



West Dunbartonshire Citizens Panel

**Autumn 2017
Survey Report**

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Summary of Key findings

Getting around

- Most respondents rely on their own transport for getting around
- Most respondents can travel to work in 30 minutes or less
- 63% stated they were *Very Satisfied* or *Satisfied* with the Train
- 44% stated they were *Very Satisfied* or *Satisfied* with the Bus

The council and the local community

- 81% of respondents find accessing council services *Very Easy* or *Quite Easy*
- 50% of respondents are *Very Satisfied* or *Satisfied* with the quality of council publications
- 42% of respondents are *Very Satisfied* or *Satisfied* with opportunities to participate in local decision making
- Two thirds of respondents (67%) feel that dog fouling is an issue in West Dunbartonshire
- 29% of respondents agree that enough is being done by WDC to tackle the issue
- Almost three quarters (73%) of respondents have seen signage relating to dog fouling offences in their area

Libraries and cultural services

- respondents stated that they visit the library 1-5 times a year
- Over one third (36%) of those who never visit libraries in West Dunbartonshire stated this was because they were not interested in available services
- Local history events were highlighted as the cultural events respondents would like to see more of with 29% of respondents selecting this

Internet access in West Dunbartonshire

- Almost all respondents (99%) stated that they use the internet regularly, with 89% stating that their access is at home
- Most people use the internet for a range of purposes such as emailing (23%), searching for information (15%) and using social media (12%).

1. Introduction & Background

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

The principal themes of the survey were:

- Getting around;
- The Council and the Local Community;
- Libraries and Cultural Services;
- Internet Access in West Dunbartonshire.

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.

To support this strategic priority and ensure a focus on effective engagement of our communities, work was undertaken in 2017 to refresh and modernise our approach to the Citizens Panel. This builds on the strong history of engagement through the Citizens Panel in West Dunbartonshire. The Citizens Panel is now carried out using online engagement methods, with ongoing recruitment and engagement of new members through social media advertising.

This refresh exercise took place over Spring and Summer 2017, and resulted in a range of existing and new members taking part in the first survey of the new online arrangements. Work will be undertaken on an ongoing basis to refresh and increase the membership of the Citizens Panel database.

An analysis of the characteristics of the refreshed Panel database indicates that it reflects many of the characteristics of the West Dunbartonshire adult population. However, as the Panel is 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 adult population.

To ensure the results are robust, and ensure that 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.

Autumn 2017 Survey

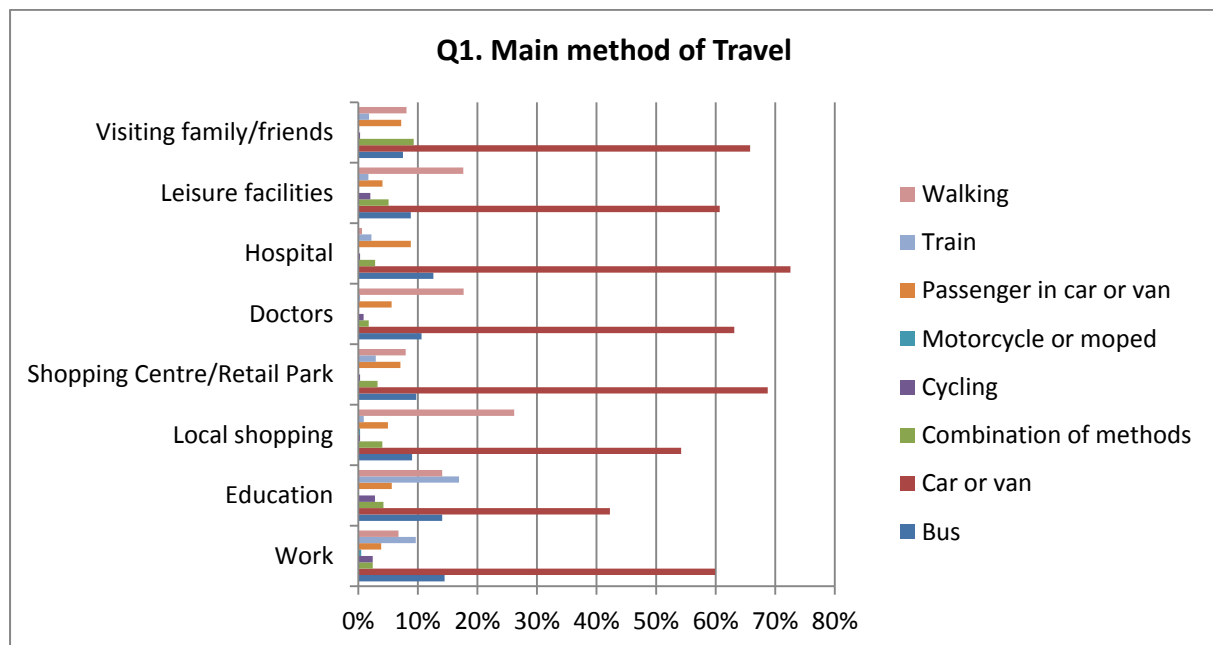
An online survey was sent out to Panel members on the 1st November 2017, with the survey closing on 29th November. A final response rate of 69% was achieved, which is at the top end of the range for the previous four surveys (65%-69%).

The results for the Panel as a whole have sampling errors limited to only $\pm 5.1\%$. This means, for example, that if 50% of Panel members say they feel safe in their neighbourhood, the real figure will be in a narrow range, from only 44.9% to 55.1%.

Getting Around

Main Method of Travel

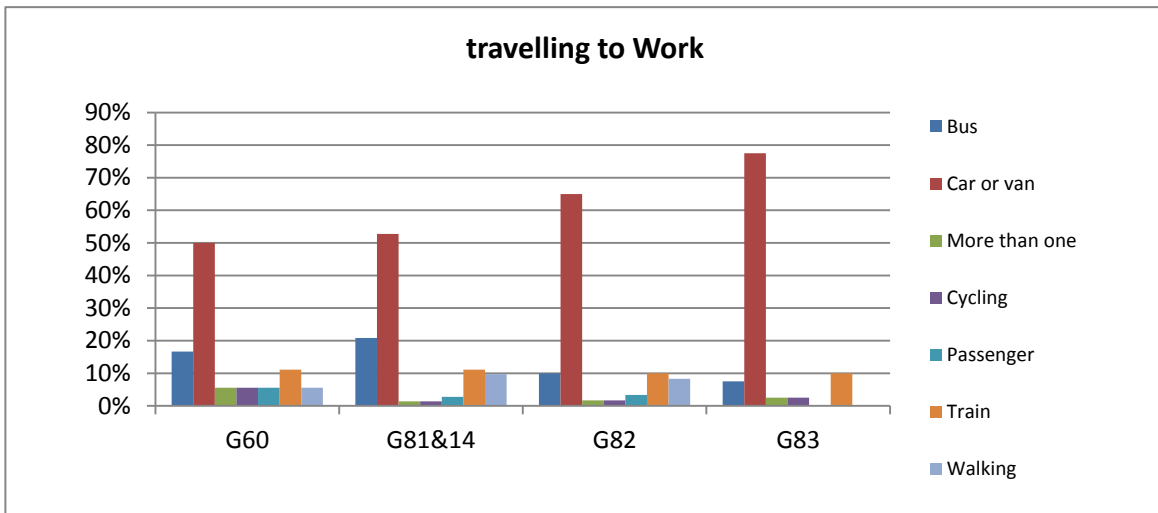
The majority of respondents rely on their own means of transport to get around (primarily car/van). Walking is most frequently used for accessing local shops, the train is most commonly used for travelling to places of education and travelling to hospital is the most common occasion for travelling as a passenger. Use of the local bus is higher than use of train in terms of public transport use; however as can be seen from the detail below, car or van use is significantly higher than all other methods of travel.



