



**West Dunbartonshire Citizens Panel**

**October 2017 Survey Report**

**by**

**West Dunbartonshire Performance & Strategy Team**

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## Summary of Key findings

### Section 3 Getting around

- Overall the majority of panel members relied on their own transport for getting around.
- Overall travelling to work was mostly achieved within 30 minutes
- More than half of respondents (63% stated they were *Very Satisfied* or *Satisfied* with the Train whilst less than half (44%) stated they were *Very Satisfied* or *Satisfied* with the Bus.

### Section 4 The council and the local community

- The majority of panel members (81%) found accessing council services as *Very Easy* or *Quite Easy*.
- Half of respondents (50%) were *Very Satisfied* or *Satisfied* with the quality of council publications.
- Less than half of respondents (42% were *Very Satisfied* or *Satisfied* with opportunities to participate in local decision making.
- Two thirds of respondents (67%) stated that Dog fouling was an issue in West Dunbartonshire, and 29% agreed that enough was being done by WDC to tackle the issue.
- More than two thirds (73%) stated that they had seen signage relating to dog fouling offences in their area.

### Section 5 Libraries and cultural services

- For those that visited the library it was more common for respondents to visit the library 1-5 times a year.
- For those that Never visited the library over one third (36%) stated this was because they were not interested in available services.
- When asked what cultural events would be most preferred the most popular choice (29%) was local history events

### Section 6 Internet access in West Dunbartonshire

- The overwhelming majority of respondents (99%) stated that they used the internet, with 89% stating this was at home.
- Just over one fifth (23%) stated this was for the purpose of emailing, 15% stated it was for the purpose of information searches and 12% stated it was for the purpose of using social media..

## 1. Introduction

This document presents the key findings to emerge from a survey of members 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; About You. A questionnaire (Appendix 2) was designed to reflect the key information requirements of West Dunbartonshire.

No comparative data from previous year(s) is available as this is a new survey with new topic matters and will provide a baseline for future surveys.

- Section 2 Background to the Survey
- Section 3 Getting Around
- Section 4 The Council and the Local Community
- Section 5 Libraries and Cultural Services
- Section 6 Internet Access in West Dunbartonshire
- Section 7 About you – Equalities Monitoring

## 2.0 Background to the Survey

West Dunbartonshire recognises that developing and delivering services which meet local needs requires effective and genuine community engagement. Central to this is the need to ensure that the views of the most disadvantaged communities are heard to help deliver solutions that contribute to sustainable community regeneration.

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 exercise to refresh the Panel was carried out between Late February and October 2017 this year the focus was recruitment through social media campaigns. These campaigns resulted in 497 members signing up some of which included members from previous surveys, it was agreed to continually refresh and increase the panel size on a regular basis.

A fresh sample of 497 residents was recruited through this method. Of these, 33 lived in the G60 areas; 171 lived in the G14 & G81 area; 175 lived in the G82 area and 117 lived in the G83 area 1 sample member postcode is unknown.

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 was unlikely that its final

composition would fully reflect the characteristics of the West Dunbartonshire adult population as a whole.

To address this, a process of *post* stratification weighting was employed in the final sample achieved with an overall weighted value given to show the response rate by geographical area by question thereby making them reflective of the geographical characteristics of Panel members in the Township areas and the whole of West Dunbartonshire.

% of the population represented in responses by Geographical area (weighted value)									
	G60	G81	G82	G83		G60	G81	G82	G83
Q1	4%	44%	24%	28%	Q13	3%	45%	24%	28%
Q2	4%	44%	24%	28%	Q14	4%	43%	25%	28%
Q3	3%	45%	24%	28%	Q15	4%	43%	26%	27%
Q4	4%	46%	24%	25%	Q16	4%	43%	26%	27%
Q5	3%	45%	24%	28%	Q17	3%	45%	24%	28%
Q6	3%	45%	24%	28%	Q18	3%	45%	24%	28%
Q7	3%	45%	24%	28%	Q19	3%	45%	24%	28%
Q8	3%	45%	24%	28%	Q20	3%	45%	24%	28%
Q9	3%	45%	24%	28%	Q21	3%	45%	24%	28%
Q10	3%	45%	24%	28%	Q22	3%	45%	24%	28%
Q11	3%	45%	24%	28%	Q23	2%	48%	32%	14%
Q12	4%	44%	24%	28%	Q24	3%	45%	24%	28%

## 2.1 The October 2017 Survey

An online survey approach was adopted for the survey and questionnaires were sent out to Panel members on the 1<sup>st</sup> November 2017. By 29<sup>th</sup> November, a final response of 344 returns was achieved (69%) this return is similar to the response rate of Panel members from previous surveys. The table below illustrates the high level of accuracy that can be attributed to the results derived from this response overall, as well as for the four main sub areas.

Survey response

	G60	G14 & G81	G82	G83	West Dunbartonshire
Sample achieved	24	120	108	65	344
Sampling error	±19.4	±8.6	±9.1	±11.7	±5.1

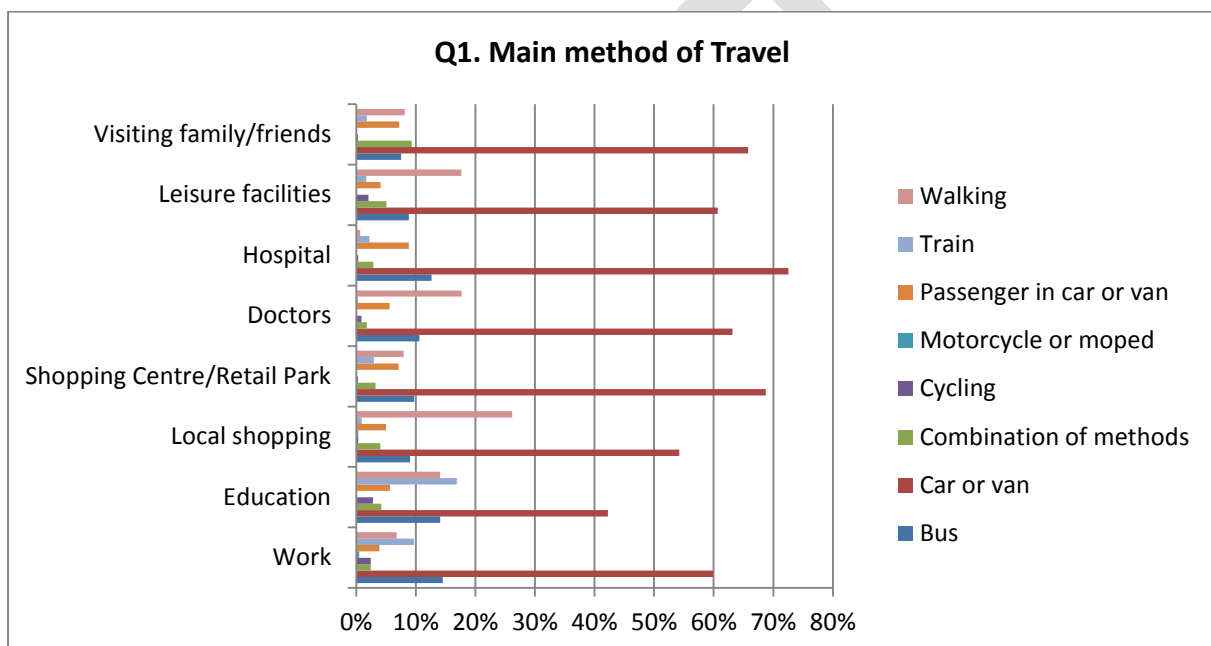
### Survey Response

As illustrated above, results for the Panel as a whole have sampling errors limited to only ± 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%. The sampling errors for the locality areas and the rest of West Dunbartonshire rise significantly up to ± 19.4.

### 3: Getting Around

#### 3.1 Main Method of Travel

The majority of respondents rely on their own means of transport to get around (primarily car/van). When walking this is more frequent for going to the local shops (26%); Using the train is more frequent for travelling to places of education; As a Passenger this is highest amongst respondents travelling to Hospital; Car use is the most popular mode of transport and its use is fairly consistent for place to travel to apart from Travel to Education and Local Shopping. Use of the local bus is higher than use of train in terms of public transport use however is a much lower use than own vehicles overall the highest response to bus as the main method of transport was when travelling to Work or Education (14%).

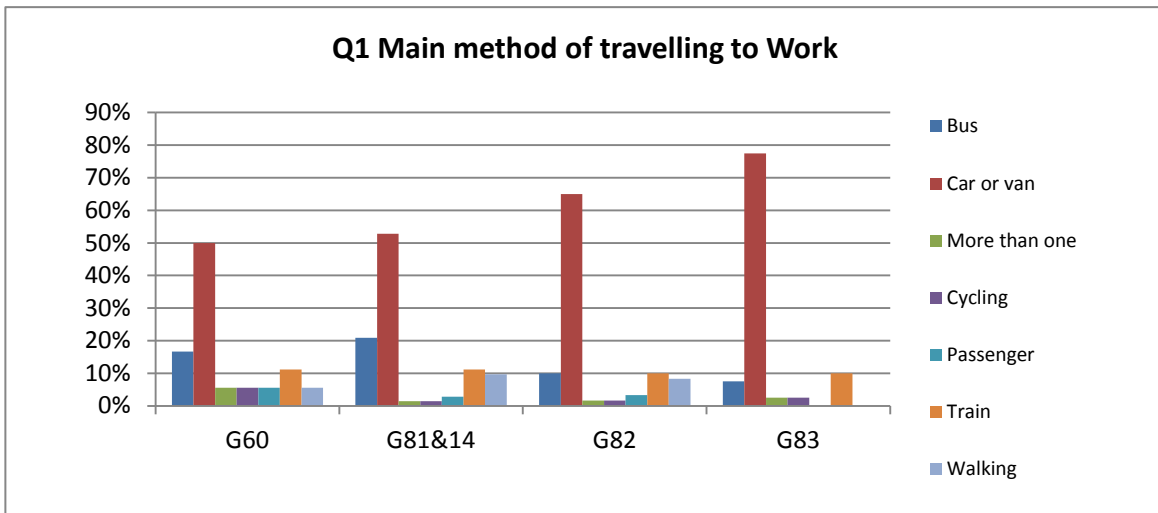


For those whereby travelling to work was applicable, geographically the post code area of G81 reports a higher usage of Bus transport (21%) as a method of travelling to work than any of the other geographical areas.

Cycling is more common in the G60 post code for travelling to work than other areas (5%). G83 has a higher reliance on using own Car or Van (77%) than the other areas and uses less variety of transport.

Overall travelling to work was mostly achieved with 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.

