of the Community Empowerment (Scotland)Act 2015?

Area	No	Yes
G60	87%	13%
G81	80%	20%
G82	78%	22%
G83	63%	37%
WD	76%	24%
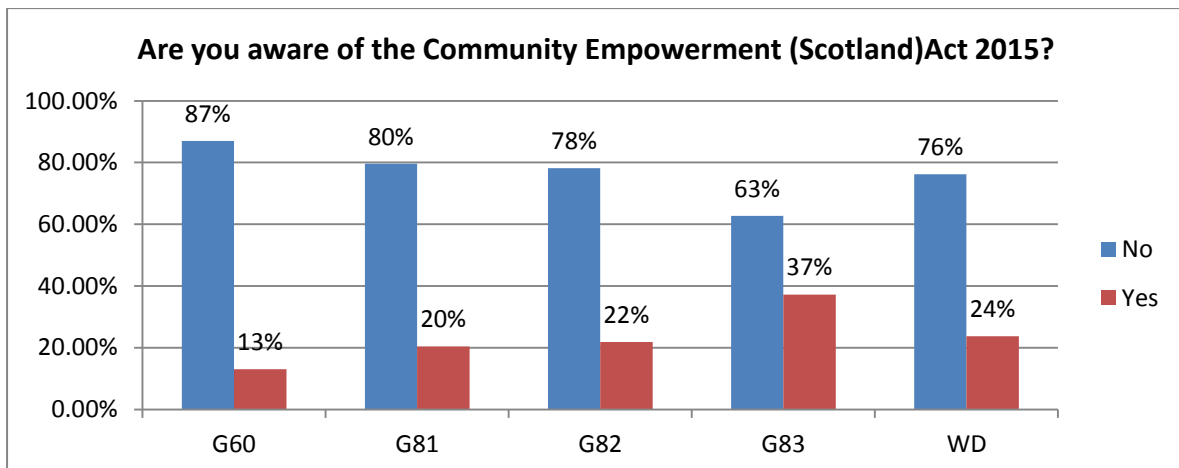
Respnodents were also asked which specific elements of the Act they would be most interested in finding out about. Of those aware of the Act the main area of interest was participation requests, although all areas were of interest to at least a third of respondents.

Area of Community Empowerment (Scotland) Act 2015 respondents most interested in (option of more than 1 response)

| Element	Percentage
Allotments	39%
Community Right to buy	40%
Participation requests	46%
Asset transfer	40%

Community Budgeting

Panel members were asked about their awareness and support of the community budgeting events held between 2016-2018. Overall awareness of community budgeting was balanced, with 50% of respondents stating they were aware of the approach. Awareness was highest in the G83 post code area, with 61% of respondents aware and lowest in the G81 and G60 areas at 43%.
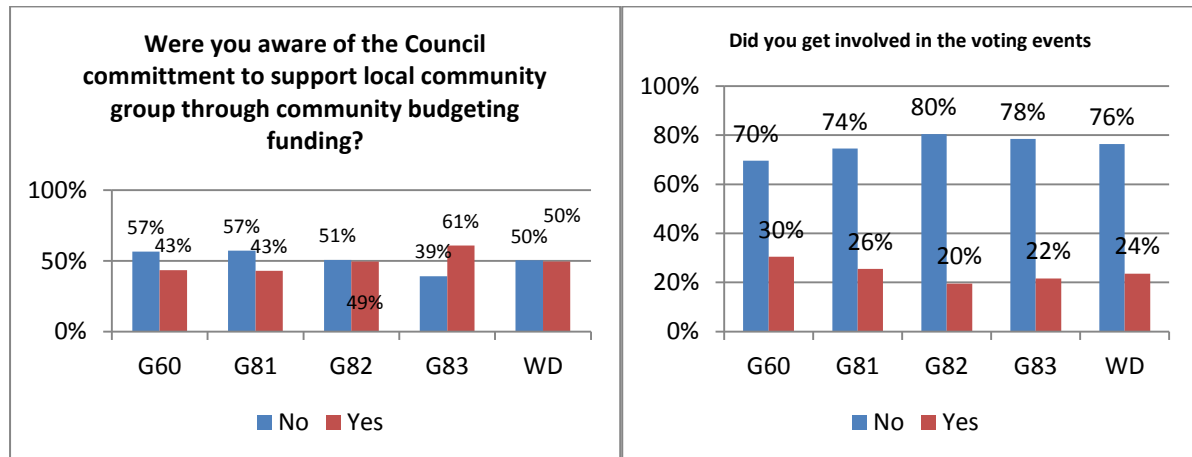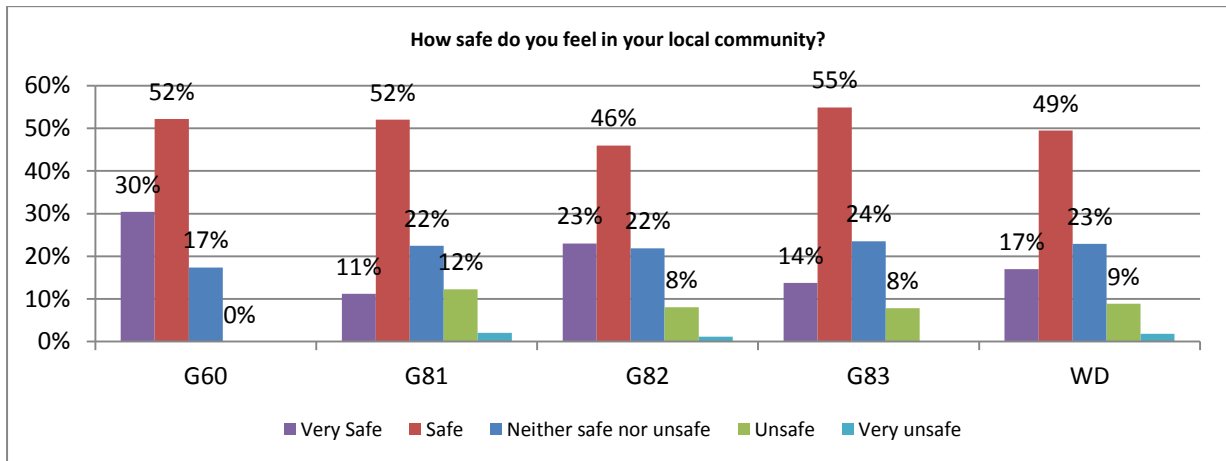