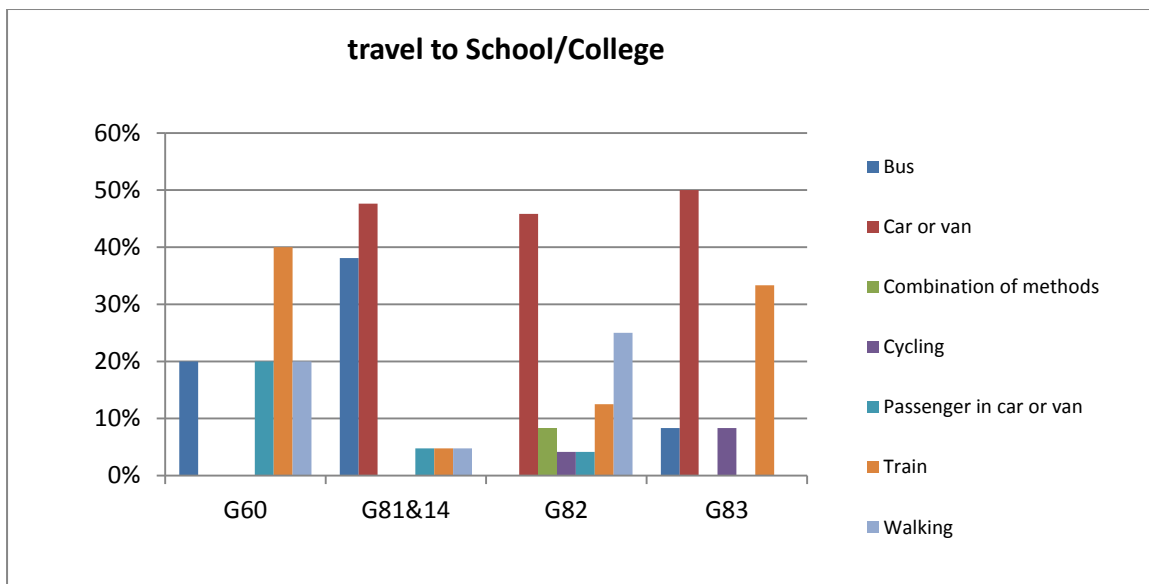
Travel to Work, School or Training

When responding on methods of travel to work, the post code area of G81 reports a higher usage of bus transport (21%) than any of the other geographical areas, while cycling is more common in the G60 post code and G83 post code area has a higher reliance on using own Car or Van than the other areas and uses less variety of transport.

Overall travelling to work was mostly achievable within 30 minutes; this is fairly consistent across all geographical areas apart from the postcode area of G60 whereby the most common length of time travelling to work was between 45-60 minutes.



For those travelling to school/college or training, car or van use is fairly consistent with the exception of G60 where no respondents selected this option. Use of trains was highest in the areas of G60 & G83 whilst bus use was highest in the G81 area. Cycling was quite low overall however was used in the G83 area more than any other.

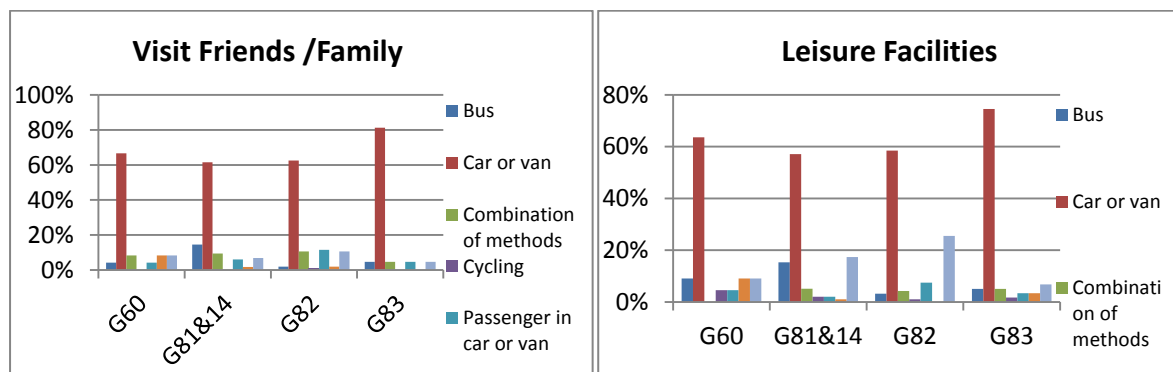
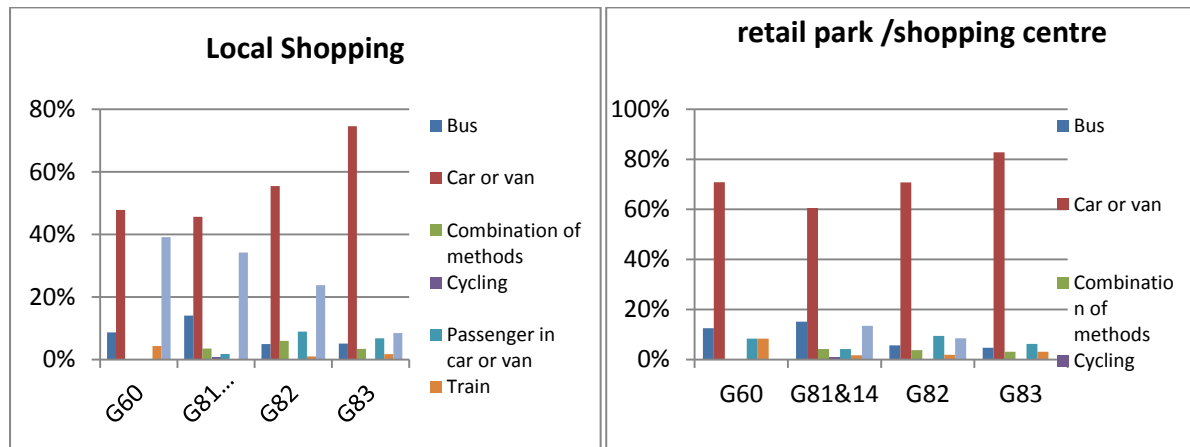


Travel for Shopping or Leisure Activities

When travelling to local shops walking is more common within the geographical areas of G60 & G81 than any other areas. Use of own vehicle (car or van) remains the most used mode of travel especially in G83 (75%) whilst bus use is more common in the areas of G60 & G81.

