



West Dunbartonshire Citizens Panel

Spring 2019

Survey Report

Contents

	Page
Introduction & Background	3
Summary of Key Findings	4
Key Topics	
Participating in Your Community	5
Waste and Recycling	9
Payment Services	12
Joining the Panel	13

Introduction & Background

West Dunbartonshire Citizens Panel provides a way for residents to give their views on Council and its services. This document presents the key findings from the Spring 2019 survey. The responses of our members inform service development and improvements to ensure we meet the needs of our residents now and in the future. The survey focused on:

- Participating in Your Community
- Waste and Recycling
- Payment Services

The Council Strategic Plan 2017-22 confirms our commitment to meaningful engagement with active, empowered and informed citizens who feel safe and engaged. This reflects the aspiration of the Council that service development and delivery is informed, influenced and led by the feedback and involvement of our citizens.

The Panel membership is broadly reflective of the population of West Dunbartonshire in terms of age, gender and geographical split. We have recently welcomed a number of new members to the panel and continue to run a recruitment programme to attract additional members in order to build the strength of the Panel. This will increase representation across all post codes, age groups and gender, and will include regular reviews to ensure it remains representative. The information provided is very valuable in helping us understand how people are affected by the services we provide.

Spring 2019 Survey

The response rate for the survey was 68%. The respondent's breakdown shows, 9% from G60, 36% from G81, 36% from G82, 18% from G83.

The results for the Panel as a whole have sampling errors limited to only $\pm 3.2\%$. This means, for example, that if 50% of Panel members say they are satisfied with their local area as a place to live, the actual figure will be in a narrow range, from only 46.8% to 53.2%

Summary of Key Findings

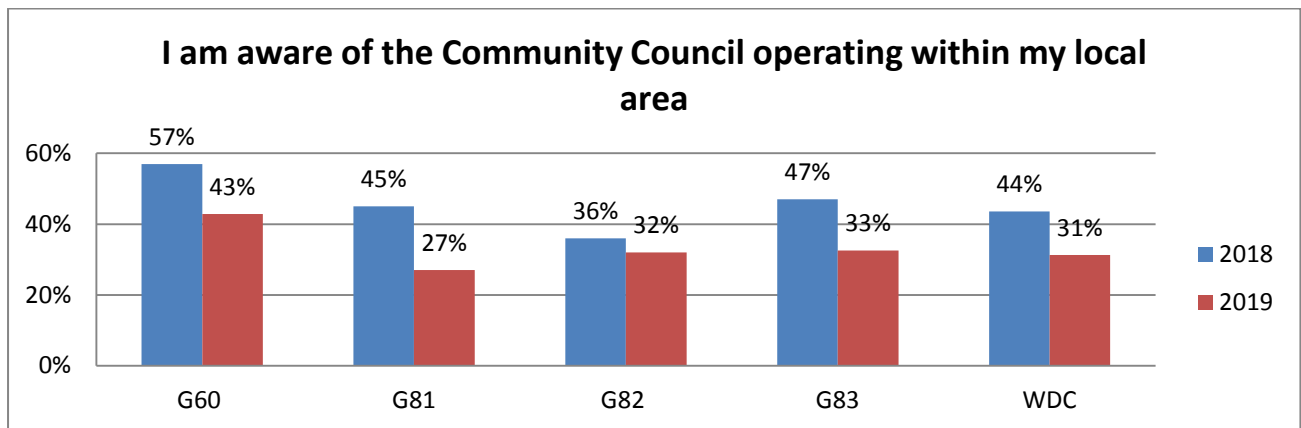
- Less than one third of members are aware of the Community Council operating in their area and over 40% are aware of “Your Community”, with 20% aware of Community Projects that have been undertaken.
- Participation in the community voting events to allocate funding for local projects has improved across all geographical areas.
- Awareness of the Community Empowerment Act has increased since 2018, with members being most interested in participation requests.
- Panel members note that there could be some improvement in a number of aspects of the local area, particularly the quality and attractiveness of the local environment, including buildings, and access to parking.
- Panel members in the main are supportive of the Councils recycling policies and try to recycle as much as possible. Some improvements could help particularly with food and glass recycling.
- The majority of Panel members make payments to the Council using direct debit and find it easy to do this. The on line payment service is the next most used facility, with most members finding this easy to do also.

1. Participating in Your Community

The first section of the survey asked for panel members' views on a range of initiatives relating to resident involvement in the local community. This included views on Community Councils, Your Community, the Community Empowerment Act and perceptions about the local area.