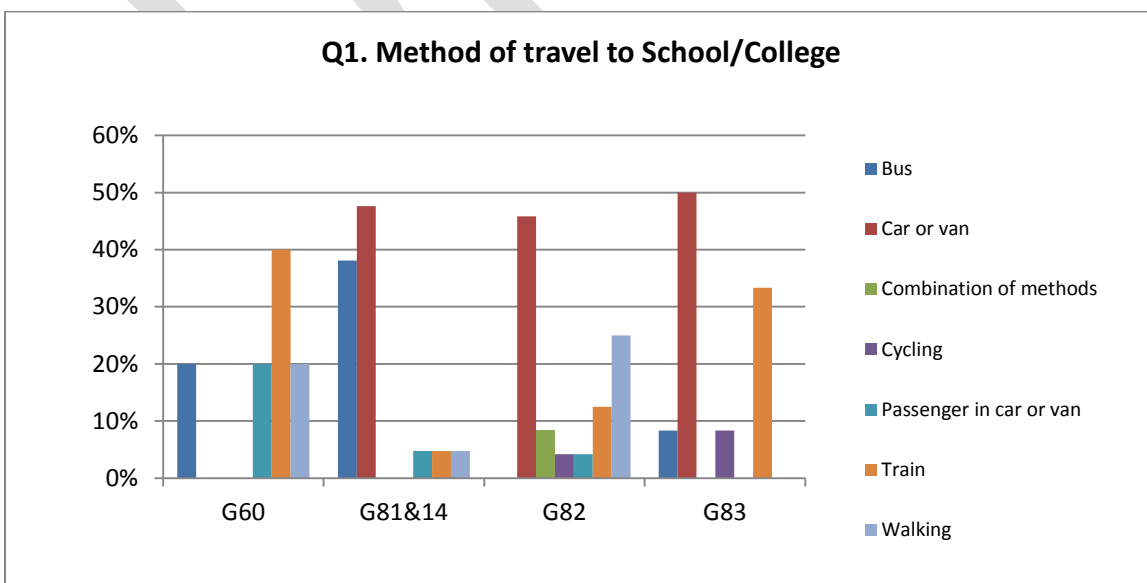
Travel to Work was overall carried out at peak hours (70%); this was highest in the G81 area which accounted for all just over 3 quarter of responses (76%) responses.



For those whereby travelling to school/college or training was applicable, Car or van use for travelling to School / College is fairly consistent across all areas with the exception of G60 where no respondents selected this option. Use of Trains was highest in the areas of G60 & G83 (40% & 33% respectively) whilst Bus use was highest in the G81 area (38%). Cycling was quite low overall however was most used in the G83 area than any other area (8%).

Overall travelling to an educational establishment was mostly achieved with 30 minutes; this is fairly consistent across all geographical areas apart from the postcode area of G83 whereby the most common response was between 45-60 minutes (33%). Travel of between 1-2 hours was highest in the postcode areas of G83 (33%) & G60 (17%).

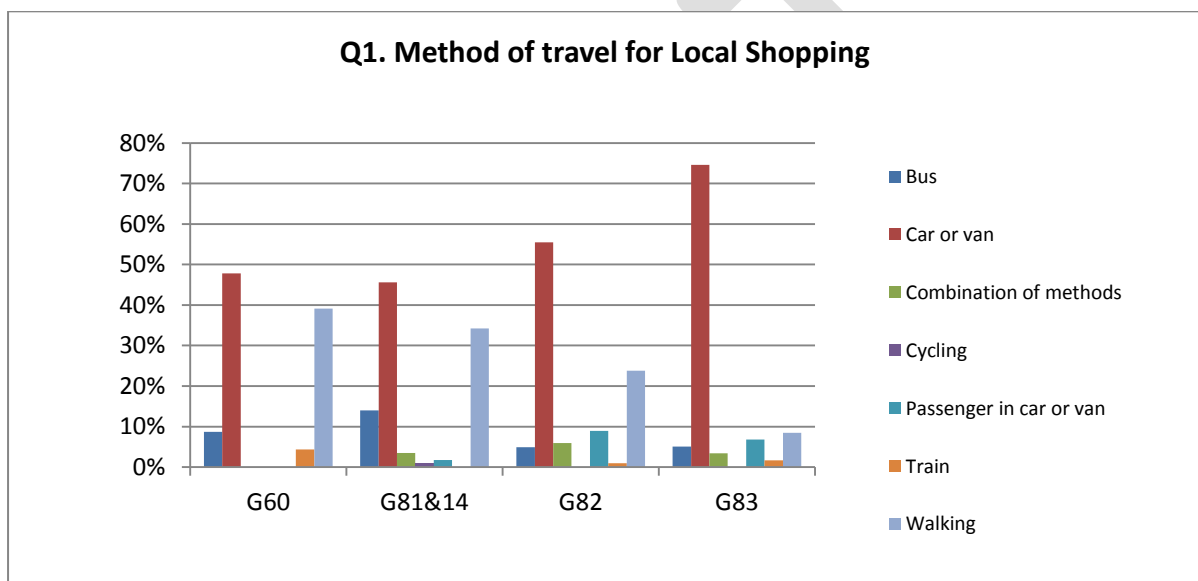
Travel to Education establishments was overall carried out at peak hours (68%), this was highest in the G60 area which accounted for all responses.



For those whereby travelling to local shops was applicable, walking is more common within the geographical areas of G60 & G81 than any other areas. Use of 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

Overall travelling to local shops was accomplished in less than 30 minutes; respondents from G83 stated longer travel times than all geographical areas.

Travel to the local shops was overall carried out at off peak hours (32%) and anytime of day (52%).

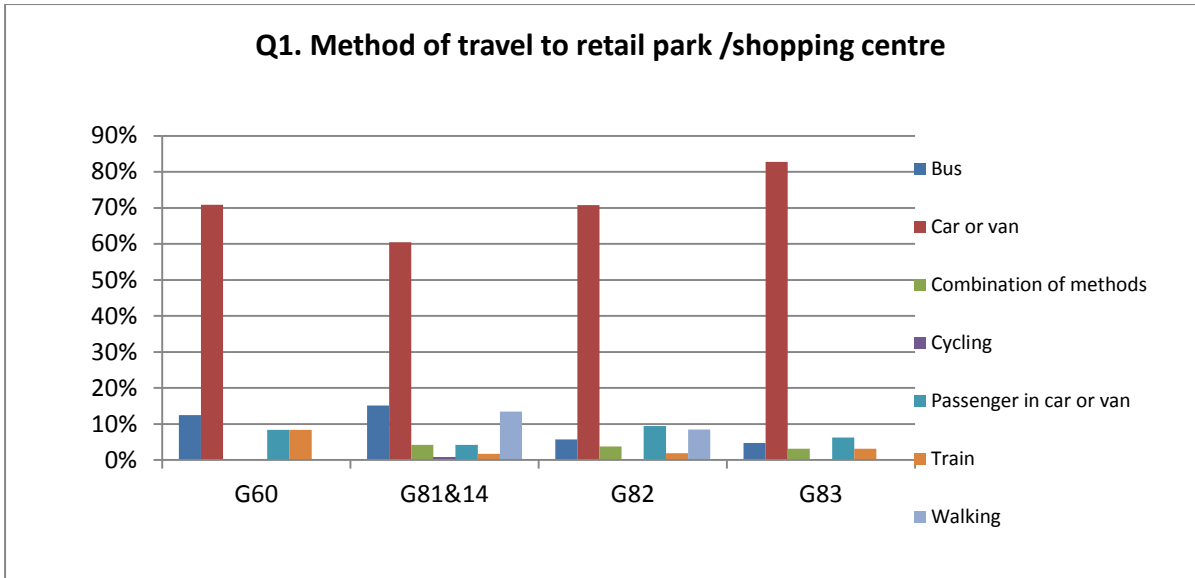


For those whereby travelling to Shopping Centre or Retail Park was applicable, the geographical area of G81 shows the most variety in the range of modes of travel to shopping centres although Car or Van is the most common method (60%)

Overall travelling to a shopping centres /retail park was accomplished in less than 30 minutes; respondents from G82 stated longer travel times of up to 60 mins than all geographical areas.

Travel to the shopping centre/retail park was overall carried out at off peak hours (33%) and any time of day (41%). The weekend accounted for approximately a quarter of respondents across all areas.

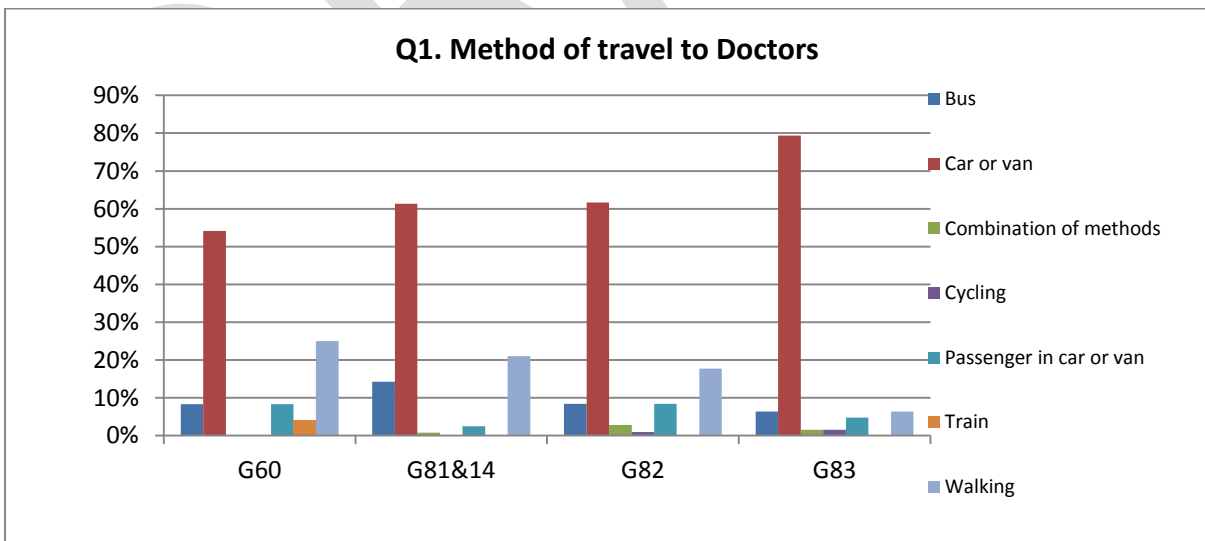




For those whereby travelling to the Doctors was applicable, using own vehicle to travel to the Doctors is the most common response in all areas however considerably higher in the G83 area (79%). 25% of respondents within the G60 area report Walking to the Doctors similarly 21% in G81 also stated this the main method of transport to the Doctors.