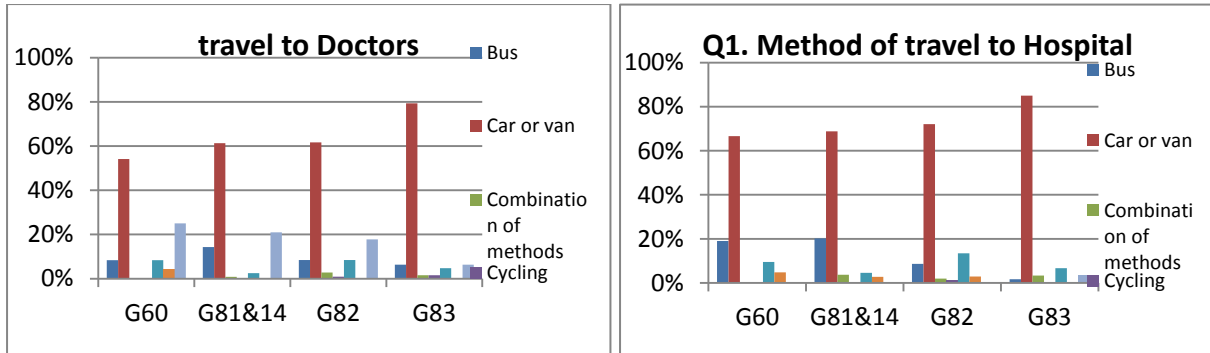
For those travelling to a shopping centre or retail park car or van remains the most common method of travel (60%), although the geographical area of G81 shows the most variety in the range of modes of travel.

Most respondents use their own vehicle (car or van) for travelling to visit family or friends. Own vehicle use is considerably higher in the G83 area than in other post code areas. Walking was considerably higher in G82 with a quarter of respondents selecting this method of travel.



Travelling for Medical Appointments

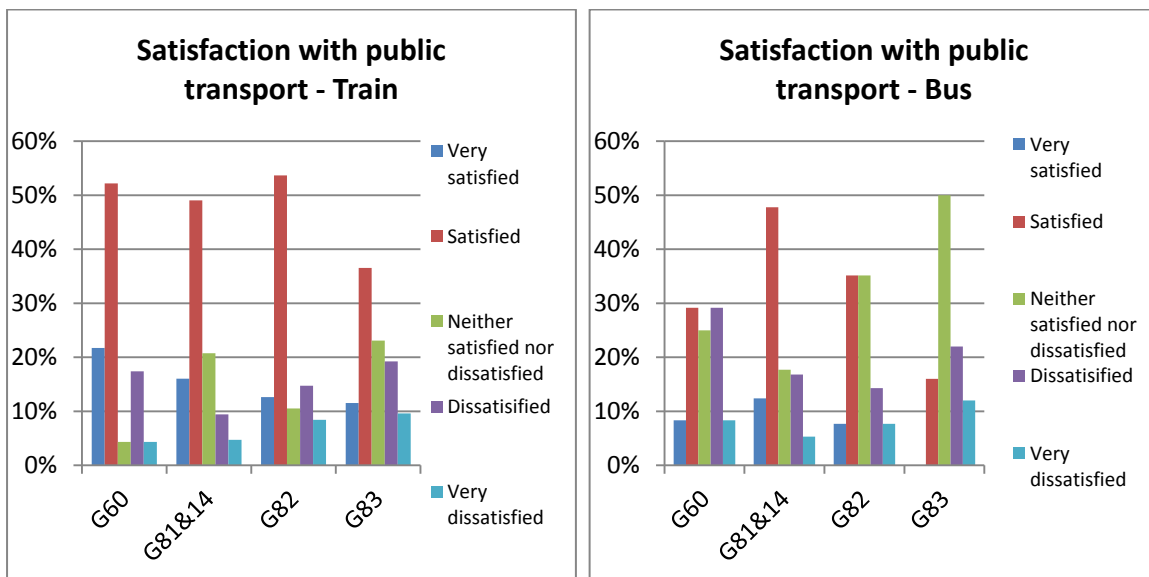
When travelling to the doctors most people use their own vehicle, followed by walking in all areas. Use of own vehicle is again the most common when travelling to hospital appointments, followed by use of the bus or as a passenger in a car.



Satisfaction with public transport

Almost two-thirds (63%) of respondents stated they were *Very Satisfied* or *Satisfied* with the train. This is fairly consistent across all areas with the exception of G83 whereby satisfaction is considerably lower than in other areas.

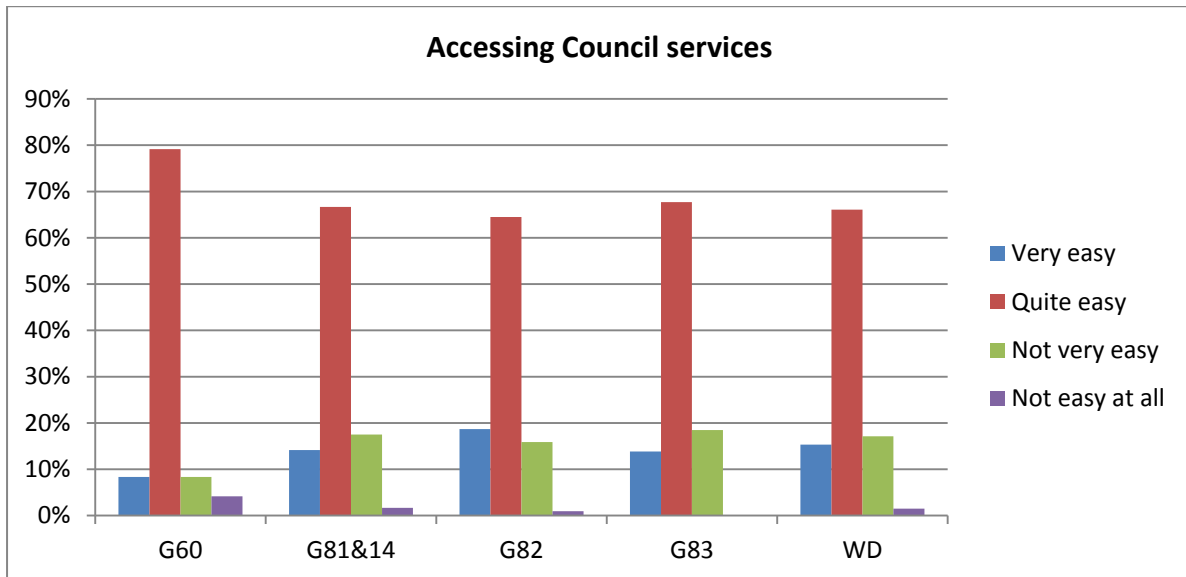
In comparison less than half (44%) of respondents stated they were *Very Satisfied* or *Satisfied* with the bus. Again this is fairly consistent across all areas with the exception of G83 whereby satisfaction is considerably lower; with just 16% of respondents stating it as satisfactory.