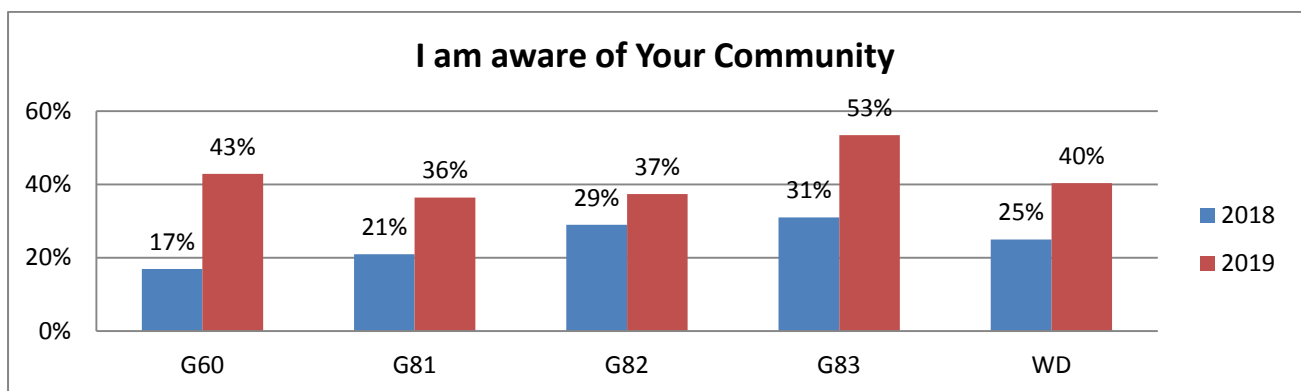
1.1 Community Councils

Only 31% of local residents are aware of the Community Council operating within their area, down by 13% since 2018. Awareness varies in each area however there has been a reduction in all areas. Panel members were asked if they would you like to know more about their Community Council, the majority of members, 57%, stated they would like more information.



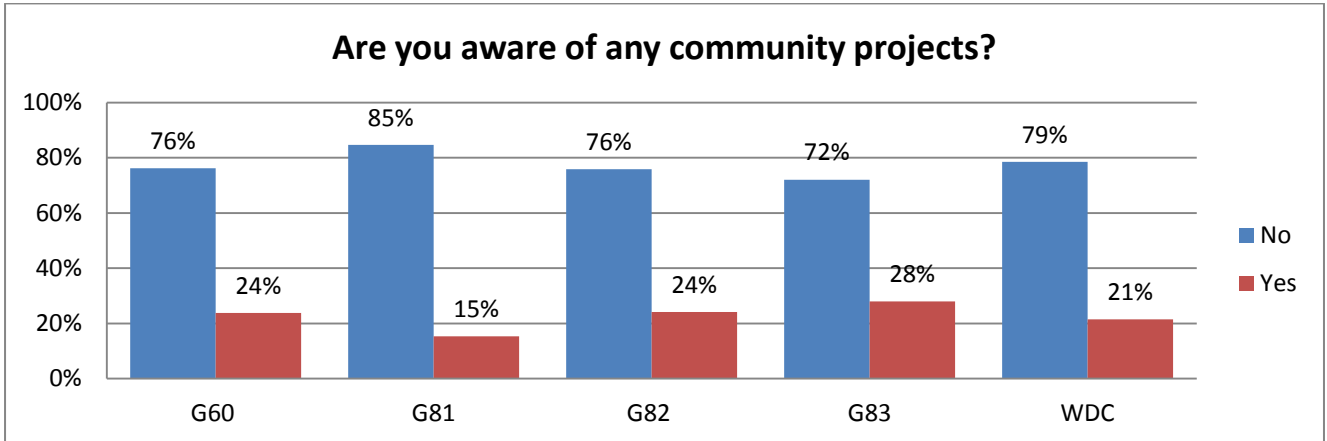
1.2 Your Community

Over half of respondents, 60%, were unaware of the Your Community approach operating in their local area. Awareness was highest in the G83 area with 53% of members reporting awareness. When compared to the responses from 2018 all areas show increased awareness, the highest increase was shown in G60 (26%) and G83 (22%).