Overall travelling to the Doctors was accomplished in less than 30 minutes; respondents from G81 & G60 stated longer travel times of up to 60 mins than other geographical areas.

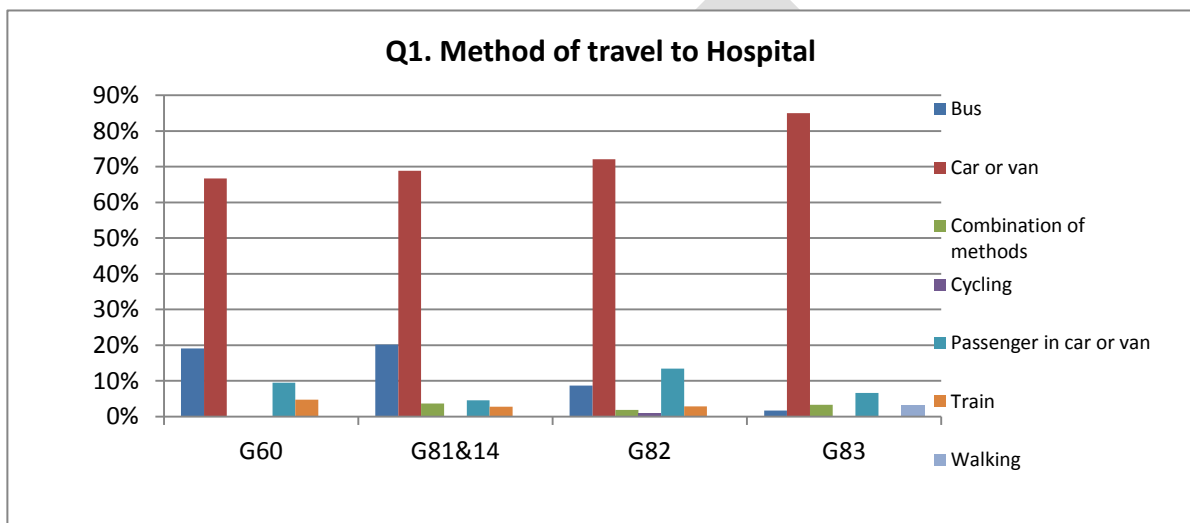
Travel to the Doctors was overall carried out at off peak hours (19%) and any time of day (75%).



For those whereby travelling to Hospital was applicable, travelling to Hospital for all areas was most commonly carried out by Car or Van, this was highest in the G83 area (85%). In the G60 & G81 areas the second most common response was using the Bus. In the areas of G82 and G83 travelling to the hospital as a Passenger in a car was the second most common response.

Travelling to a Hospital provided a mixed response and found that in G83 more than half (52%) stated that it took less than 30 mins to get to a hospital whilst over half (62%) of respondents from G60 stated it took 30 – 60 minutes.

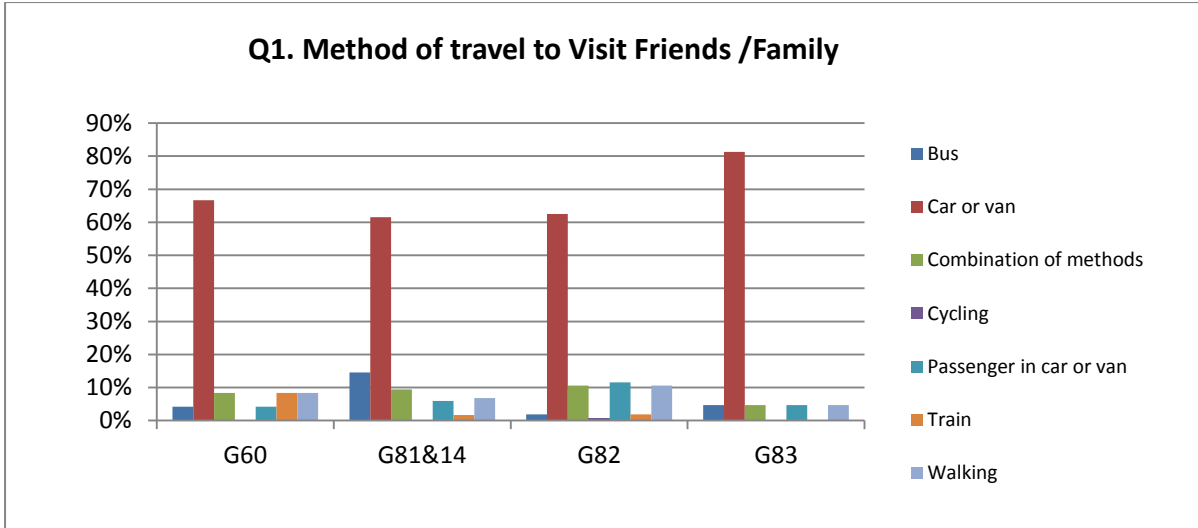
Travel to Hospital was overall carried out at off peak hours (15%) and any time of day (81%).



For those whereby travelling to Visit family /friends was applicable, using own vehicle to travel to Visit was the most common response in all areas however considerably higher in the G83 area (81%).

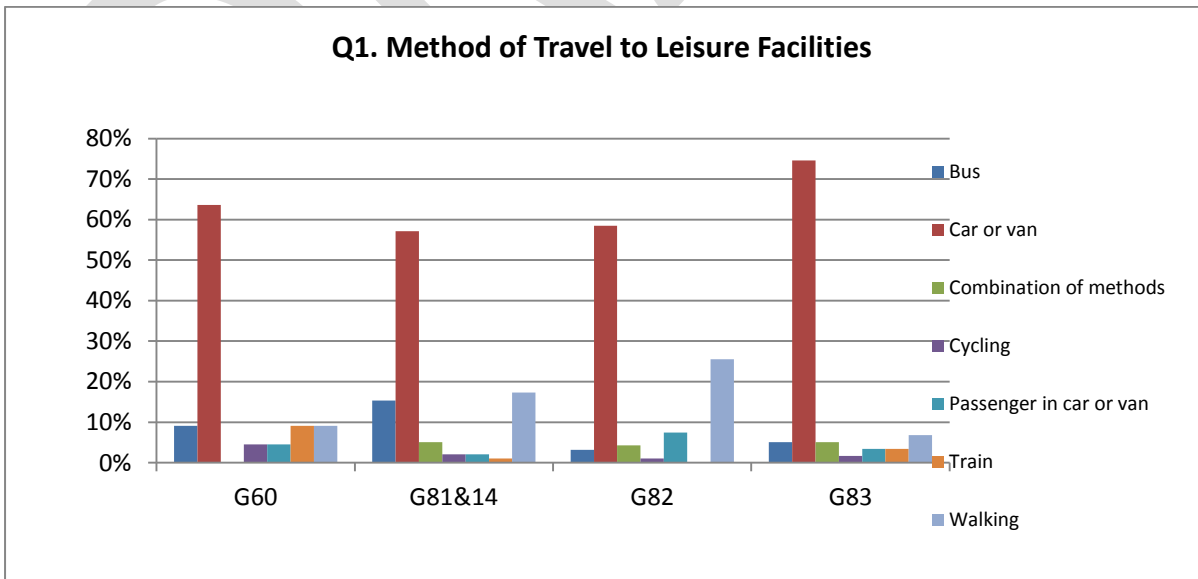
Overall travelling to visit family/friends was accomplished in less than 30 minutes; respondents from G60 stated longer travel times of up to 60 mins than other geographical areas.

Travel to visit family/friends was overall carried out at weekends (23%) and any time of day (58%).



For those whereby travelling to Leisure facilities was applicable, using own vehicle to travel to the visit was the most common response in all areas however considerably higher in the G83 area (75%). Walking was considerably higher in G82 with a quarter of respondents selecting this method of travel.

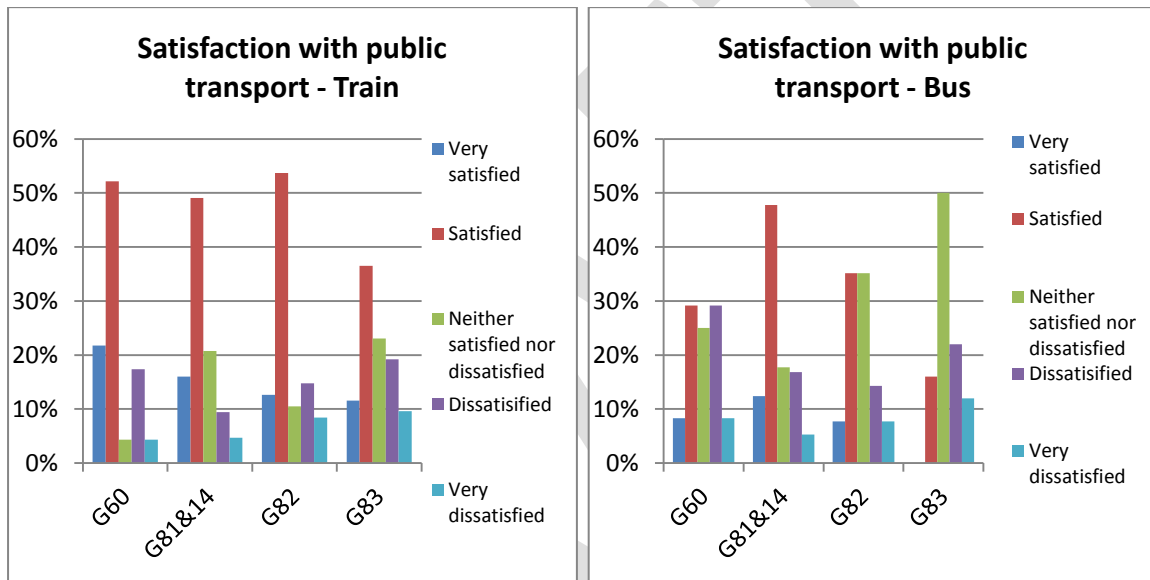
Overall travelling to leisure facilities was accomplished in less than 30 minutes, respondents from G60 (23%) stated longer travel times of up to 45 mins than other geographical areas. Travel to leisure facilities was overall carried out at off peak times (40%) and any time of day (47%).



### 3.2 Satisfaction with public transport

Overall over half (63%) of respondents stated they were *Very Satisfied* or *Satisfied* with the *Train*. This is fairly consistent across all township areas with the exception of G83 whereby satisfaction is considerably lower than all other areas.