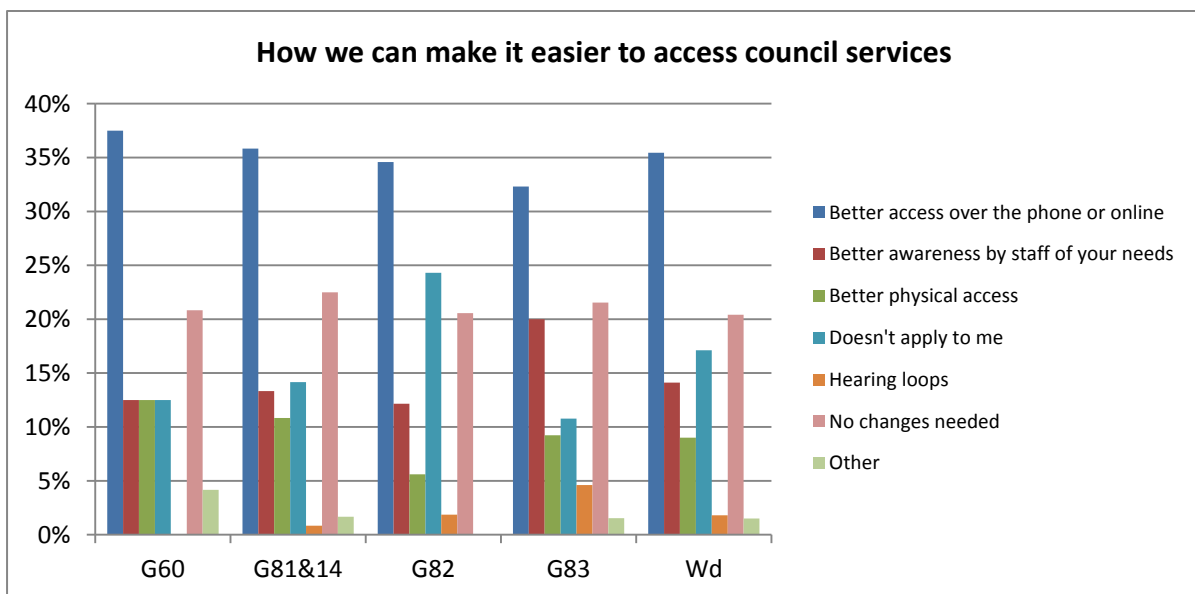
The Council and the Local Community

Accessing council services

The majority of respondents (81%) regard accessing council services as either *Quite* or *Very Easy*. This is fairly consistent across all areas with the most positive response recorded from those living within the postcode area of G60 with 88% rating it as either *Very* or *Quite Easy*.

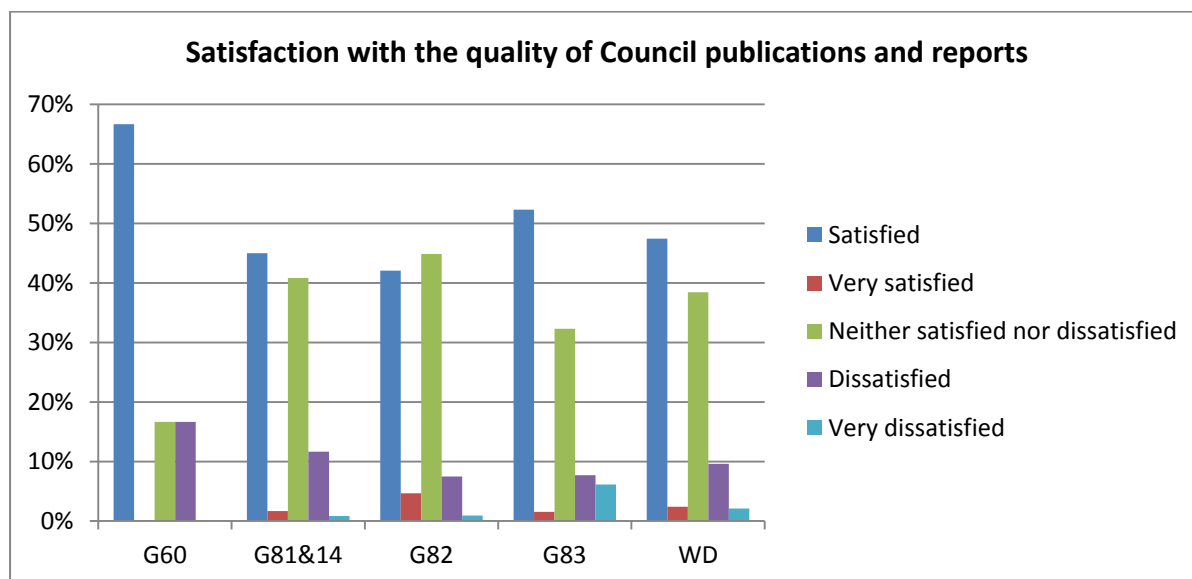


When asked how the Council could support in making access easier the most popular response was better access over the phone or online with a response of 35% for West Dunbartonshire as a whole. However 22% of respondents stated that no changes were needed and 17% felt that they had no need for support to access council services.



Satisfaction with the quality of West Dunbartonshire Publications & Reports

Overall half of the respondents (50%) were either satisfied or very satisfied with the quality of Council publications; with only 11% expressing dissatisfaction. The most positive response was recorded from those living within the postcode area of G60 with a satisfaction level of 67%.



When asked what, if anything, could be done to improve the quality of publications, reports and documents 22% of respondents provided suggestions. These included:

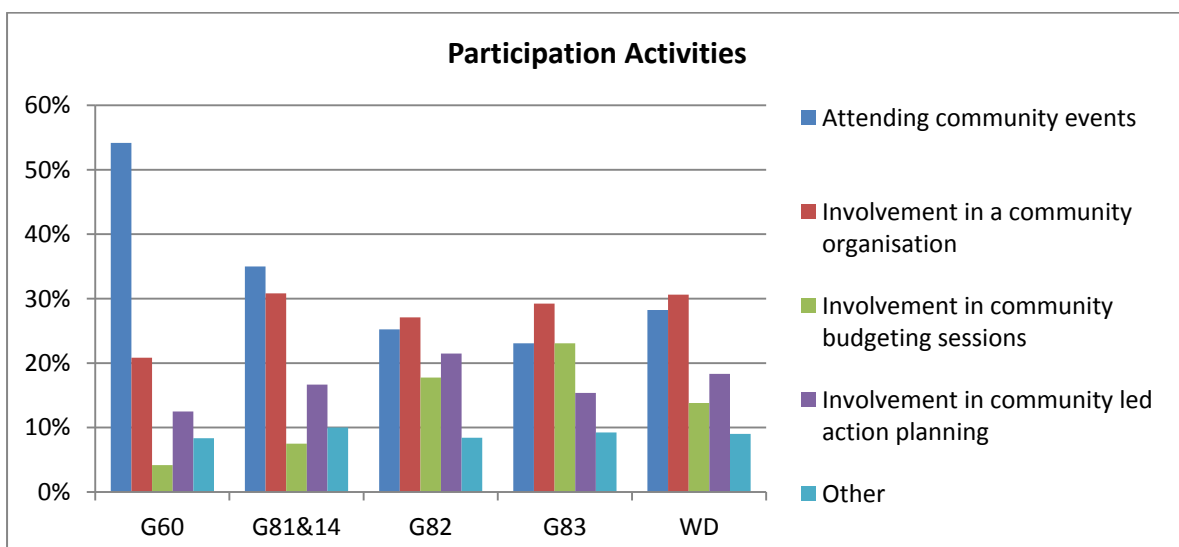
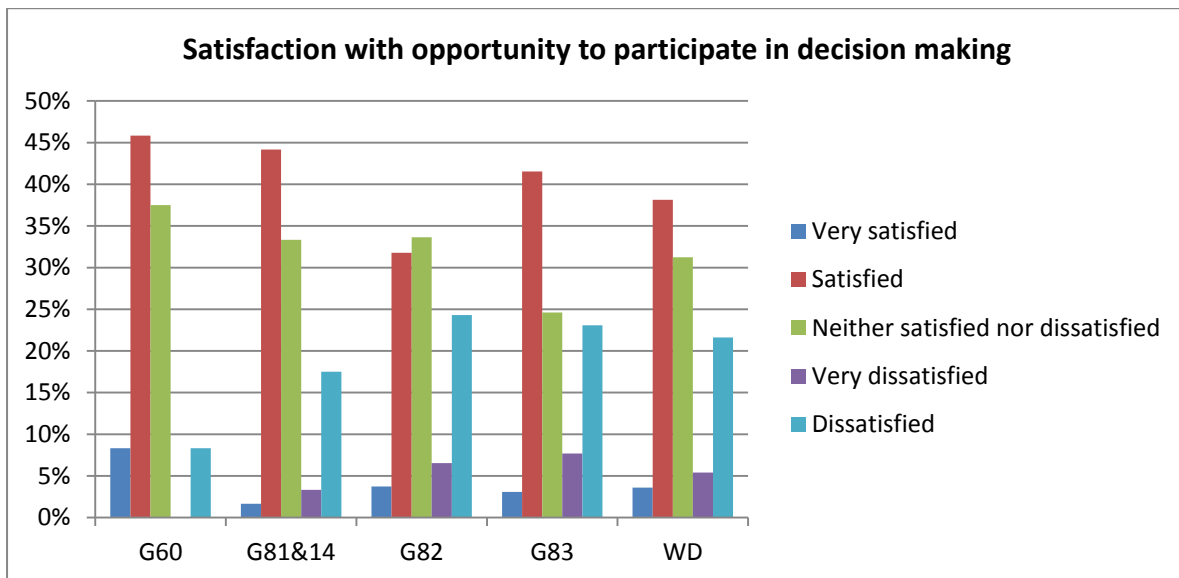
- *Better Signposting to the publications*
- *Advertising of release dates*
- *Ensure publications available for those unable to access online*
- *Increase the range of content related to decision making*