1.3 Community Projects

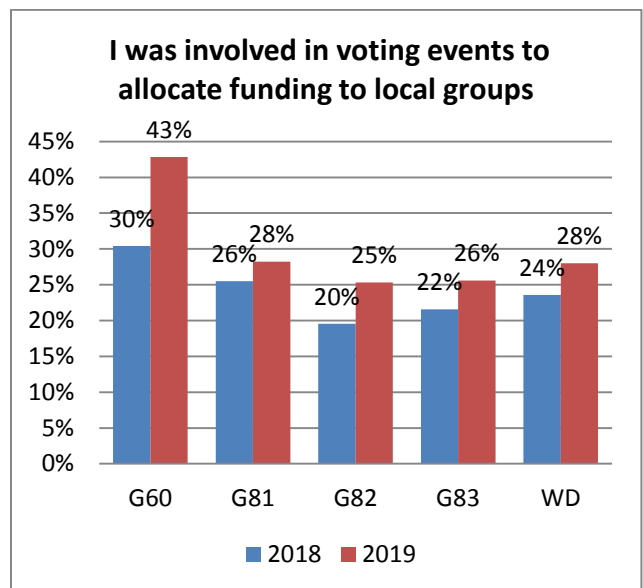
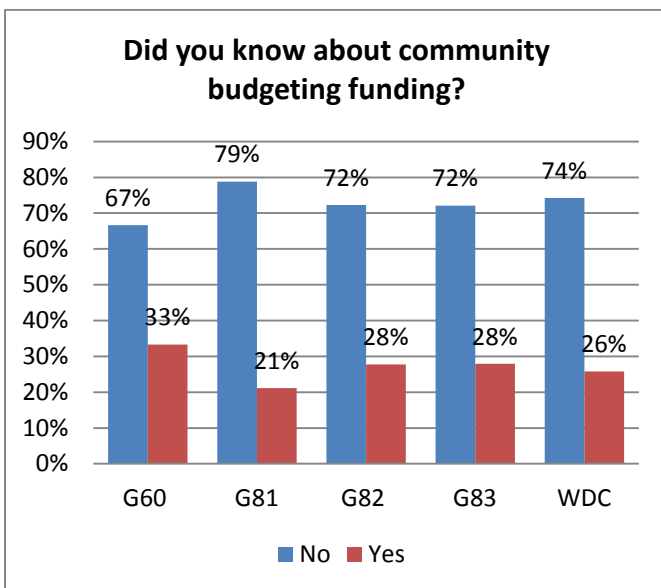
Panel members were asked about their awareness of any local community projects in their area. Overall awareness was balanced in most areas, 21% of all members stated they were aware of the approach. Awareness was lowest in G81 (15%). Projects delivering improvements to community gardens and parks were the most known, with 41% of panel members given these as examples of the projects they were aware of.



1.4 Dedicated Community Budget Funding

Panel members were also asked about their awareness of dedicated community budget funding and their involvement in the voting events held in 2018 to allocate funding to local groups. Overall awareness of community budgeting was 26%, and the majority of those members who were aware also participated in the voting events. When compared to the results from 2018 there had been an increase in participation in all geographical areas.

Whilst the majority of members, 72%, did not get involved in the voting events, 77% of respondents agreed that funding local community groups directly is a positive way to get local communities involved in decision making.

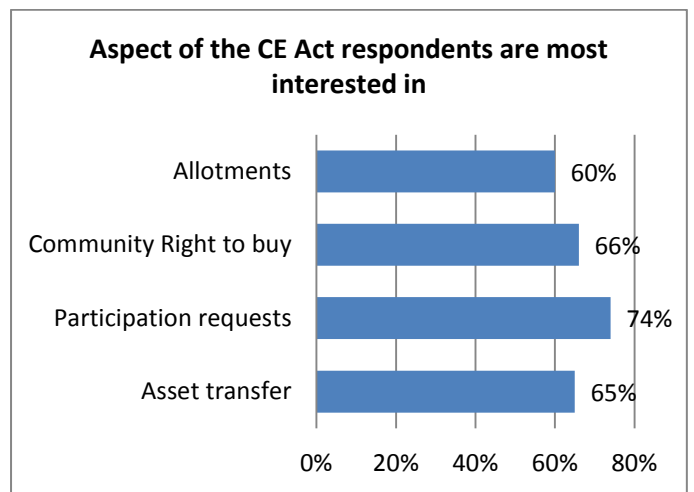
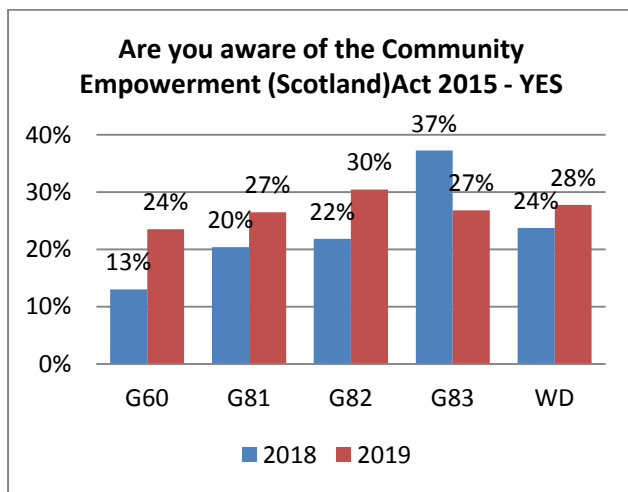


Those who did not get involved in local funding events stated mainly, 86%, that this was due to being unaware of the events with 9% of members having other commitments which prevented them getting involved. The remainder did not want to be involved.

1.5 Community Empowerment Act

72% of respondents stated that they were not aware of the Community Empowerment (Scotland) Act. While awareness is still low, overall awareness is higher than in 2018.

When asked which specific elements of the Act they would be most interested in members stated their main area of interest was participation requests, although all elements of the Act were of interest to more than 60% of respondents.



