

West Dunbartonshire Citizens' Panel Spring 2024 Survey Results

West Dunbartonshire Citizens' Panel provides a way for residents to give their views on the Council and its services. This document presents the key findings from the online Spring 2024 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.

This year's survey was themed on the four priority areas of the Council's 2022-2027 Strategic Plan to help us understand any changes over time, and people's priorities.

- 1. Our Communities**
- 2. Our Environment**
- 3. Our Economy**
- 4. Our Council**

309 responses were received, 10% more than the 2024 survey. Self-selection bias can occur when survey respondents decide for themselves whether they participate. Self-selection can lead to biased data, as mix of respondents who choose to participate may not well represent the entire target population.

The respondent profile in this survey was generally representative of demographic groups in West Dunbartonshire, apart from younger age groups, and an over representation of women. Home owners are over represented and social rented and private rented tenants are under-represented.

Following a campaign to improve representation from younger age groups, as these were underrepresented, we have seen an upturn in participation amongst the 16-24 and 25-34 age groups.

There was good geographical representation from across our areas. The respondent's breakdown shows, 9% from G60, 5% from G63, 26% from G81, 31% from G82, 20% from G83 and 9% from the G13/14 area.

We have highlighted any significant differences from different groups in responses.

Summary of findings

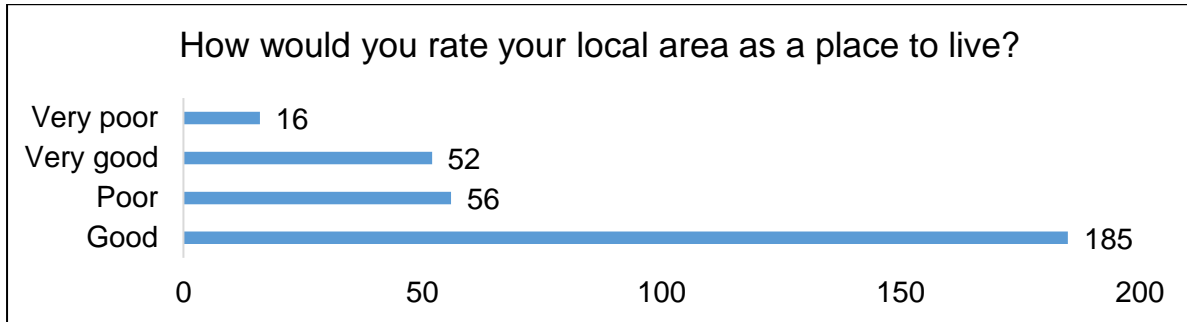
- 77% of respondents rated West Dunbartonshire as a good place to live
- 59% of respondents felt they had no barriers to digital inclusion
- 31% of respondents said they had some concerns about their finances, with 7% say they had serious concerns

We look at the results in more detail below.