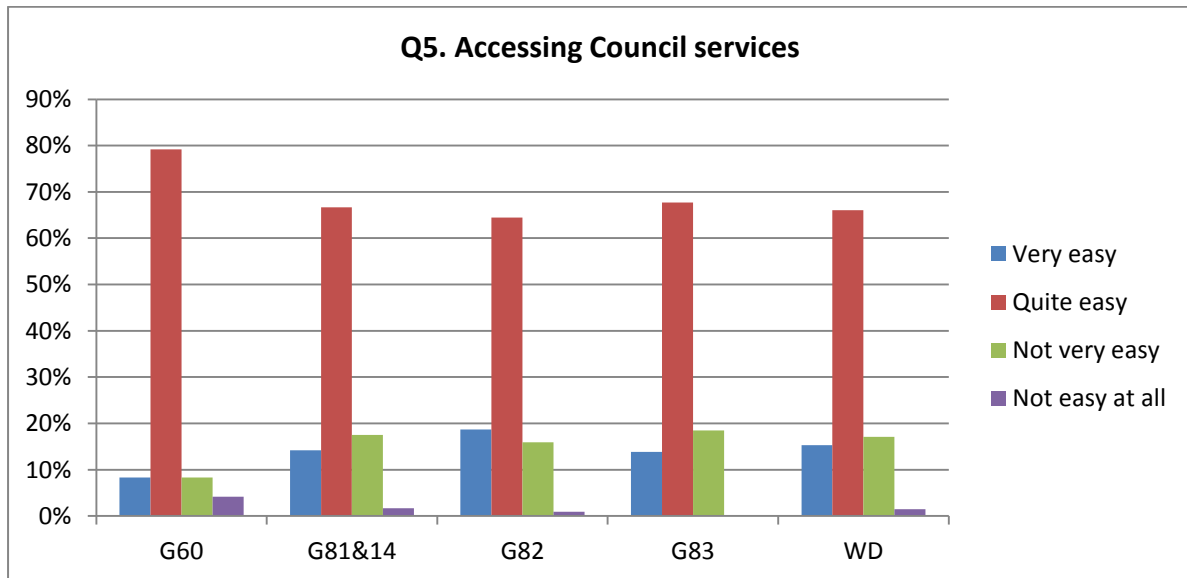
Overall satisfaction with the *Bus* provided mixed responses and under half (44%) of respondents stated they were *Very Satisfied* or *Satisfied* with the *Bus*. This is fairly consistent across all township areas with the exception of G83 whereby satisfaction is considerably lower than all other areas with just 16 % of respondents stating it as satisfactory.



## 4: The Council and the Local Community

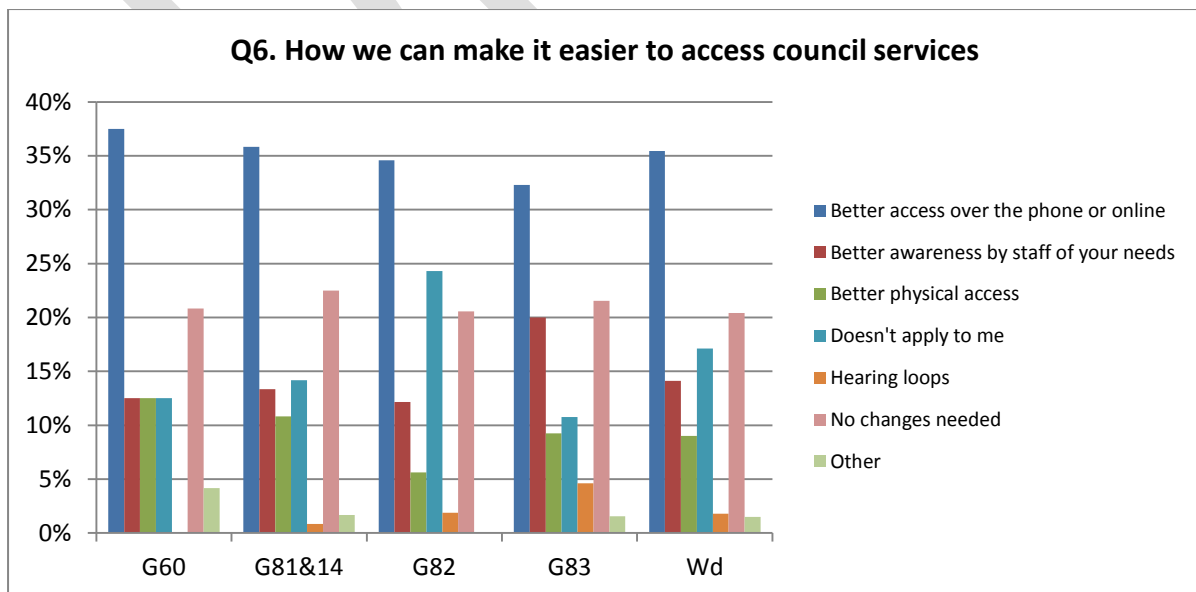
### 4.1 Accessing council services

The majority of respondents (81%) regard accessing council services as *Very Easy* or *Quite Easy*. This is fairly consistent across all township areas with the most positive response recorded from those living within the postcode area of G60 with 79% rating it as *Quite Easy*.



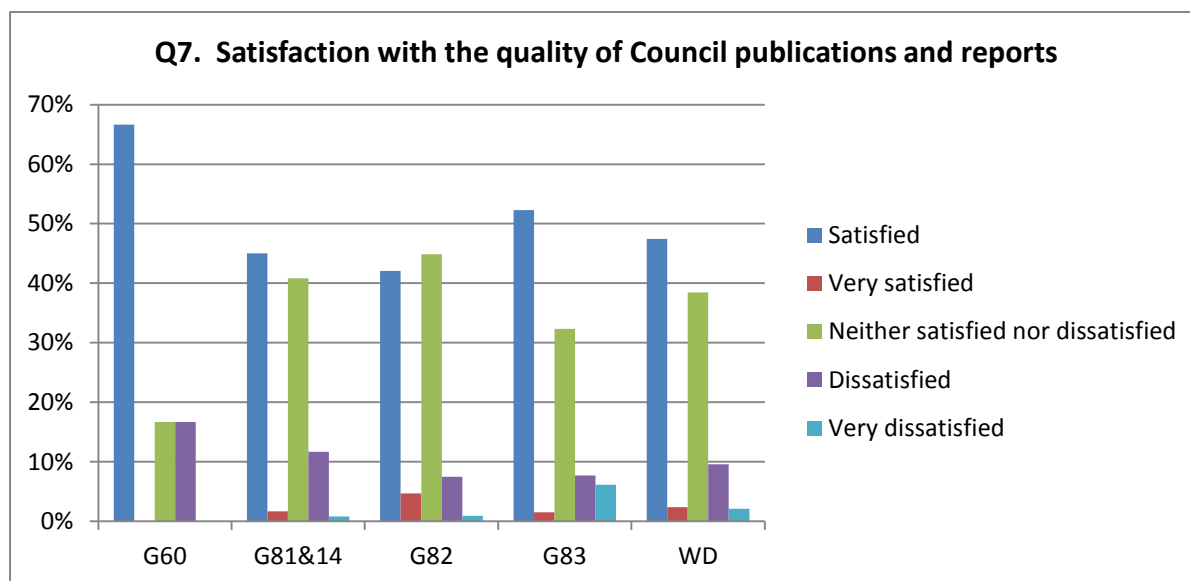
### 4.2 How to make it easier to contact

In response to how accessing the council could be made easier the most popular response was overall suggested better access over the phone or online with a response of 35% for West Dunbartonshire as a whole. This response is fairly consistent across all townships with G60 returning the highest response per area.



### 4.3 Satisfaction with the quality of West Dunbartonshire Publications & Reports

Overall half of the respondents (50%) were Very satisfied or Satisfied with the quality of Council publications; whereas 38% were neither satisfied nor dissatisfied. High levels of satisfaction is the most common response across all township areas with the most positive response recorded from those living within the postcode area of G60 with a satisfaction level of 67%.



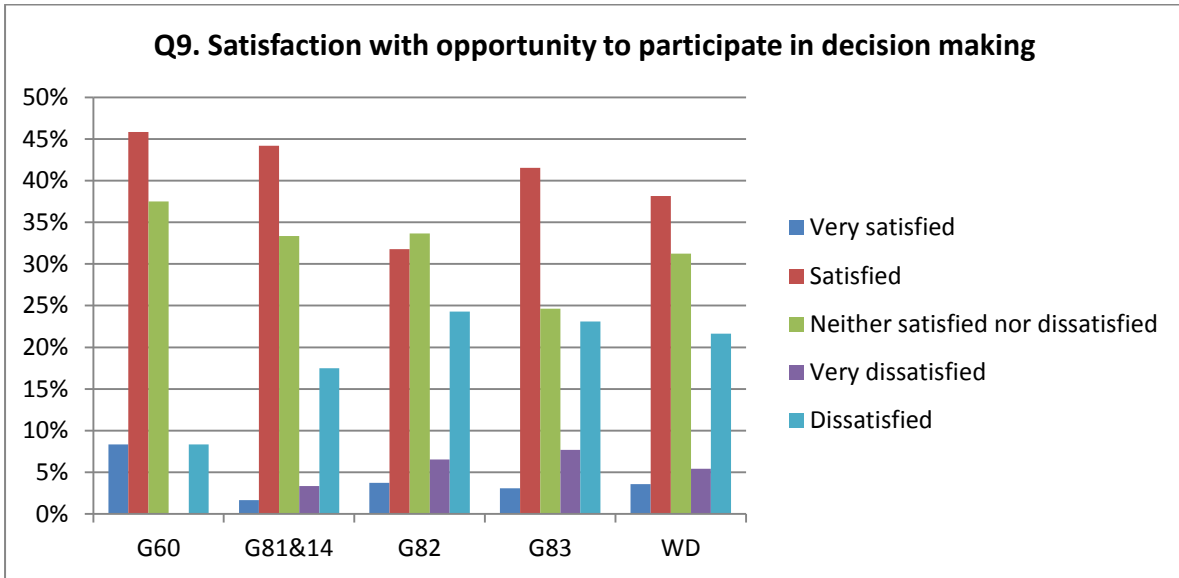
#### Suggested improvements to Council publications - Open comments

When asked what, if anything, could be done to improve the quality of Council Publications, Reports and Documents 22% of respondents suggested improvements that included: **Better Signposting to the documents and better Advertising of release dates; Improved accessibility** relating to a range of reading formats to ensure that people with disabilities were not disadvantaged and that they should also be made more publicly available to ensure those not online have access; and **Improve the Quality and Content** relating to requests for more detail especially in relation to documents relating to decision making.