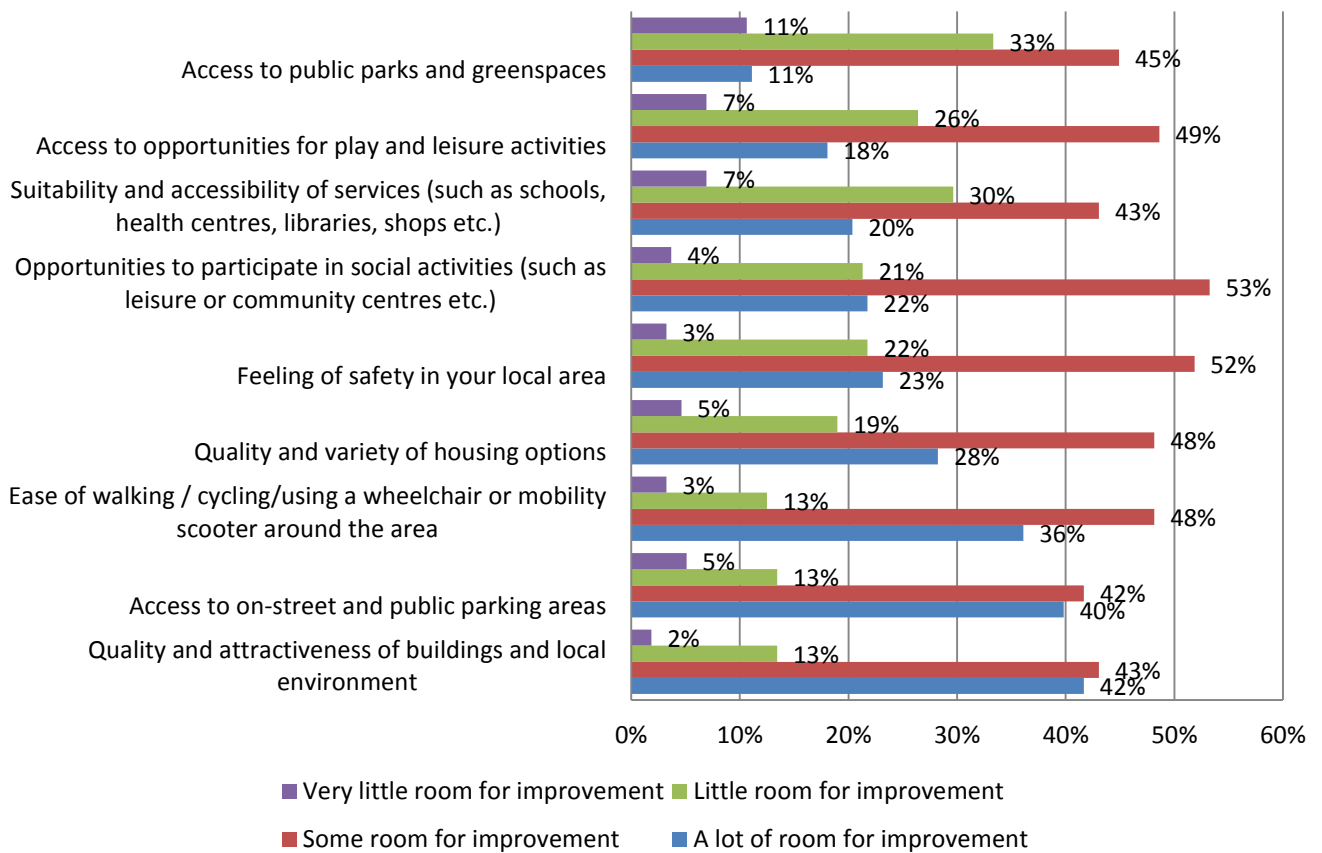
Almost all respondents, 92%, agree that communities need more information on the Act, however less than half, 42%, expressed an interest at being involved in discussion personally. Leaflets (58%) and social media posts (53%) were considered the best ways to share information.

1.6 Your Local Area

Panel members were asked to provide their views on how they feel about a number of key aspects of their local area. Responses highlighted that the majority of members consider there is room for improvement in all key factors.

The two specific areas highlighted by most members as having room for improvement were the quality and attractiveness of the local environment, including buildings, (42%) and access to parking (40%). Access to public parks and greenspace was highlighted as an area where there was little room for improvement.