1. Our Communities

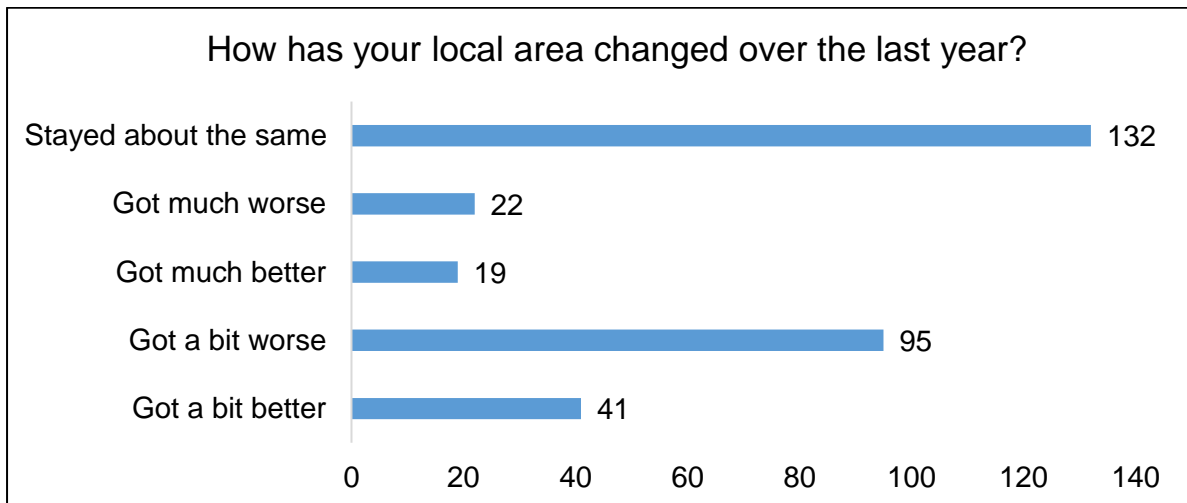
Living in West Dunbartonshire

77% of people rated their local neighbourhood as a very good/ good place to live.



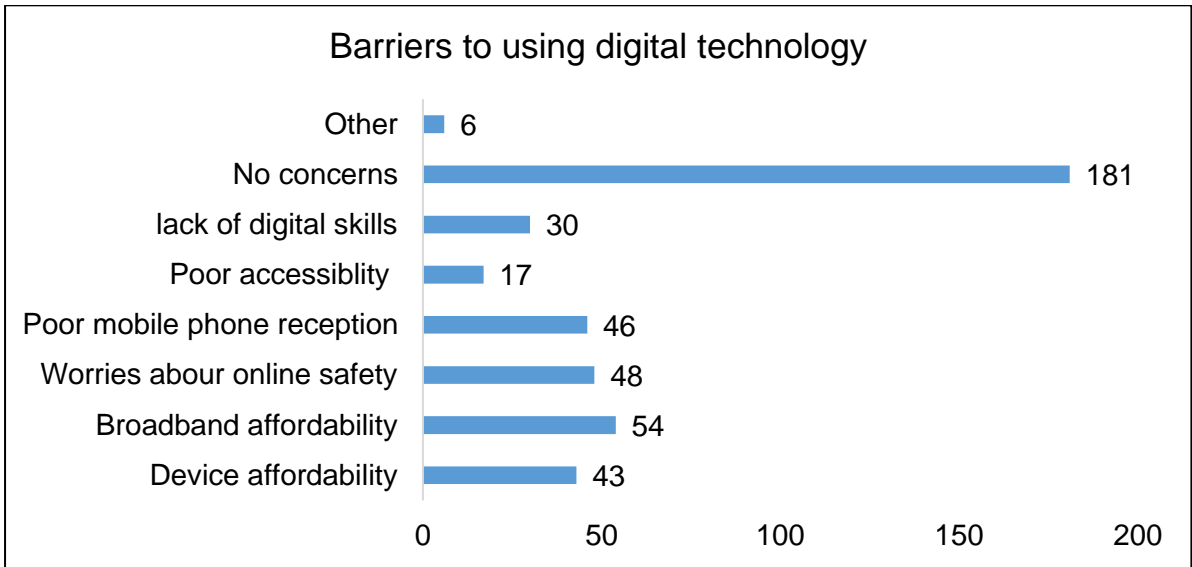
43% of people felt their local area had stayed about the same compared with the previous year, 19% felt it had improved whilst 38% felt it had got worse.

Improvements to social housing, town centre regeneration, particularly in Alexandria, and environmental improvements had improved the overall look of the area. Unattractive town centres and lack of amenities was cited as reasons for a perceived deterioration in the local areas has a place to live.