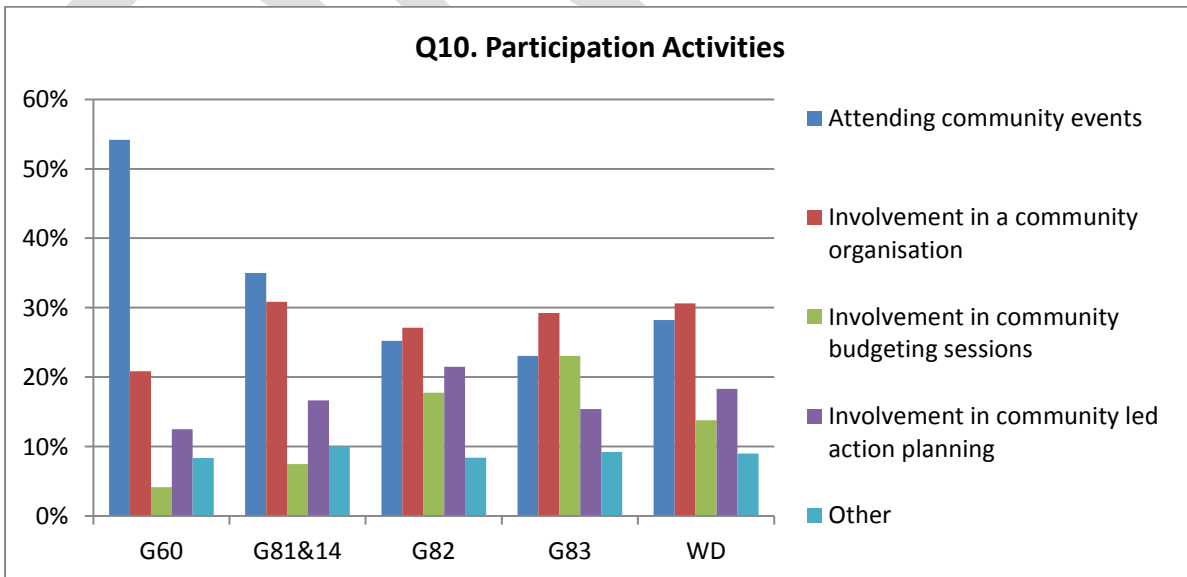


#### 4.4 Satisfaction with opportunities to participate in Local Decision making

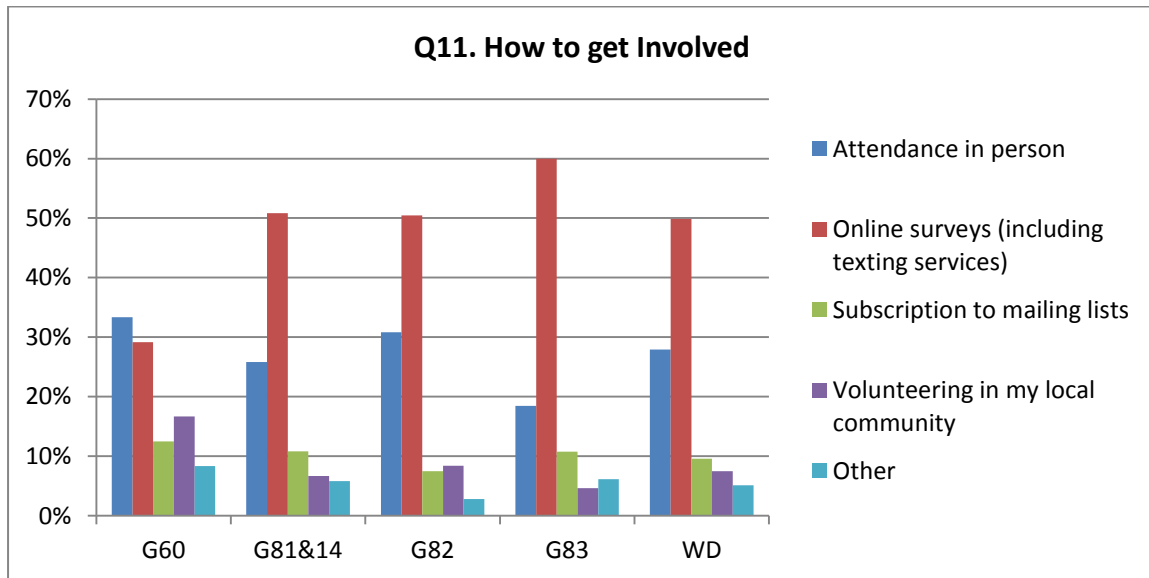
In response to opportunities to participate in local decision making 42% of respondents were *Very Satisfied* or *Satisfied*. 27% expressed *Dissatisfaction* of which 5% were very dissatisfied. 31% expressed *Neither Satisfaction nor Dissatisfaction*. Satisfaction levels are fairly consistent across all township areas with the most positive response recorded from those living within the postcode area of G60 with 46% expressing *Satisfaction* this area also has the highest level of *Very Satisfied*.



When asked what participation activities they would like to take part in Attending Community Events (31%) was the most popular choice followed by Involvement in Community Organisations (28%).

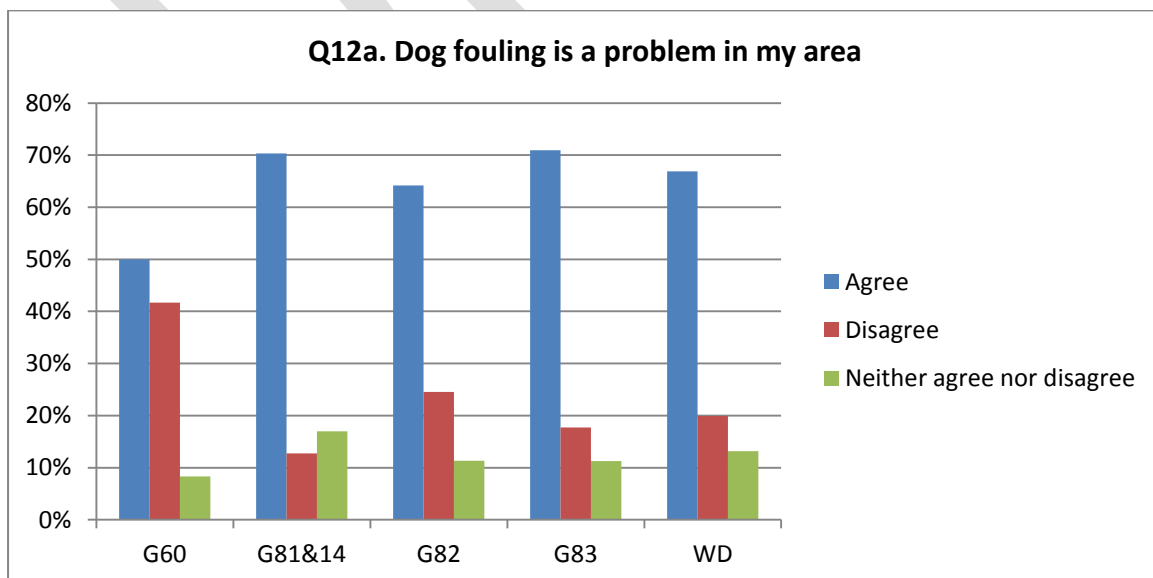


When asked how they would like to get involved almost 50% of respondents stated they would like to be involved through online surveys (including texting services) whilst 28% stated that they would prefer to attend in person to a participation event. These results differ somewhat across township areas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



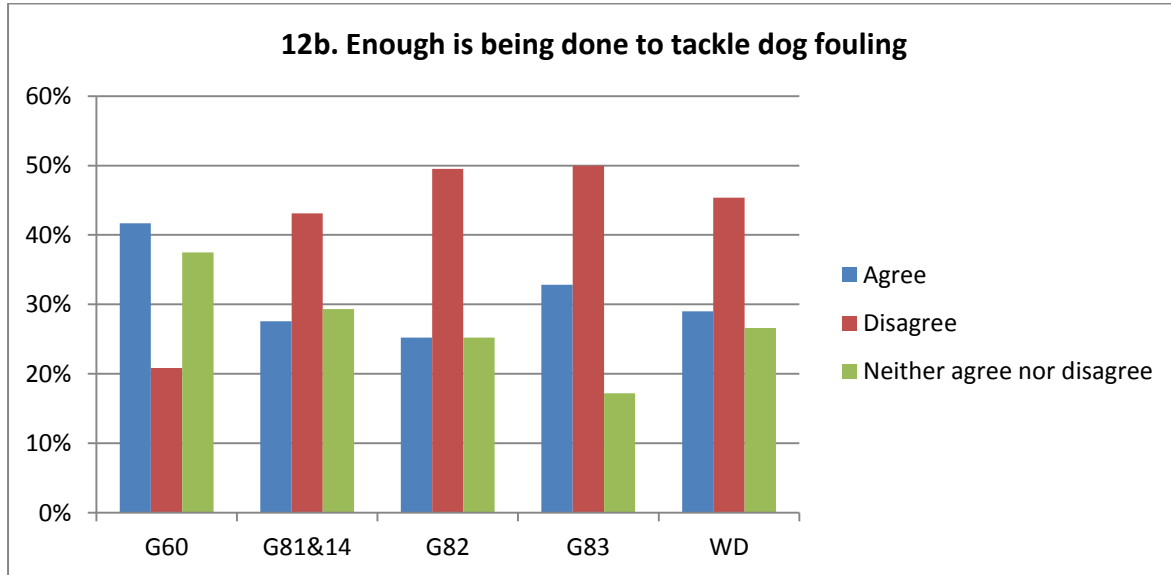
#### 4.5 How do you feel about Dog Fouling in your Community?

Dog fouling has continually been a contentious issue across the country and when asked about Dog Fouling within the community two thirds of the survey overall reported that this was an issue. This is fairly consistent across all township areas with the exception of G60 whereby 40% of residents in this area disagree with the statement that it was a problem.