Satisfaction with opportunities to participate in Local Decision making

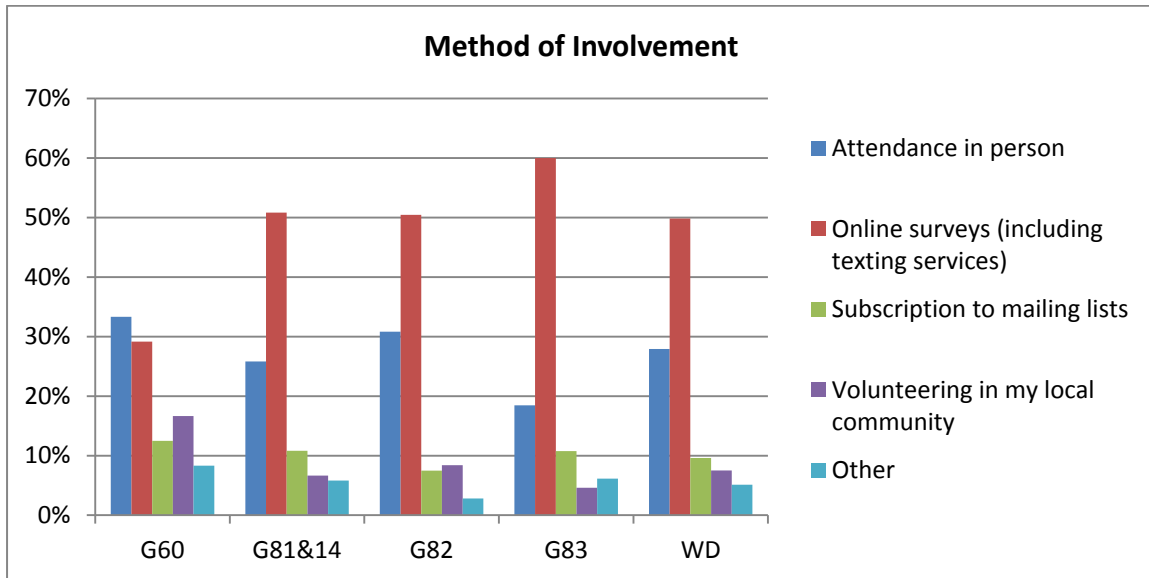
42% of respondents were either satisfied or very satisfied with opportunities to participate in local decision making, while 27% expressed dissatisfaction. The remaining 31% stated they were satisfied or dissatisfied.

Satisfaction levels are fairly consistent across all areas with the most positive response recorded from those living within the postcode area of G60, where 46% of respondents expressed satisfaction; this area also has the highest level of Very Satisfied responses.

Linked to participation in decision making, we asked respondents what type of participation activities they would like to take part in. Respondents highlighted both attending community events and becoming involved in community organisations as their preference.

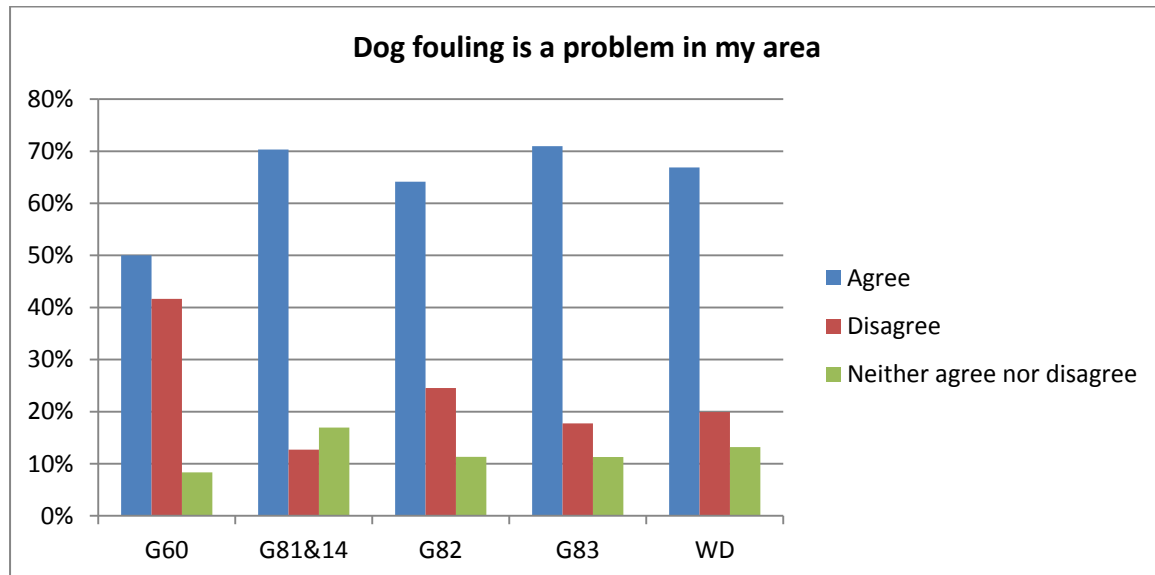


When asked how they would like to be involved almost 50% of respondents stated they would like to be involved through online surveys (including texting services) whilst 28% stated that they would prefer to attend participation events in person. These results differ somewhat across areas with G83 showing the highest preference for online engagement whilst G60 showed a higher preference for attendance in person.