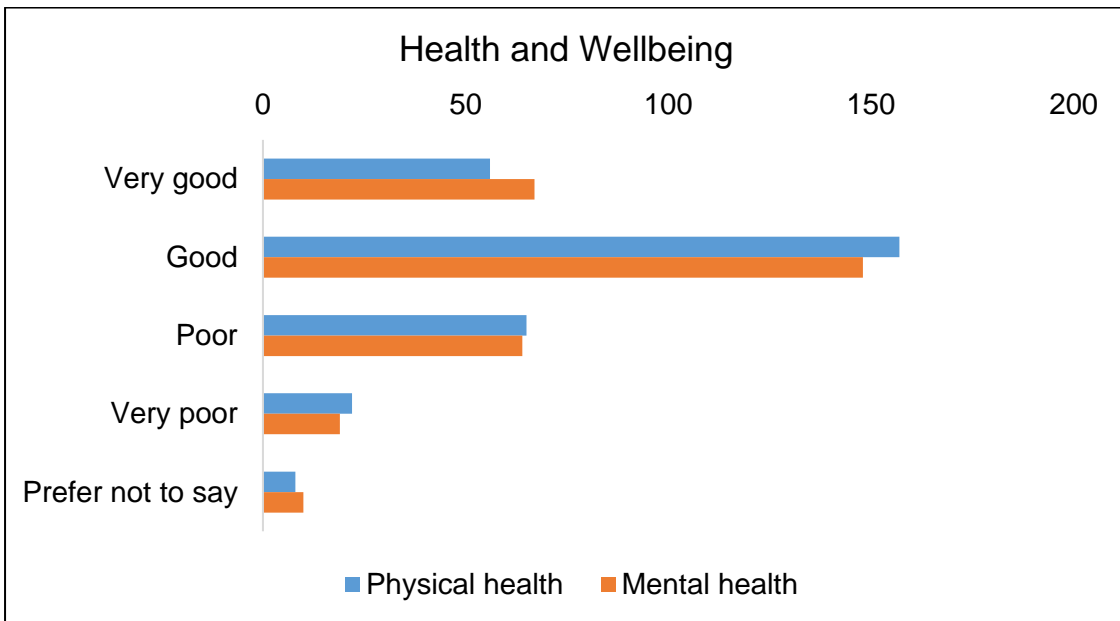
Digital Inclusion

59% noted no barriers to digital communications. 41% noted some barriers to using digital communications, the three most common areas noted were broadband affordability, online safety and poor mobile phone reception. Overall, 79% of respondents were aware of sources of digital support in West Dunbartonshire Council through libraries and the Community Learning and Development team.



Health and Wellbeing

69% of people reported they felt their physical health was very good/good.



70% of people reported they felt their mental health was very good/good.

In common with results from the 2023 Citizens' Panel, women are more likely to report poor or very poor mental health compared to men. Overall, men also reported better physical health than women. Disabled people reported worse physical and mental health than non-disabled people. Home owners reported better physical and mental health than renters.

How we are responding:

Digital support

We offer a wide variety of **free** computer related courses to help users get online and become digitally included. This includes computers for the absolute beginner; smart phones and tablets; word processing; next steps in computing and digital drop in sessions. All details can be found here: [Computer Courses | West Dunbartonshire Council \(west-dunbarton.gov.uk\)](https://www.west-dunbarton.gov.uk/computer-courses)

Community safety

We are investing in CCTV upgrades throughout West Dunbartonshire.

Regeneration

We are investing to improve housing in West Dunbartonshire including new building and sustainability projects. In 23/24 Delivered 146 new social rented homes as part of our development at Queens Quay.

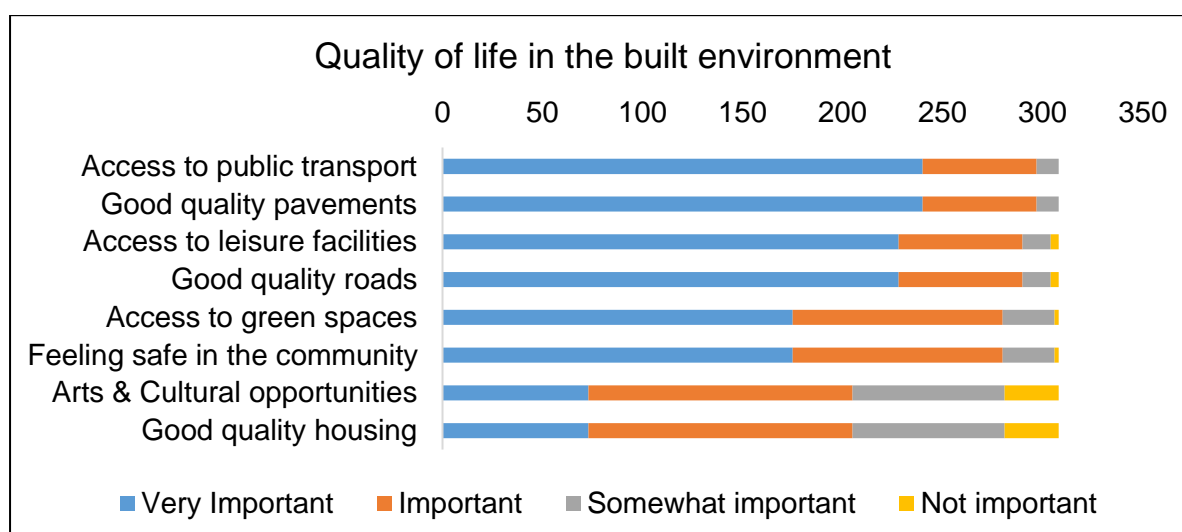
We carried out 2800 improvements to council housing, including environmental improvements