Overall the majority of respondents (76%) did not get involved in the voting of community budgeting events; however overwhelmingly (78%) stated support for the initiative as a positive way to get involved in local decision making.   Support was particularly high in the geographical area of G83 representing 88% support from that area.
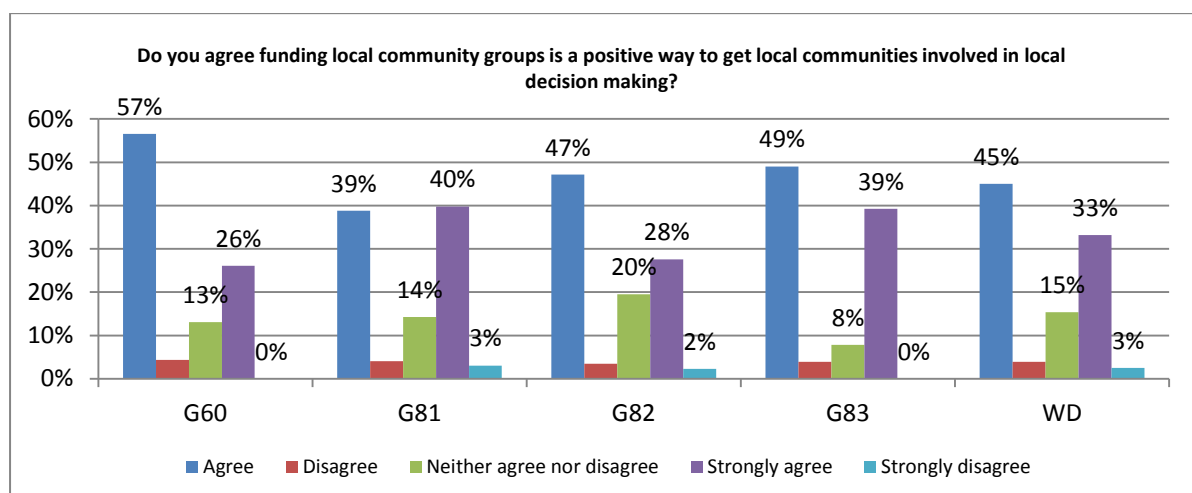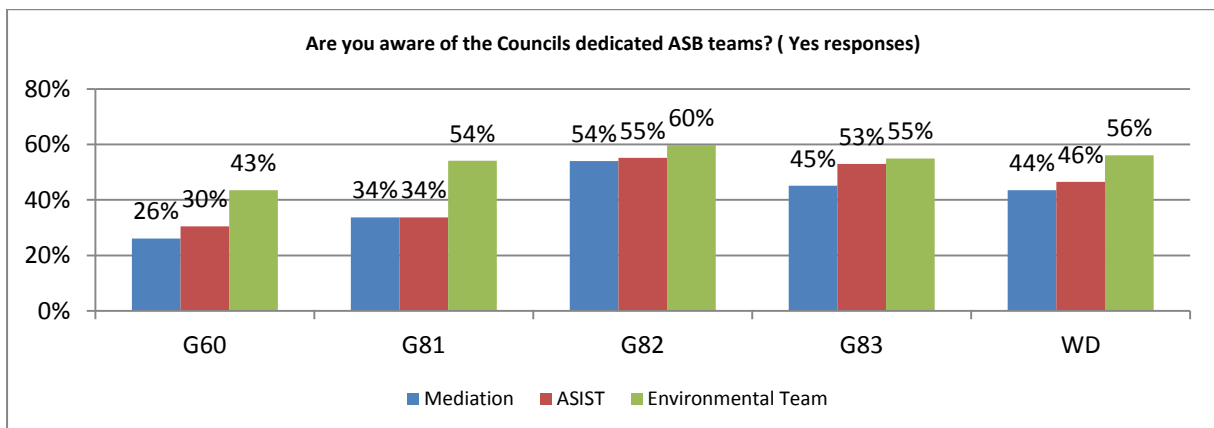
Anti-social Behaviour