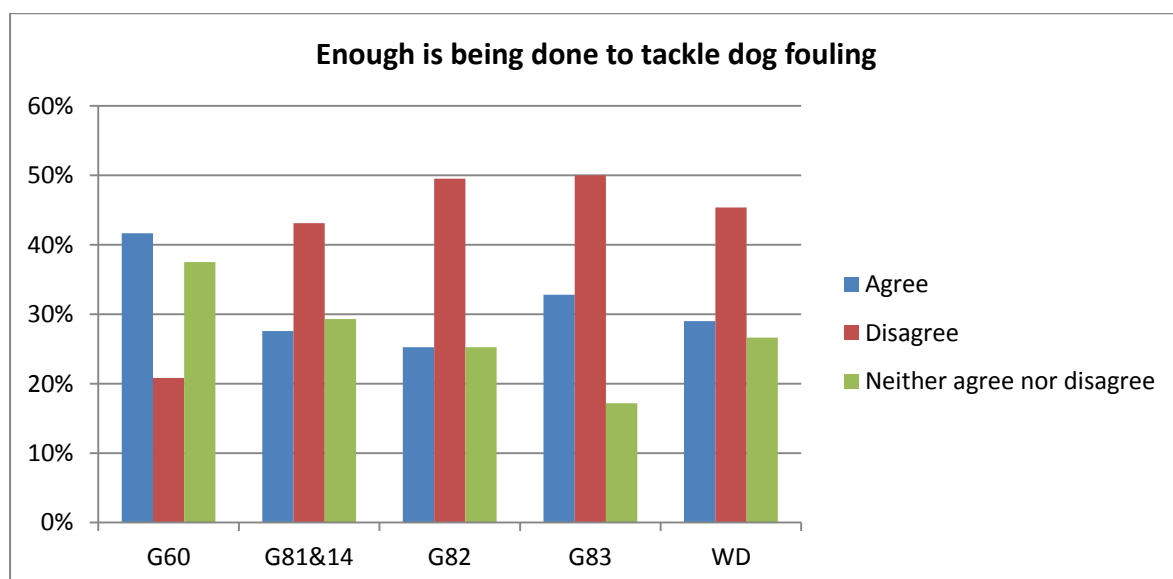


Dog Fouling in your local area

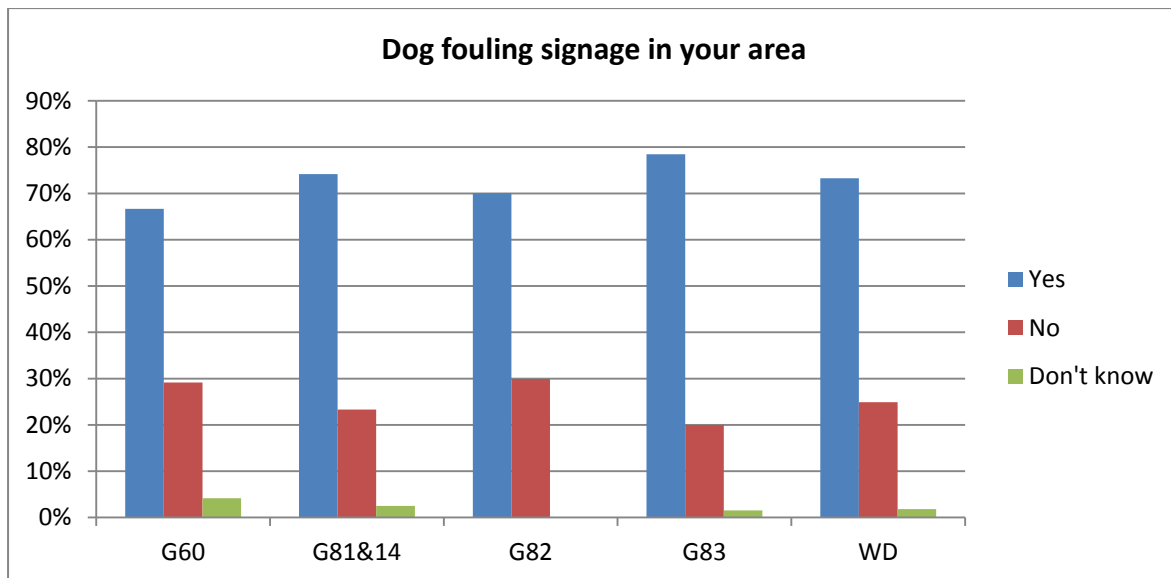
Dog fouling is routinely raised as an issue of importance in local communities across the country. When asked about dog fouling within their local community two thirds (67%) of respondents reported that they saw this as an issue. This is fairly consistent across all areas with the exception of G60 where 40% of residents state that this is not a problem in their local area.



When asked if they thought West Dunbartonshire Council is doing enough to tackle dog fouling just under half (45%) of respondents felt they were not. This is fairly consistent across all areas with the most positive response recorded from those living within the postcode area of G60, where twice as many people agreed with the statement than disagreed.



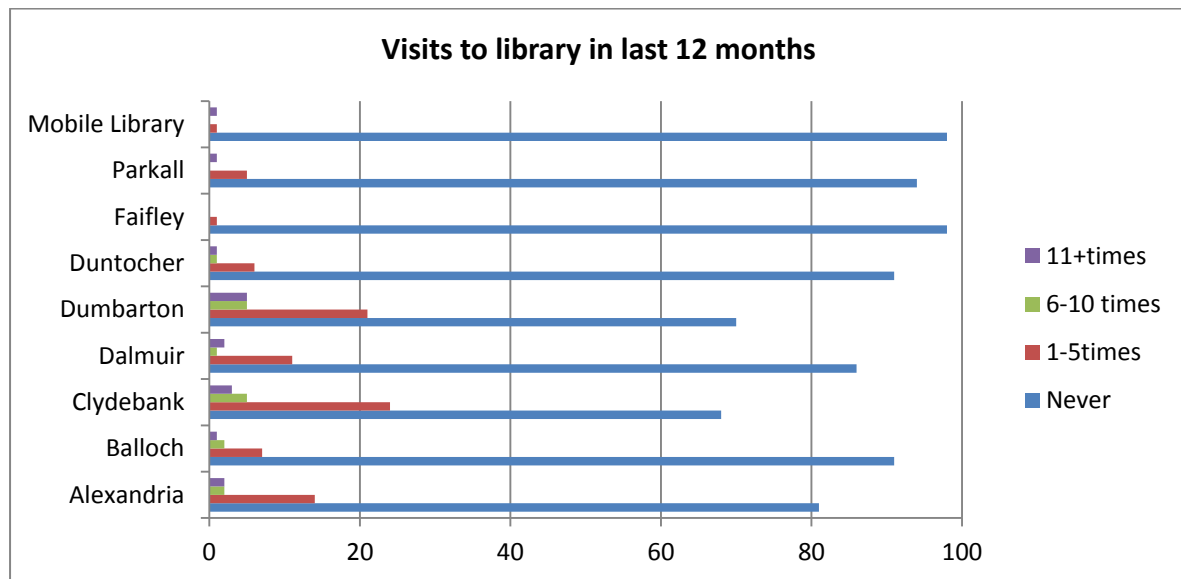
73% of respondents have seen signage or communication about dog fouling in their local area. This is fairly consistent across all areas with the most positive response recorded from those living within the postcode area of G83, where 78% stated that they had seen signage in their area.