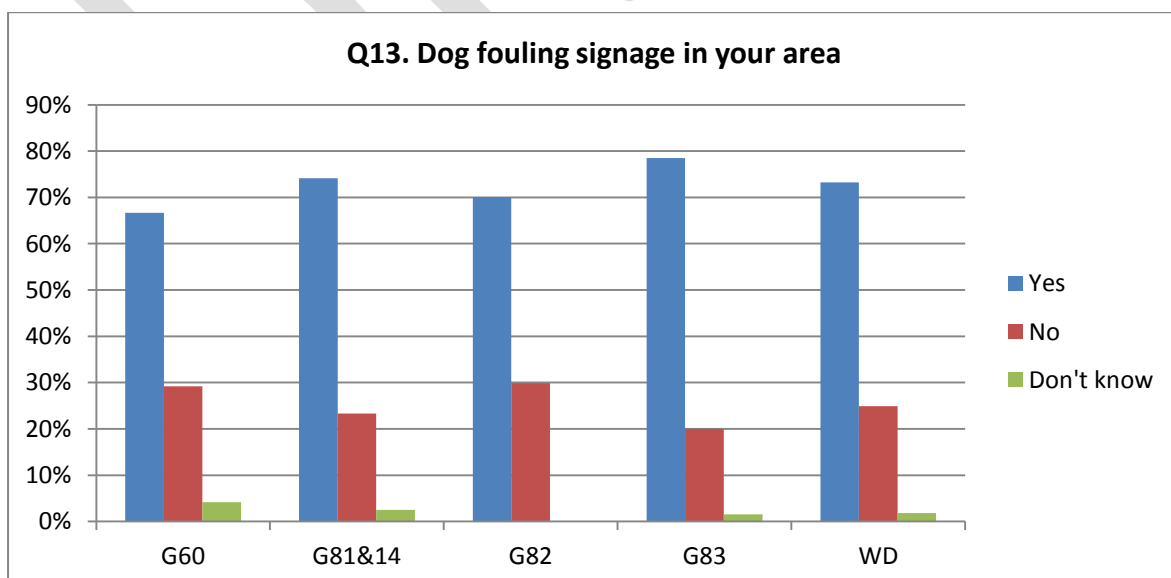




Respondents were asked to state whether they thought West Dunbartonshire Council were doing enough to tackle dog fouling just under half (45%) felt they were not. This is fairly consistent across all township areas with the most positive response recorded from those living within the postcode area of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



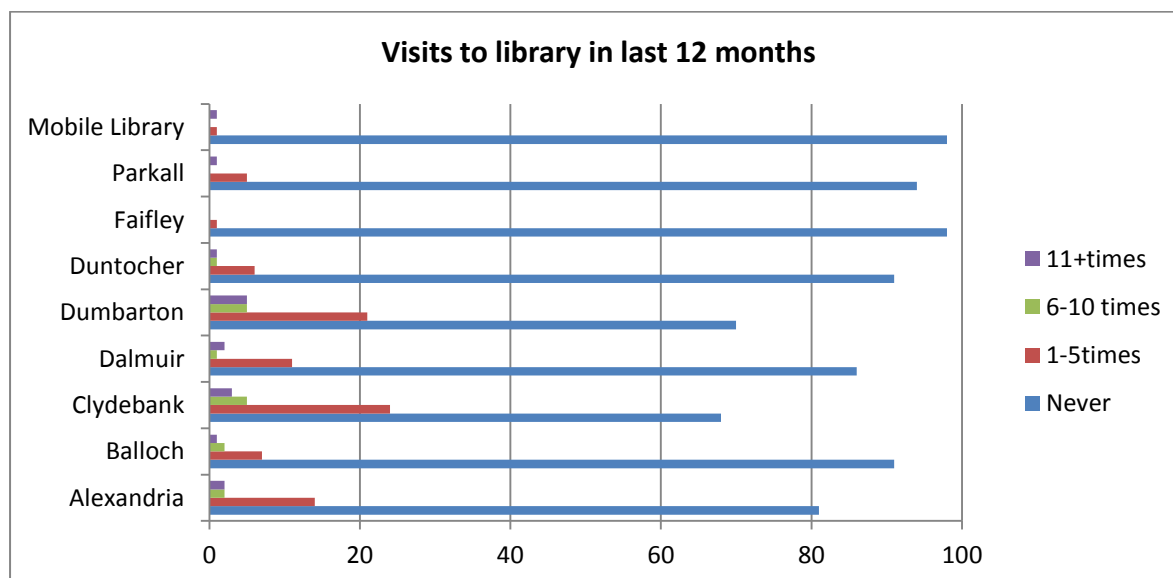
Overall 73% said they had seen Signage or Communication about Dog fouling. This is fairly consistent across all township areas with the most positive response recorded from those living within the postcode area of G83 with 78% stating they had seen signage in their area. One third of respondents in the G82 & G60 postcode areas stated they had not seen dog fouling signage locally.



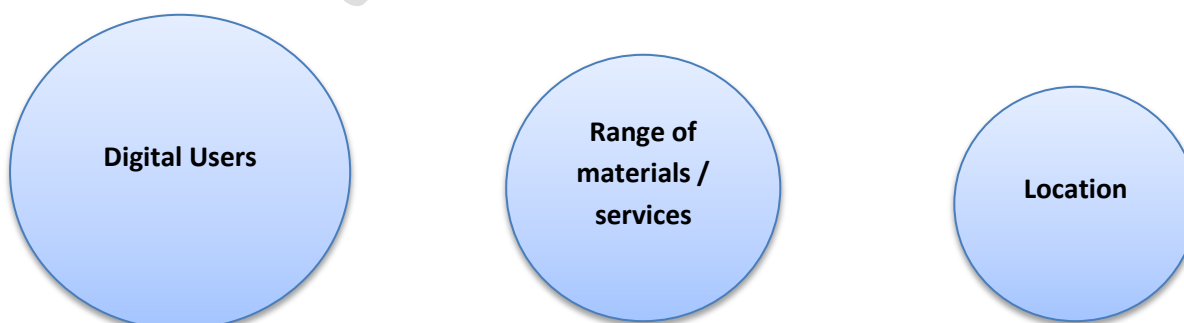
## 5: Libraries and Cultural Services

### 5.1 Library use in the last 12 months

Aside for the response of *Never* library usage was highest amongst the Town Centre libraries and in general it was more common for respondents to use it 1-5 times in a year. Where the library was used 11+ times in a year was predominantly in a Town Centre library. The most popular reasons for visiting the library 11+ times was either to borrow a book (9%); use a computer (4%) or free Wi-Fi (2%).

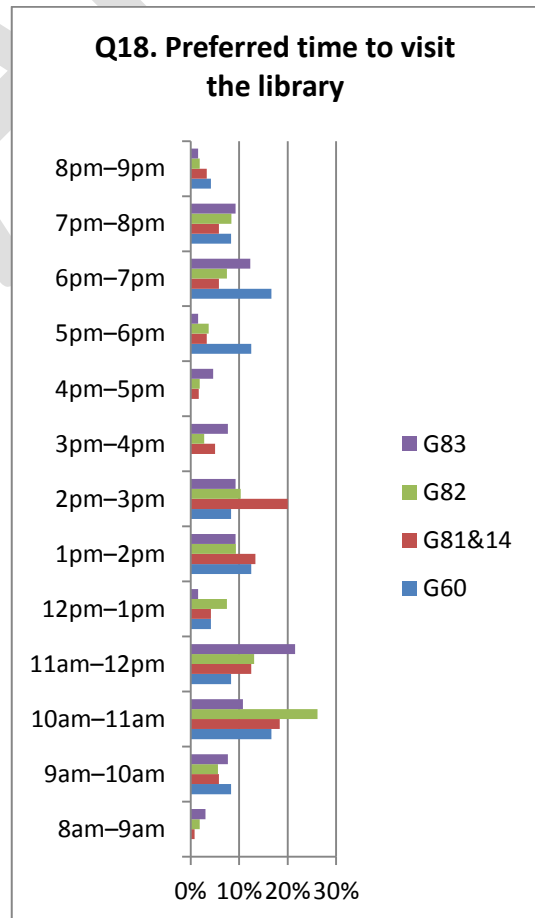
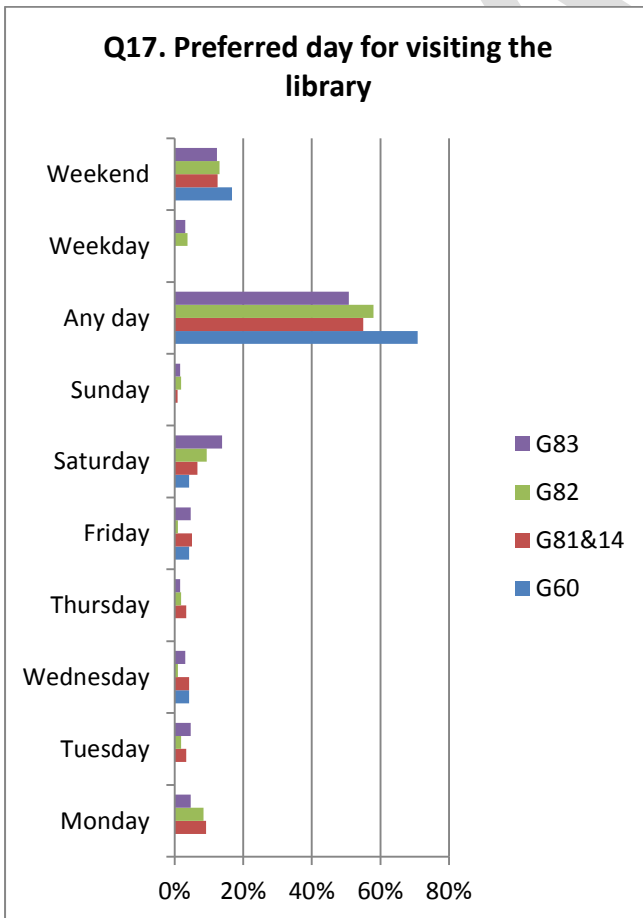
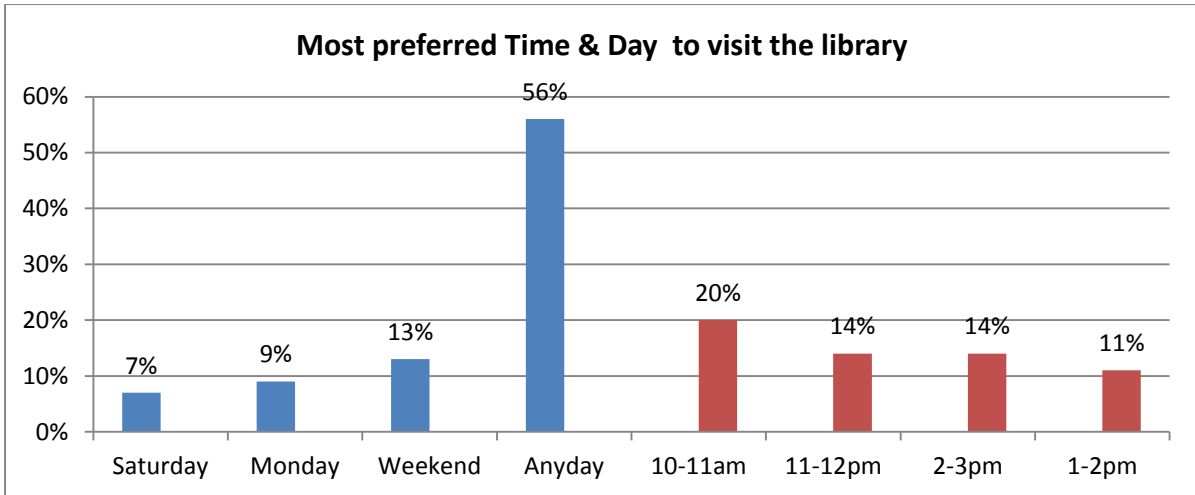


In response to why the library was never visited just over one third (36%) of respondents stated that they were not interest in the available services. The second most common response (30%) was inconvenient location. The open responses which accounted for 30% of responses included reasons such as *Digital Users* – prefer to access E-books and digital resources at home; other stated the *Range* of materials/services was a poor and *Location* both in terms of the library building and mobile routes were the reason they didn't access public libraries.