Feeling Safe

Panel members were asked to state their feeling of safety within their local community. 66% stated they felt very safe or safe and 23% stated no feelings either way. Residents in the G60 post code area reported the highest level of feeling safe while residents in G81 post code area stated the lowest level of feeling safe.

How safe do you feel in your local community?

|	Very Safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe
G60	30%	52%	17%	0%	
G81	11%	52%	22%	12%	2%
G82	23%	46%	22%	8%	1%
G83	14%	55%	24%	8%	
WD	17%	49%	23%	9%	2%

Awareness of Council services focused on anti-social behaviour was relatively low overall, as seen in the chart below, most significantly in relation to mediation services.

Are you aware of the Councils dedicated ASB teams? (Yes responses)

	Mediation	ASIST	Environmental Team
G60	26%	30%	43%
G81	34%	34%	54%
G82	54%	55%	60%
G83	45%	53%	55%
WD	44%	46%	56%

Respondents were asked about any experience of anti-social behaviour within their local neighbourhood. 52% of respondents stated they had experienced some sort of anti-social behaviour in the last 12 months, although only 40% of those stated they had reported it.

The geographical area that stated the lowest level of anti-social behaviour was G60 with the highest level reported in the G81 area. The area most likely to report it was G82 and the least likely was G60.
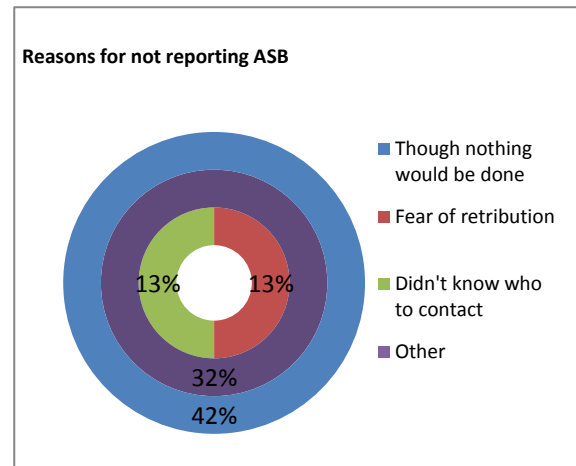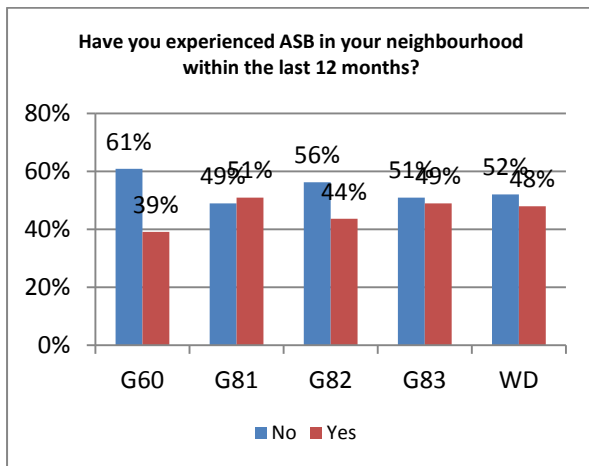
For respondents who did report experience of anti-social behaviour they were asked to state why they didn't report it. 42% said they did not report it as that they though nothing would be done about it. Among the other reasons given for not reporting were that it was too low level or that someone else had reported the same issue.

For further information about the Citizens Panel or to become a member contact us on:

🖳 **CitizensPanel@west-dunbarton.gov.uk**

This document is available in other languages, large print and audio format on request

Arabic

هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.

Hindi

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਰਾਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

Urdu

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

Chinese (Cantonese)

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

Polish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formacie audio.

British Sign Language

BSL users can contact us via contactSCOTLAND-BSL, the on-line British Sign Language interpreting service.

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