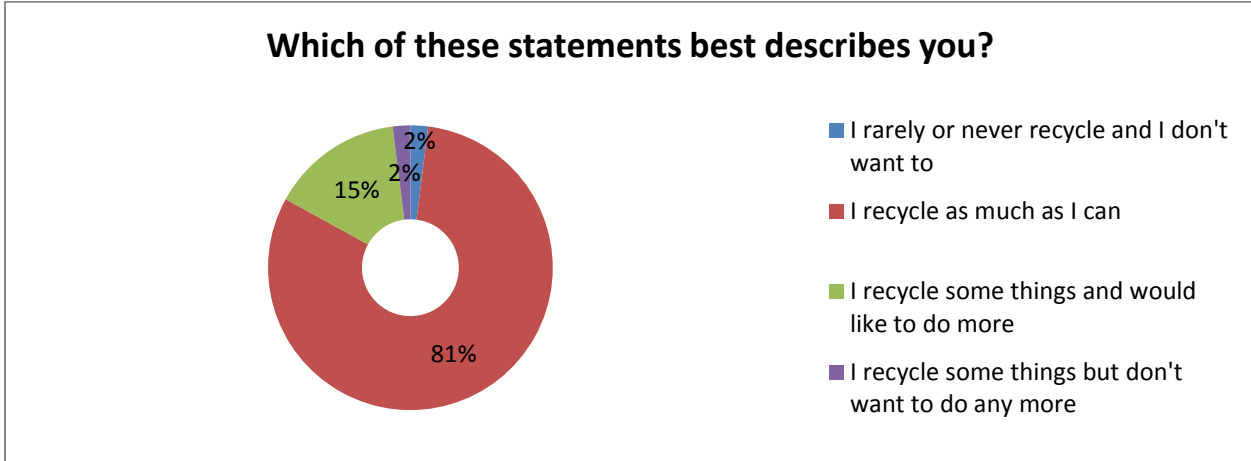
Please rate the following factors;



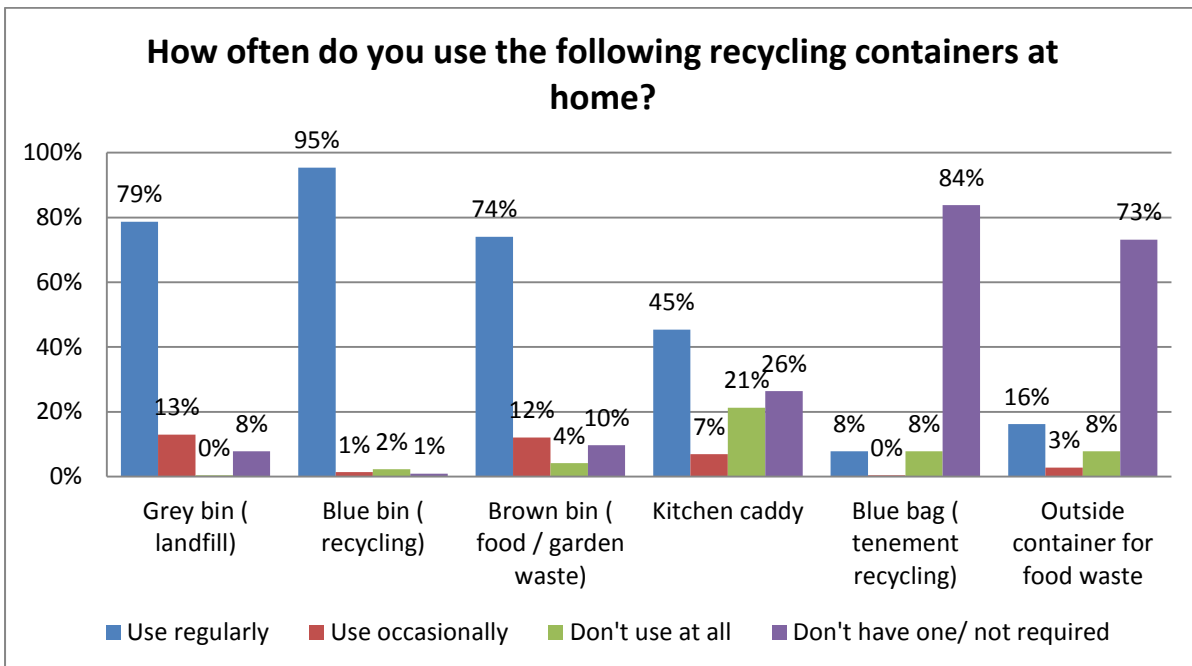
Members were also asked about their involvement in local decision making. Only 12% of respondents feel they have a say in decisions that affect West Dunbartonshire and help change things for the better, with 53% stating that they do not feel they have a say. The remainder of respondents were unsure.