Cost of living

We have committed £1million pounds to supporting people and community organisations with the cost of living as well as £250k for Community success & £100k to support young people

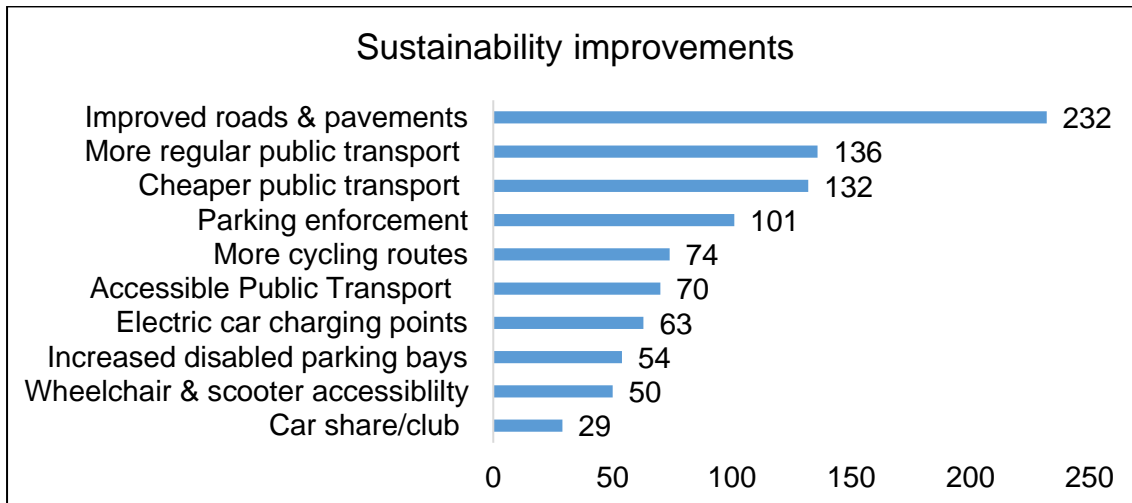
2. Our Environment

In common with earlier surveys carried out, there was strong support for actions on climate change and adaptation. There was considerable concern about flooding, with a commonality of actions suggested, including more education around recycling, protecting greenspaces, tree planting, re wilding and not expanding use of concrete driveways/ pathways.



78% of people stated access to public transport and good quality pavements were very important to them. Other areas that were noted as very important include good quality roads and access to leisure facilities.

75% of people felt improved roads and pavements would support use of a wider range of more environmentally sustainable transport, more regular and cheaper public transport, more cycling routes and parking enforcement were also noted.



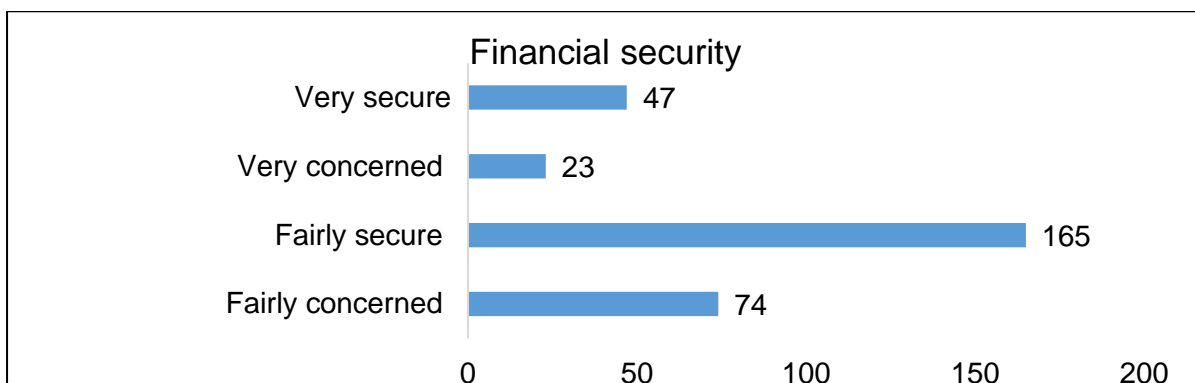
How we are responding:

We are working to improve our approach to road repairs.

Our household waste recycling rate of 38.8% vs the national average of 43.3%, and a variety of work is underway to improve our performance.

We continue to embed climate change in the primary & secondary curriculum, strengthen the Green Flag scheme in schools and support pupils to make climate-friendly choices.

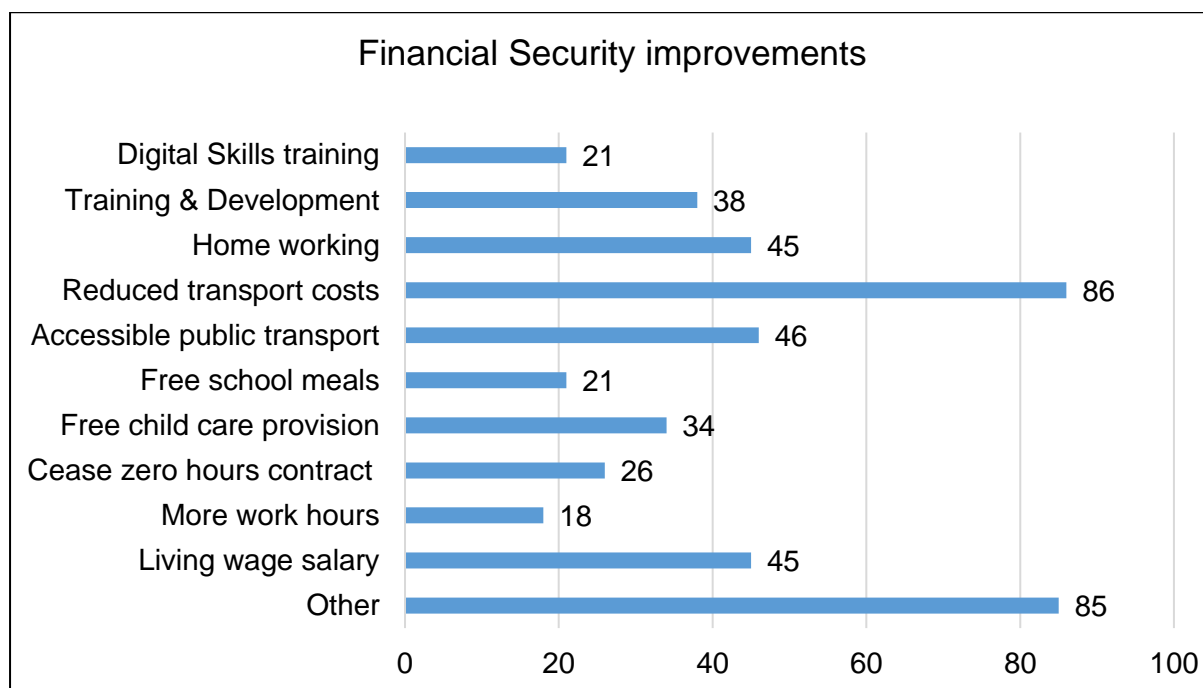
3. Our Economy



69% of people reported no issues with their finances.