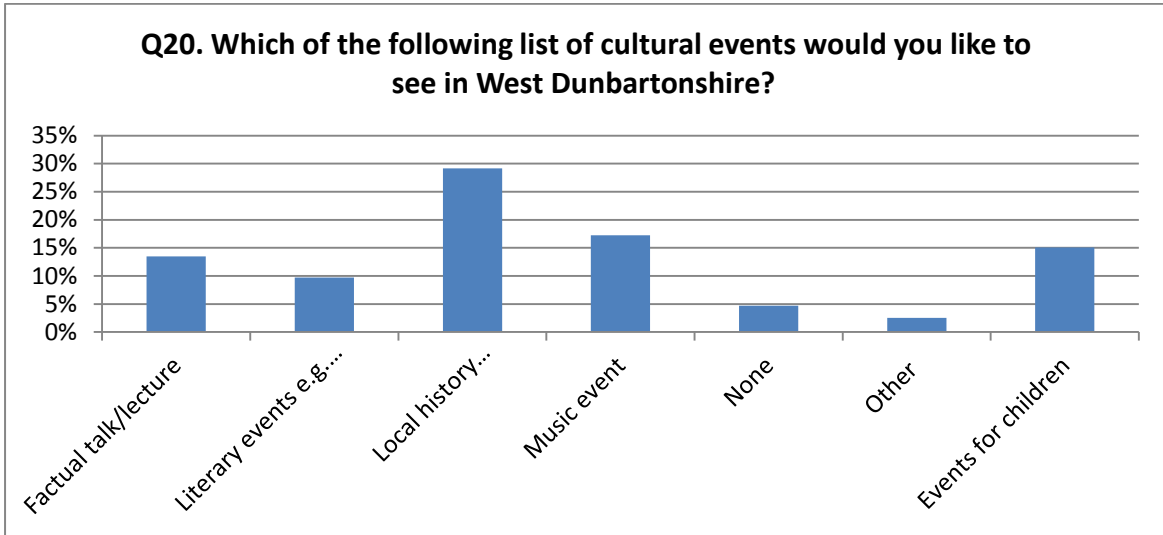
## 5.2 Preference for Days & Times of week

*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 township areas.

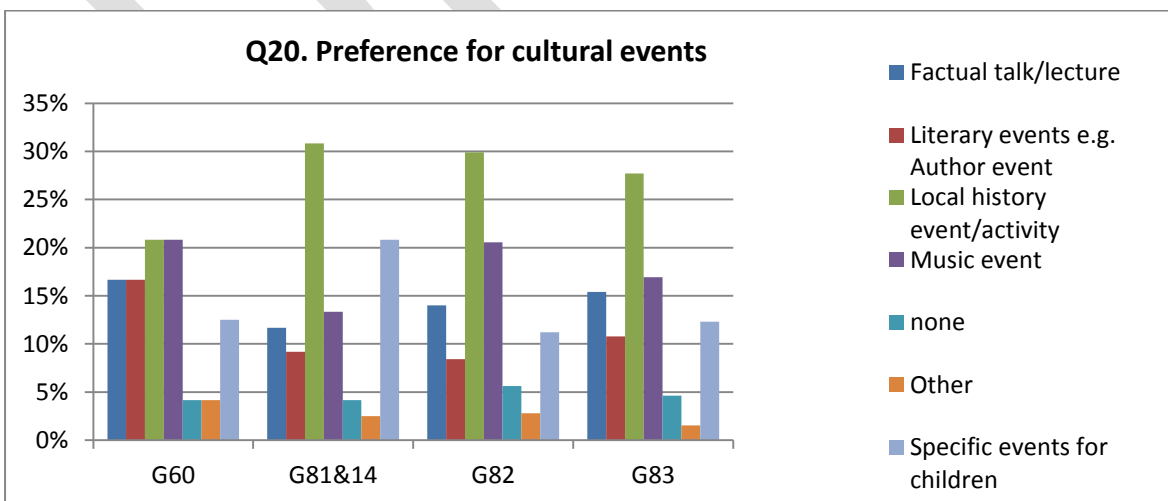


### 5.3 Preference for literary & cultural events

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.

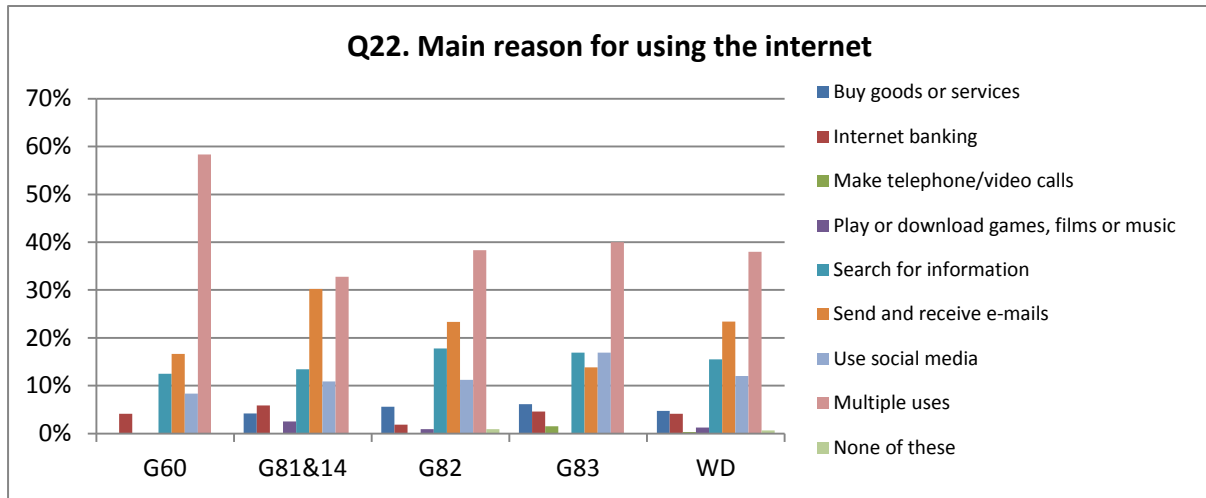


By locality local history events are the preferred cultural event however respondents from G60 identified a strong preference for music events also. Music events across all areas proved a popular choice especially within the areas of G60 & G82 with 21% of respondents selecting this as a preference. Specific children’s events were most popular in the G81 with 21% of respondents stating this as a preference.

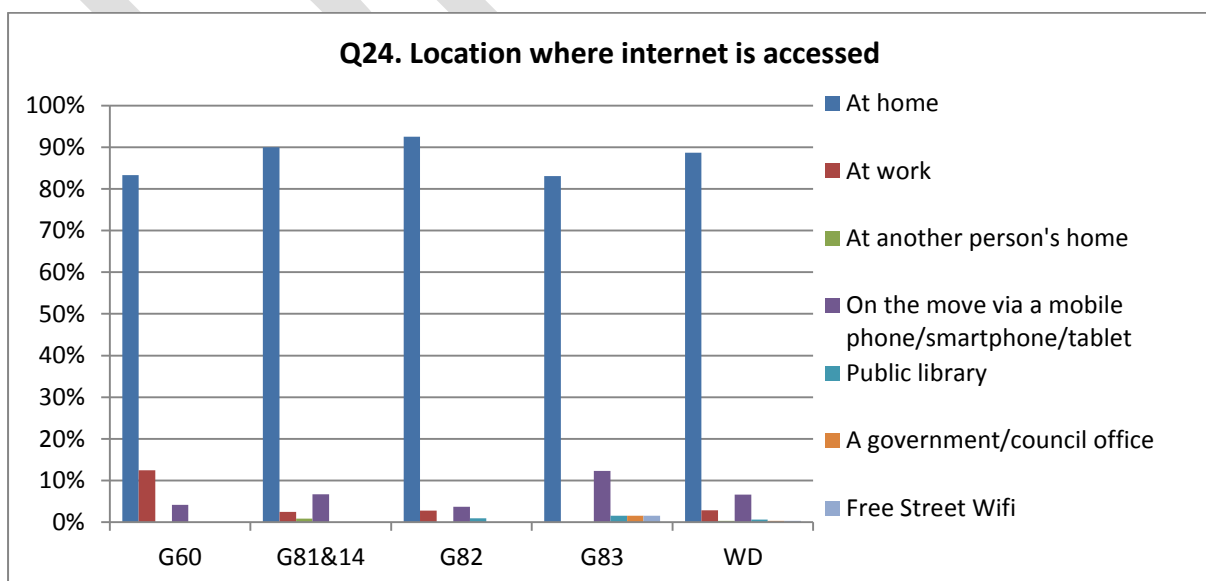


## 6: Internet Access in West Dunbartonshire

The overwhelming majority of respondents stated that they used the internet (99%) with the majority stating that they used it for a number of tasks with the main ones being Emailing (23%); searches for information(15%) & social media (12%). Respondents in the G81 area were almost twice more likely than respondents from G60 or G83 to use the internet for emailing. Within the G81 area respondents aged 65+ were almost twice more likely than other respondents within their area to use the internet for emailing.



Of those who did not use the internet respondents stated that this was due to concern over online safety & privacy. Overwhelmingly across all township areas and West Dunbartonshire as a whole (89%) internet is accessed via the home; a few respondents accessed it through work or via mobile devices.



## 7: About You – Equality & Diversity

In order to promote and monitor diversity respondents were asked to identify key characteristics about themselves.

The overall survey found that in relation to gender there were more females (55%) than males who took part in the survey this is fairly representative of the population of West Dunbartonshire

In relation to sexual orientation the majority of the respondents identified as Heterosexual

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; not identification with a religion is fairly consistent with the population of West Dunbartonshire.