2. Waste Collection and Recycling

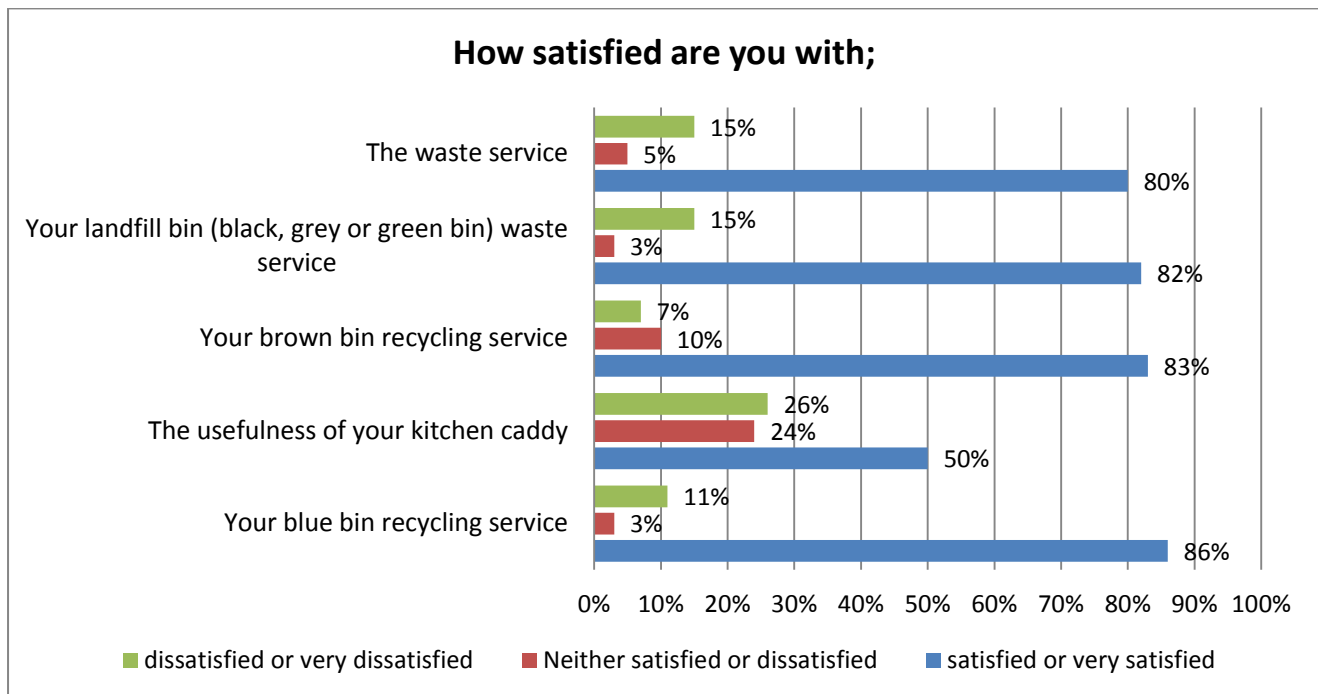
81% of respondents state that they recycle as much as they can; with 15% stating they would like to do more recycling. Only 4% of respondents rarely recycle or have no interest in doing more.



When asked how often they use the facilities offered by the Council to support recycling, respondents stated that blue, grey and brown household bins are the best utilised with more than three quarters of panel members making use of them. Use of the blue bin is highest with almost all members (95%) using it. The kitchen caddy is least used by those who have one with over 1 in 5 not using it. Only 16% of respondents have been provided with the blue bag and half of those are not making use of it. Of the 27% who have the outside container for food waste, around two thirds of those use it. 45% of respondents stated that they did not use the kitchen caddy as they felt it was unhygienic and 23% composted rather than using their brown bin.



Respondents were also asked how satisfied they were with the current service and facilities provided to support recycling. 80% of members are satisfied or very satisfied with most of the service offered, other than the kitchen caddy with shows only 50% satisfaction levels. Those expressing dissatisfaction with the kitchen caddy stated that they considered it unhygienic and/or getting replacement bags can be difficult.



Improvement Suggestions

Members were asked what more can be done to make food recycling better or easier; almost half (44%) of comments were about the collection process. Members stated they would like to see an increase in the collection cycle in the summer months to make it more hygienic. Some noted specifically that they would not be supportive of any reduction on the collection cycle. Over one third, 35%, of members stated that there could be improvement to the current containers in use and that biodegradable bags should be issued regularly during the collection process, or be made more easily accessible.