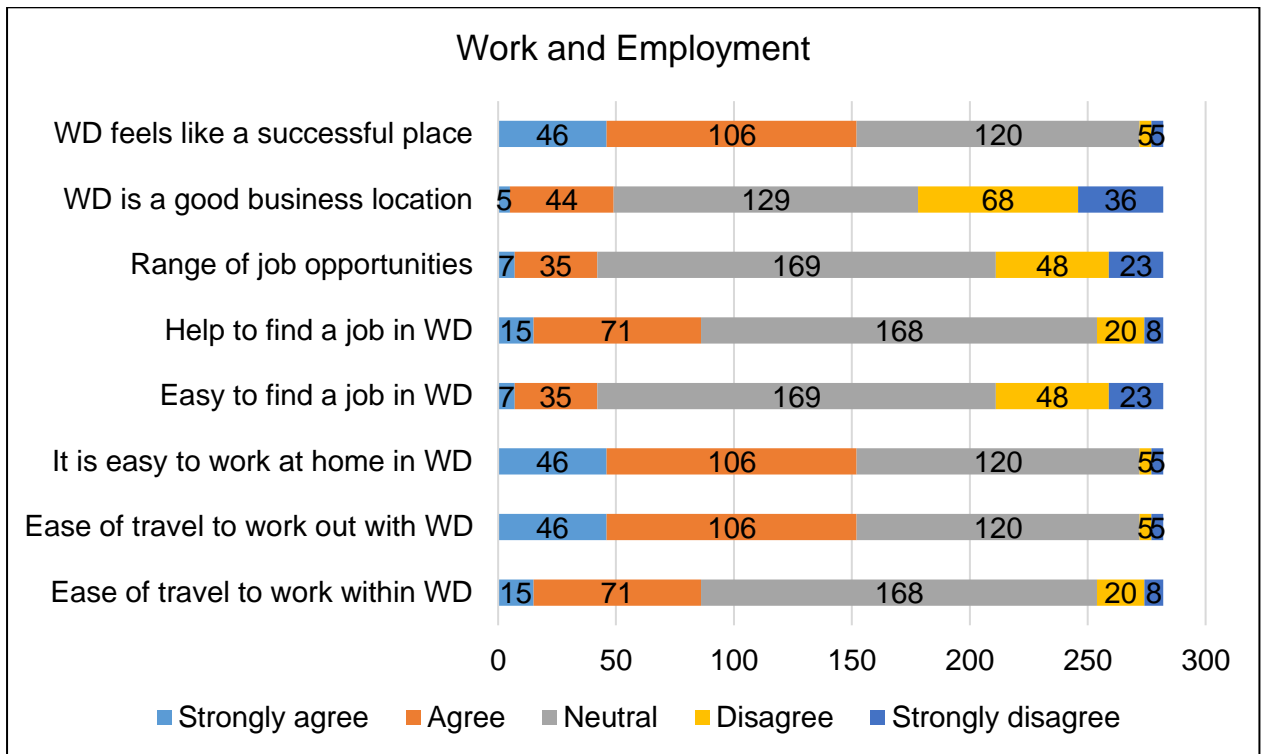
Those aged 35–44 years were the most likely to have some level of concern about their finances (42%) with the 16-24 age group having the least concern, albeit marginally behind most other groups. 66.7% of social rented tenants compared to only 21% of home owners said they had concerns about their finances.

26% said reduced transport costs, and 19% said more access to public transport would help finances. 21% said more childcare and 15% said free school meals would be beneficial. More flexibility from employers for home working and access to training were noted by 24% of respondents.