Libraries and Cultural Services

Library use in the last 12 months

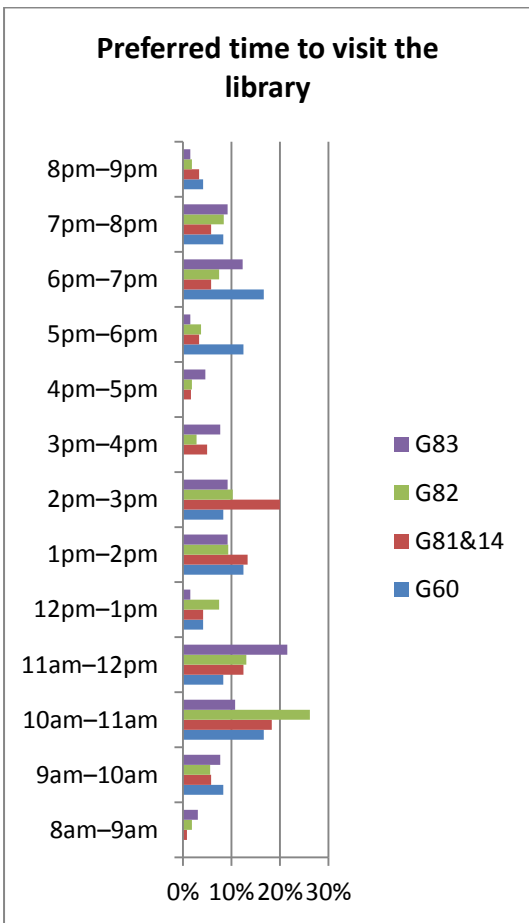
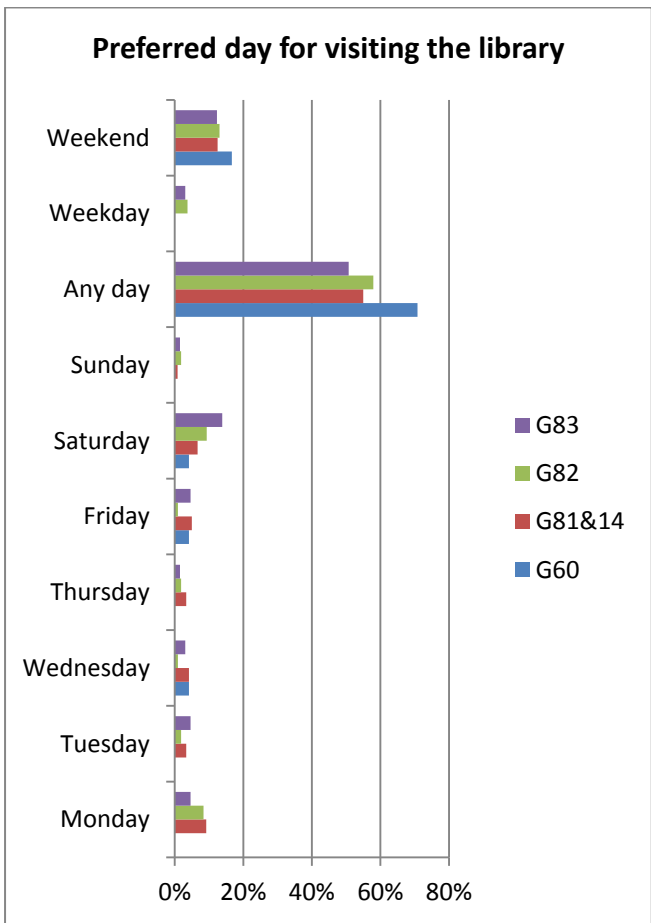
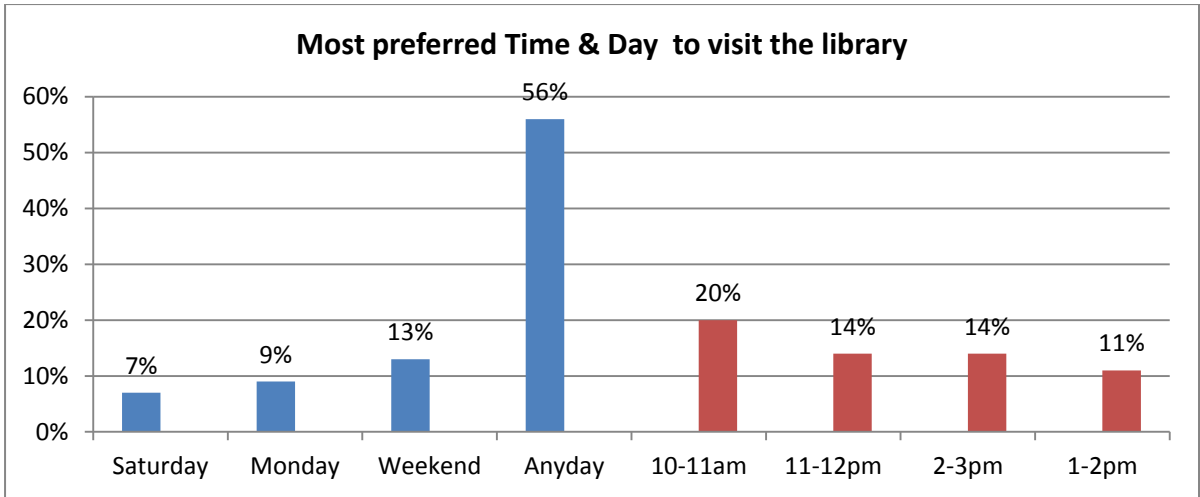
When asked about visits to libraries in the last 12 months, many respondents reported that they had not used a library. However, for those who had used a library in the previous 12 months, usage was highest amongst the Town Centre libraries. Where the library was used 11+ times in a year was predominantly in a Town Centre library.



When asked why they had not visited a library in the last 12 months just over one third (36%) of respondents stated that they were not interested in the available services. The second most common response (30%) was that locations are not convenient. Respondents also stated that they preferred to access E-books and digital resources at home or that they did not like the range of materials and/or services available through libraries.

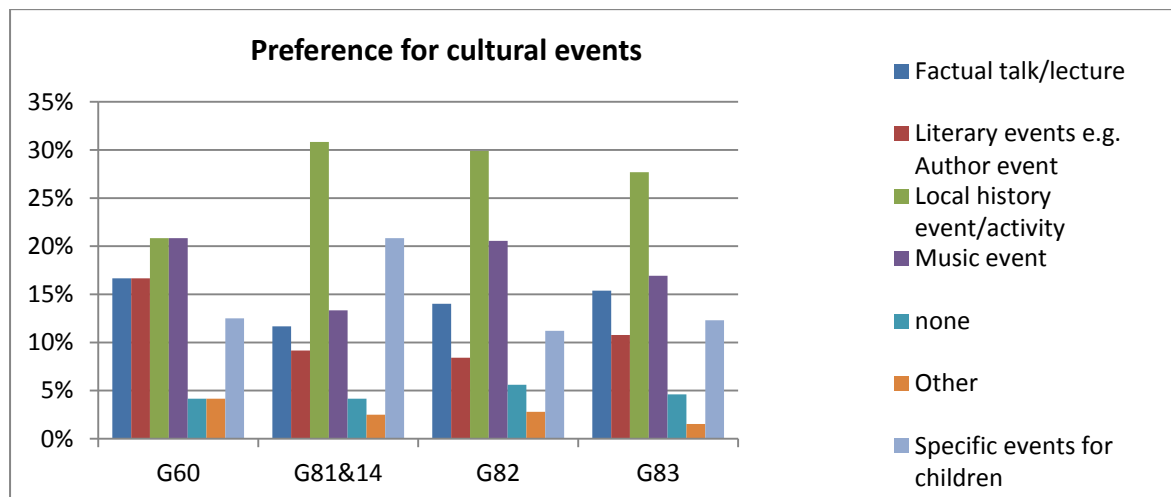
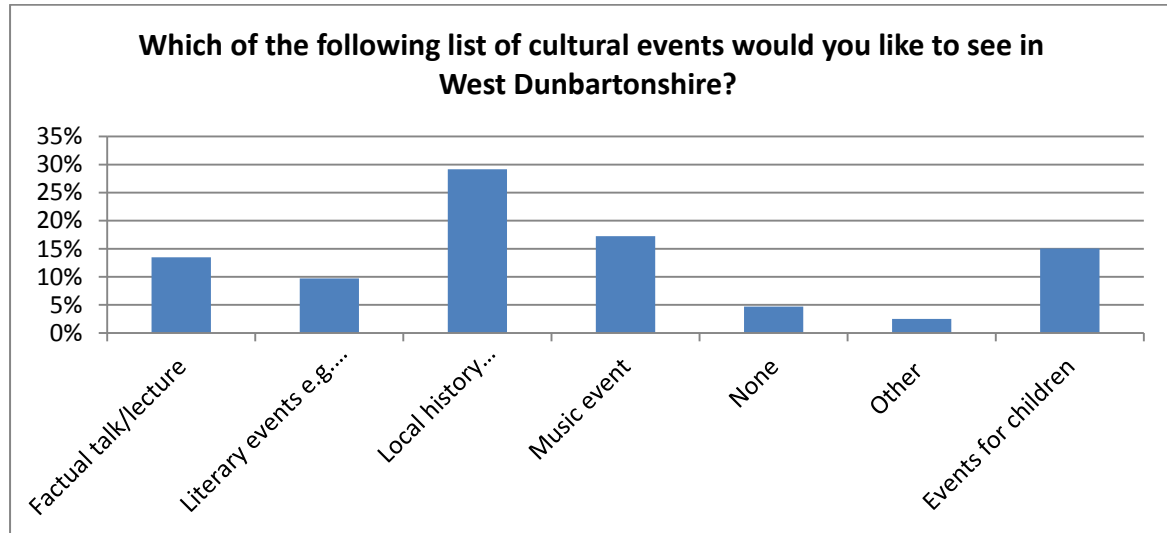
Preference for Days & Times of week