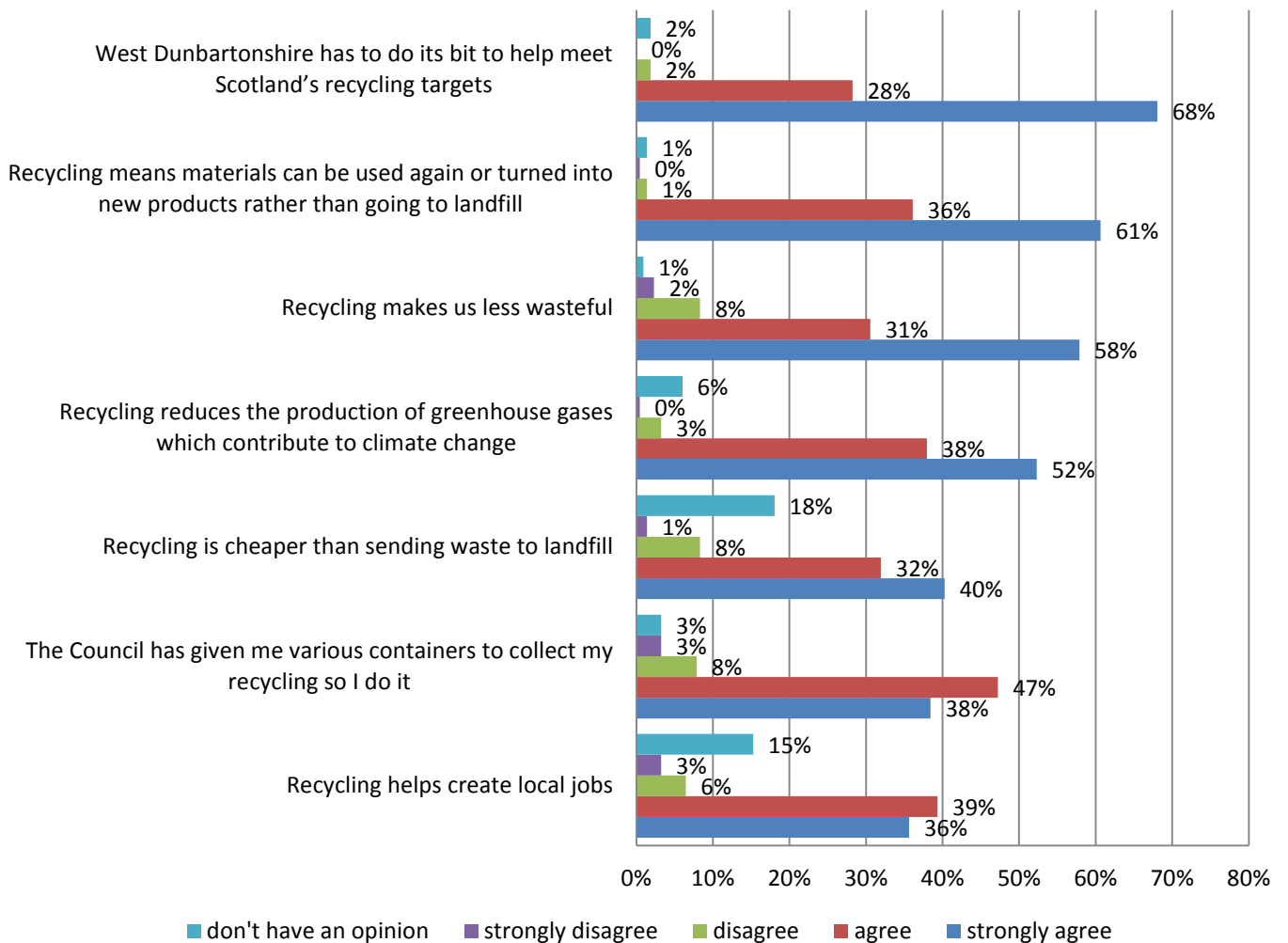
Respondents also stated that they felt more regular updated guidance on waste / recycling and the collection cycle would be helpful, with some suggesting this should be posted on reusable weather proof pockets on the bins. Alternatively there was a view that rather than relying on doorstep recycling, investment would be best placed developing a collection plant where materials were separated correctly to get the best results.

What can we do to make food recycling better?



We also asked members for their views on a number of key statements regarding recycling. Overall, most respondents agreed or strongly agreed with each of the statements and almost all members, 96% agree that West Dunbartonshire Council should do its bit to help meet Scotland’s recycling target.