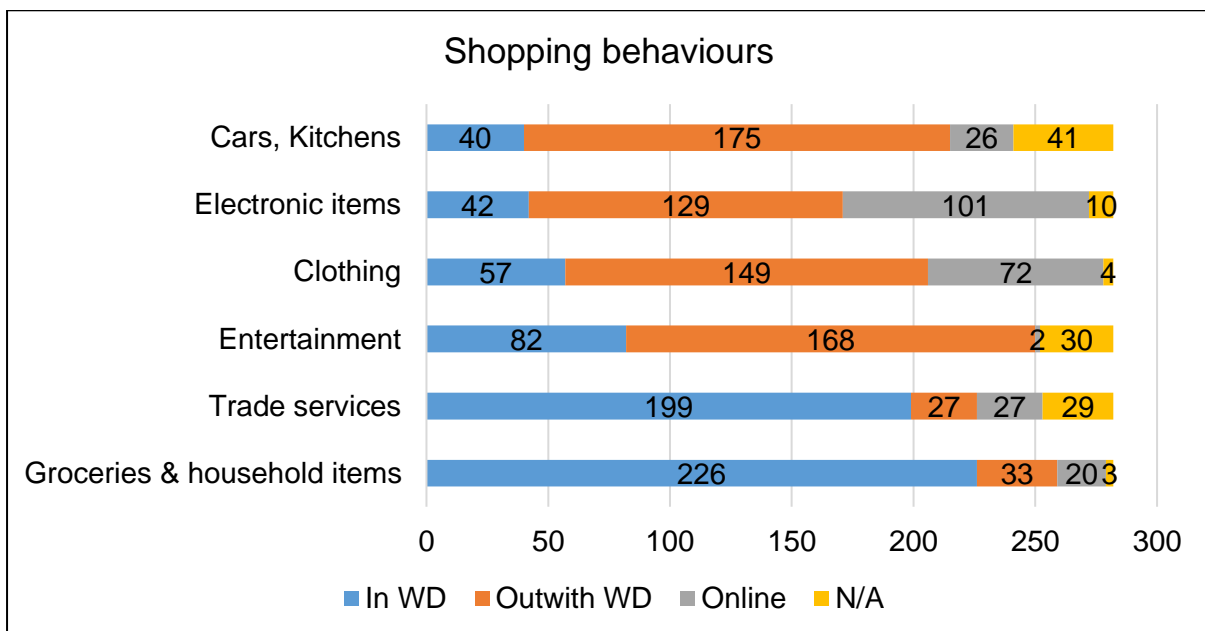


48% of agreed it was easy to travel out with WD for work, 49% agreed it was easy to travel within the area for work.

48% stated WD felt like a successful place. A large number of people answered neutral to all of the questions.



74% of people shop for groceries and general household items within the WD area, similarly the majority of people 66%, shop local for trades such as plumbers. Overwhelmingly, all other purchases, including entertainment, are done out with the WD area.



How we are responding:

We have ongoing regeneration work in town centres, with more planned, and [detailed on our website](#).

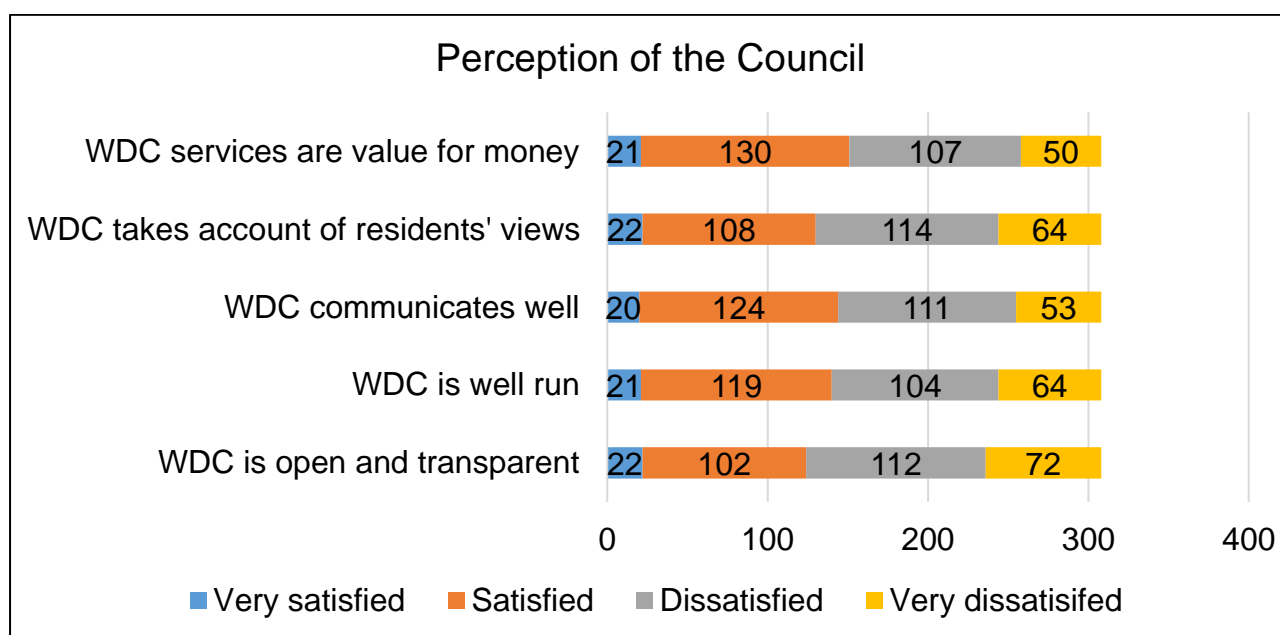
Our [Economic Development Strategy for 2020-2027](#) details our overall approach to sustainable and inclusive growth.