Saturday and *Monday* were the most popular named days of the week with a response of 9% and 7% respectively; however the *Weekend* as a whole received a response rate of 13% and the majority (56%) stated no preference in that any day would suit. The most popular time to use the library was between 10-11 am whilst the least popular times were between 4-6 pm. This is fairly consistent across all areas.



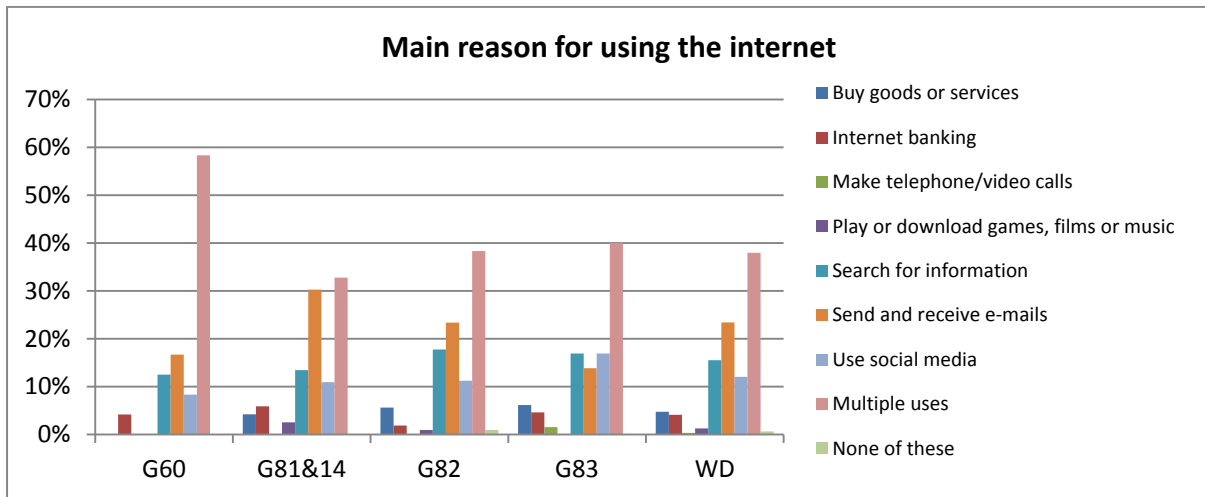
Literary & cultural events

Overall local history events are the most popular choice accounting for 29% of the responses. Music events and specific events for children followed accounting for 17% and 15% respectively.

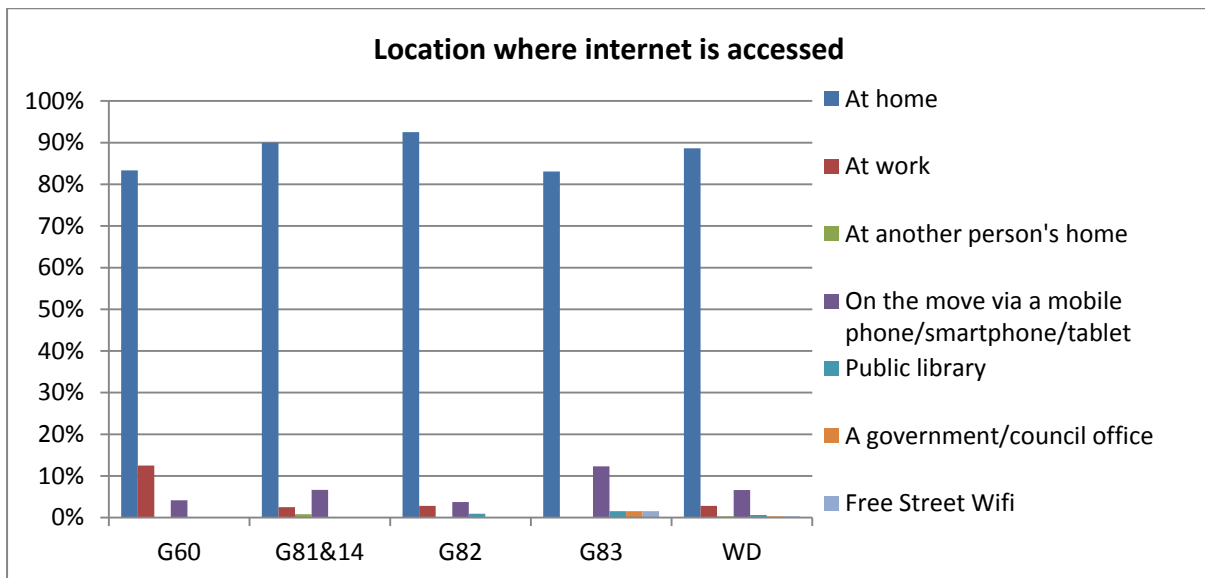


Internet Access in West Dunbartonshire

The overwhelming majority of respondents stated that they used the internet (99%) with the majority stating that they used it for a range of purposes, such as emailing (23%), searching for information (15%) & using social media (12%).



Of those who did not use the internet respondents stated that this was due to concern over online safety & privacy. Overwhelmingly across all areas and West Dunbartonshire as a whole (89%) internet is accessed via the home, with a small number of respondents accessing it through work or when on the move.



About the Panel

More females (55%) than males took part in the survey; this is fairly representative of the population of West Dunbartonshire.

In terms of age the largest samples were from the 45-64 year olds representing 49% of the sample. 16-24 year olds accounted for the least amount of respondents, measured against the dispersal of age in the West Dunbartonshire population 16-44 year olds were under represented in the survey.

In relation to disabilities, 20% of respondents stated they considered themselves to have a disability; this is fairly representative of the demographic makeup of West Dunbartonshire.

In relation to ethnicity the majority of respondents (94%) described their ethnicity as White Scottish/ White British; this is fairly consistent with the population of West Dunbartonshire.

Over half of the respondents (59%) stated their religious belief as Christian and 32% stated they did not identify with any religion; non identification with a religion is fairly consistent with the population of West Dunbartonshire.

For further Information contact:

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