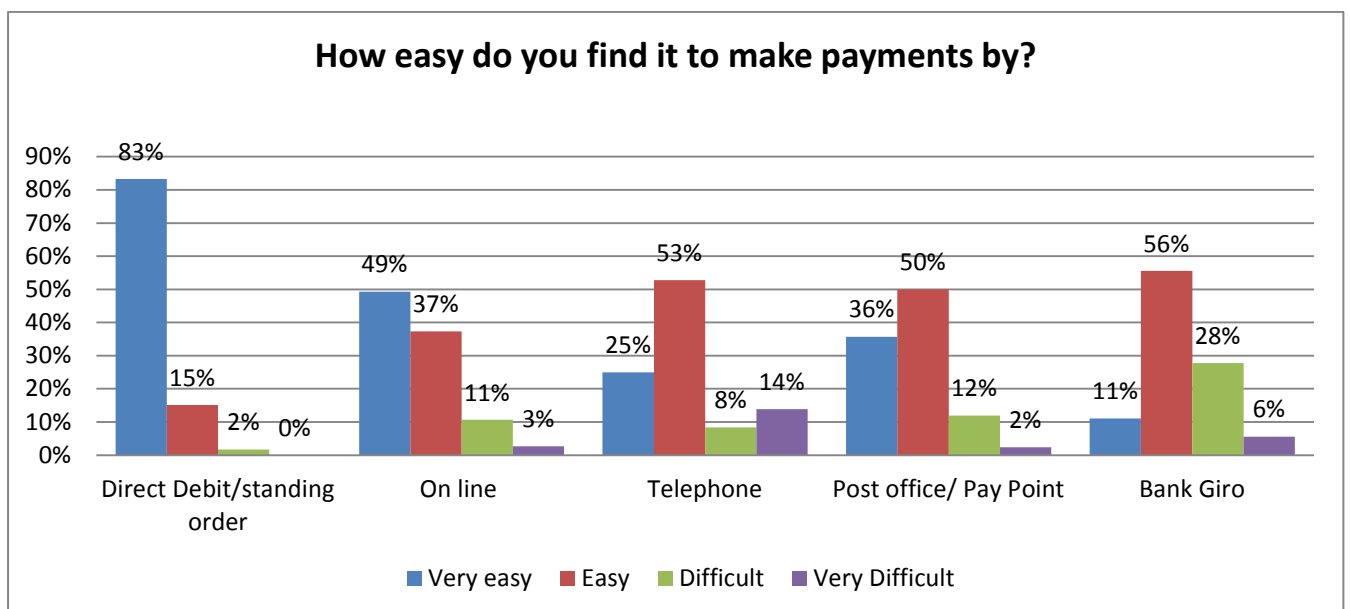
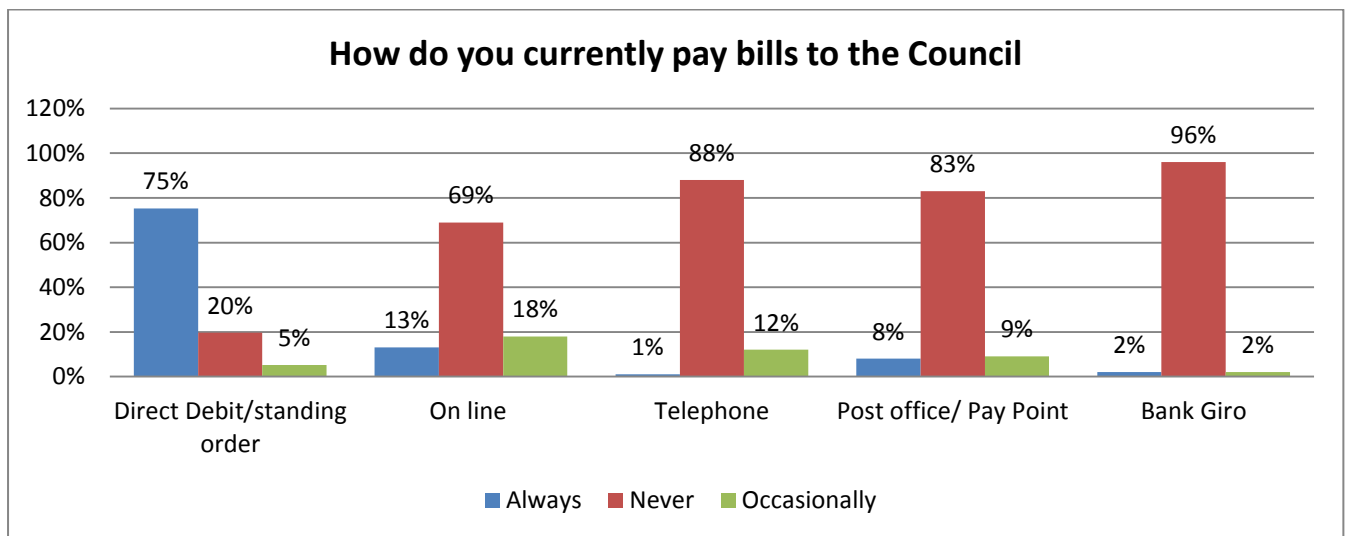
To what extent do you agree with the following statements?



3. Payment Services

As Council makes changes and improvements to the ways residents are able to make payments, we want to learn from panel members about their methods and experience of making payments to Council.

The majority of members, 75%, use direct debit or standing order and 98% of those find this easy or very easy to do. 31% of members use, or have used, the online payment facility and 86% of that group find this easy to do. The post office/ pay point facility is used by only 17% of members and telephone payments by only 13% of members; in both cases the use is mainly occasional. Only 4% of respondents use, regularly or occasionally, the bank giro payment option and of those, over one third find it difficult to use.



Joining the Panel

We are always keen to welcome new members to West Dunbartonshire's Citizen Panel.

If you or someone you know would like to become a member, you can do so by filling out our electronic form;

[Citizens Panel Registration](#)

Alternatively contact us at;

CitizensPanel@west-dunbarton.gov.uk

Further information can be found on our Council [Web Page](#)