We are progressing the [transformation of the former Exxon site in Bowling](#) to help boost the local economy and enhance our environment.

4. Our Council

Perception of the Council

As with previous surveys including the 2023 Citizens' Panel, respondents were less positive across all areas with common questions, than telephone survey respondents. It is important to note that Citizens' Panel respondents are self-selecting, whilst those to the Telephone Survey are selected at random.



49%

were satisfied that the Council provides value for money, compared to **38%** from the previous year.

42%

agreed that the Council takes account of their views, compared to **31%** from the previous year.

58%

were satisfied with how we communicate, compared to **38%** from the previous year.

60%

were satisfied with the way we run services, compared to **39%** from the previous year.

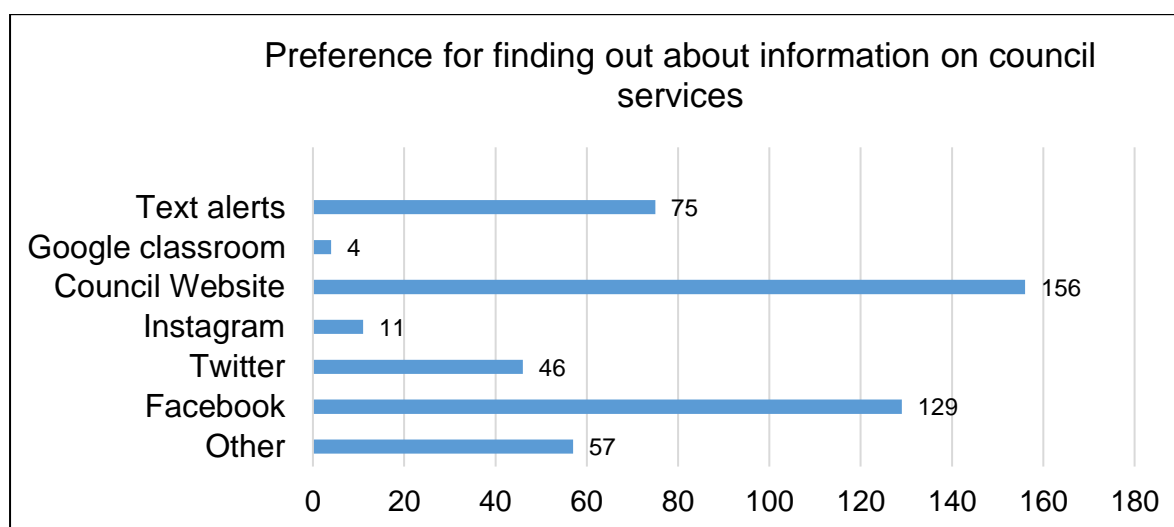
40% felt

the Council were transparent in their decision making. Compared to **32%** from the previous year.

59% of people liked to receive information about the Council from the Council Facebook page, closely followed by the Council website 51%. Text alerts and other social media channels were also noted as key areas where residents look for council information. 72% of respondents noted Facebook as the most commonly used social media channel, Instagram and twitter were the second and third most widely used platforms with 39% and 28% of users respectively.

How we are responding:

The Council continues to run a wide range of consultations where you can give us your views.



We will take account of how you have said you get information when letting you know about these.

How to get involved

We want the Citizens' Panel to have as wide a mix of members as possible and are always looking for new people to join. The Panel is open to anyone aged 16+ who lives in West Dunbartonshire. If you have any family, friends or neighbours who might be interested in taking part, they can contact us at engagement@west-dunbarton.gov.uk for more information, or sign up directly.

Your information

All the information you provide as a Panel member is completely confidential and will be used only for Citizens' Panel purposes.