Tables of responses

<b>Q1a. What is your MAIN method of travel to the following places? Work</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Bus	16.67%	20.83%	10.00%	7.50%	14.49%
Car or van	50.00%	52.78%	65.00%	77.50%	59.90%
Combination of methods	5.56%	1.39%	1.67%	2.50%	2.42%
Cycling	5.56%	1.39%	1.67%	2.50%	2.42%
Passenger in car or van	5.56%	2.78%	3.33%	0.00%	3.86%
Train	11.11%	11.11%	10.00%	10.00%	9.663%
Walking	5.56%	9.72%	8.33%	0.00%	6.76%
Motorcycle					0.48%

<b>Q1b. What is your MAIN method of travel to the following places? Education/training</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Bus	20.00%	38.10%	0.00%	8.33%	14.08%
Car or van	0.00%	47.62%	45.83%	50.00%	42.25%
Combination of methods	0.00%	0.00%	8.33%	0.00%	4.23%
Cycling	0.00%	0.00%	4.17%	8.33%	2.82%
Passenger in car or van	20.00%	4.76%	4.17%	0.00%	5.63%
Train	40.00%	4.76%	12.50%	33.33%	16.90%
Walking	20.00%	4.76%	25.00%	0.00%	14.08%

<b>Q1c. What is your MAIN method of travel to the following places? Local shopping</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Bus	8.70%	14.04%	4.95%	5.08%	9.03%
Car or van	47.83%	45.61%	55.45%	74.58%	54.21%
Combination of methods	0.00%	3.51%	5.94%	3.39%	4.05%
Cycling	0.00%	0.88%	0.00%	0.00%	0.31%

Passenger in car or van	0.00%	1.75%	8.91%	6.78%	4.98%
Train	4.35%	0.00%	0.99%	1.69%	0.93%
Walking	39.13%	34.21%	23.76%	8.47%	26.17%
Motorcycle					0.31%

<b>Q1d. What is your MAIN method of travel to the following places? Shopping centre /retail park</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Bus	12.50%	15.13%	5.66%	4.69%	9.73%
Car or van	70.83%	60.50%	70.75%	82.81%	68.73%
Combination of methods	0.00%	4.20%	3.77%	3.13%	3.24%
Cycling	0.00%	0.84%	0.00%	0.00%	0.29%
Passenger in car or van	8.33%	4.20%	9.43%	6.25%	7.08%
Train	8.33%	1.68%	1.89%	3.13%	2.95%
Walking	0.00%	13.45%	8.49%	0.00%	7.96%

<b>Q1e. What is your MAIN method of travel to the following places? Doctors</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Bus	8.33%	14.29%	8.41%	6.35%	10.62%
Car or van	54.17%	61.34%	61.68%	79.37%	63.13%
Combination of methods	0.00%	0.84%	2.80%	1.59%	1.77%
Cycling	0.00%	0.00%	0.93%	1.59%	0.88%
Passenger in car or van	8.33%	2.52%	8.41%	4.76%	5.60%
Train	4.17%	0.00%	0.00%	0.00%	0.29%
Walking	25.00%	21.01%	17.76%	6.35%	17.70%

<b>Q1f. What is your MAIN method of travel to the following places? Hospital</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Bus	19.05%	20.18%	8.65%	1.67%	12.62%
Car or van	66.67%	68.81%	72.12%	85.00%	72.56%



Combination of methods	0.00%	3.67%	1.92%	3.33%	2.84%
Cycling	0.00%	0.00%	0.96%	0.00%	0.32%
Passenger in car or van	9.52%	4.59%	13.46%	6.67%	8.83%
Train	4.76%	2.75%	2.88%	0.00%	2.21%
Walking	0.00%	0.00%	0.00%	3.33%	0.63%

**Q1g. What is your MAIN method of travel to the following places? Leisure facilities**

	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Bus	9.09%	15.31%	3.19%	5.08%	8.81%
Car or van	63.64%	57.14%	58.51%	74.58%	60.68%
Combination of methods	0.00%	5.10%	4.26%	5.08%	5.08%
Cycling	4.55%	2.04%	1.06%	1.69%	2.03%
Passenger in car or van	4.55%	2.04%	7.45%	3.39%	4.07%
Train	9.09%	1.02%	0.00%	3.39%	1.69%
Walking	9.09%	17.35%	25.53%	6.78%	17.63%

**Q1h. What is your MAIN method of travel to the following places? Visiting family/friends**

	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Bus	4.17%	14.53%	1.92%	4.69%	7.51%
Car or van	66.67%	61.54%	62.50%	81.25%	65.77%
Combination of methods	8.33%	9.40%	10.58%	4.69%	9.31%
Cycling	0.00%	0.00%	0.96%	0.00%	0.30%
Passenger in car or van	4.17%	5.98%	11.54%	4.69%	7.21%
Train	8.33%	1.71%	1.92%	0.00%	1.80%
Walking	8.33%	6.84%	10.58%	4.69%	8.11%

**Q2a. How long does it usually take to travel to those places? Work**

	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
1-2 hours	0.00%	4.29%	3.39%	9.52%	4.90%
30-45 minutes	22.22%	25.71%	22.03%	21.43%	23.53%
45-60 minutes	38.89%	12.86%	20.34%	21.43%	18.63%
Less than 30 minutes	33.33%	54.29%	54.24%	47.62%	51.47%
More than 2 hours	5.56%	2.86%	0.00%	0.00%	1.47%

**Q2b. How long does it usually take to travel to those places? Education/training**

	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
1-2 hours	16.67%	4.76%	10.53%	25.00%	12.07%
30-45 minutes	16.67%	14.29%	5.26%	33.33%	15.52%
45-60 minutes	0.00%	9.52%	10.53%	25.00%	12.07%
Less than 30 minutes	66.67%	71.43%	73.68%	16.67%	60.34%

**Q2c. How long does it usually take to travel to those places? Local shopping**

	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
30-45 minutes	0.00%	0.84%	1.90%	6.25%	2.08%
45-60 minutes	0.00%	0.00%	0.00%	1.56%	0.30%
Less than 30 minutes	100.00%	99.16%	98.10%	92.19%	97.62%

**Q2d. How long does it usually take to travel to those places? Shopping centre/retail park**

	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
1-2 hours	0.00%	0.83%	0.95%	1.56%	0.88%
30-45 minutes	12.50%	9.17%	34.29%	25.00%	21.53%

45-60 minutes	0.00%	1.67%	1.90%	7.81%	3.24%
Less than 30 minutes	87.50%	88.33%	62.86%	65.63%	74.34%

<b>Q2e. How long does it usually take to travel to those places? Doctors</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
30-45 minutes	8.33%	7.56%	2.83%	4.84%	5.04%
45-60 minutes	0.00%	0.84%	1.89%	1.61%	1.19%
Less than 30 minutes	91.67%	91.60%	95.28%	93.55%	93.77%

<b>Q2f. How long does it usually take to travel to those places? Hospital</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
1-2 hours	9.52%	6.36%	2.94%	6.56%	5.97%
30-45 minutes	52.38%	44.55%	36.27%	14.75%	35.22%
45-60 minutes	9.52%	22.73%	20.59%	22.95%	20.44%
Less than 30 minutes	28.57%	25.45%	38.24%	52.46%	36.79%
More than 2 hours	0.00%	0.91%	1.96%	3.28%	1.57%

<b>Q2g. How long does it usually take to travel to those places? Leisure facilities</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
1-2 hours	0.00%	0.00%	1.09%	1.79%	0.68%
30-45 minutes	22.73%	9.00%	3.26%	10.71%	8.56%
45-60 minutes	0.00%	6.00%	1.09%	1.79%	2.74%
Less than 30 minutes	77.27%	85.00%	94.57%	83.93%	87.67%
More than 2 hours	0.00%	0.00%	0.00%	1.79%	0.34%

<b>Q2h. How long does it usually take to travel to those places? Visiting family/friends</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
1-2 hours	4.17%	6.03%	8.65%	6.45%	7.23%
30-45 minutes	41.67%	21.55%	23.08%	24.19%	23.49%
45-60 minutes	8.33%	15.52%	11.54%	9.68%	12.35%
Less than 30 minutes	37.50%	55.17%	50.00%	54.84%	52.11%
More than 2 hours	8.33%	1.72%	6.73%	4.84%	4.82%

<b>Q3a. What time of day do you usually travel to those places? Work</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Anytime of day	22.22%	12.68%	15.00%	28.57%	17.96%
Off peak	11.11%	9.86%	11.67%	9.52%	10.19%
Rush hours	66.67%	76.06%	70.00%	61.90%	70.39%
Weekends	0.00%	1.41%	3.33%	0.00%	1.46%

<b>Q3b. What time of day do you usually travel to those places? Education/training</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Anytime of day	0.00%	10.00%	10.53%	9.09%	8.06%
Off peak	0.00%	25.00%	21.05%	27.27%	20.97%
Rush hours	100.00%	65.00%	68.42%	45.45%	67.74%
Weekends	0.00%	0.00%	0.00%	18.18%	3.23%

<b>Q3c. What time of day do you usually travel to those places? Local shopping</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Anytime of day	66.67%	52.17%	49.00%	50.79%	52.47%

Off peak	23.81%	32.17%	36.00%	30.16%	32.10%
Rush hours	0.00%	3.48%	3.00%	1.59%	2.78%
Weekends	9.52%	12.17%	12.00%	17.46%	12.65%

**Q3e. What time of day do you usually travel to those places? Shopping centre /retail park**

	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Anytime of day	37.50%	41.18%	40.95%	42.86%	41.25%
Off peak	37.50%	30.25%	38.10%	26.98%	32.64%
Rush hours	0.00%	3.36%	1.90%	1.59%	2.37%
Weekends	25.00%	25.21%	19.05%	28.57%	23.74%

**Q3f. What time of day do you usually travel to those places? Doctors**

	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Anytime of day	75.00%	74.36%	76.42%	73.77%	75.08%
Off peak	20.83%	21.37%	16.98%	18.03%	18.92%
Rush hours	4.17%	4.27%	6.60%	8.20%	6.01%

**Q3g. What time of day do you usually travel to those places? Hospital**

	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Anytime of day	68.42%	76.64%	83.51%	81.36%	80.53%
Off peak	21.05%	18.69%	11.34%	16.95%	14.85%
Rush hours	10.53%	4.67%	4.12%	0.00%	3.96%
Weekends	0.00%	0.00%	1.03%	1.69%	0.66%

**Q3h. What time of day do you usually travel to those places? Leisure facilities**

	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Anytime of day	45.45%	48.42%	44.32%	44.44%	46.95%
Off peak	45.45%	38.95%	40.91%	38.89%	40.14%
Rush hours	4.55%	2.11%	4.55%	1.85%	2.87%
Weekends	4.55%	10.53%	10.23%	14.81%	10.04%

**Q3i. What time of day do you usually travel to those places? Visiting family/friends**

	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Anytime of day	62.50%	59.48%	58.25%	51.61%	57.62%
Off peak	16.67%	18.10%	18.45%	22.58%	19.21%
Rush hours	0.00%	0.00%	0.97%	0.00%	0.61%
Weekends	20.83%	22.41%	22.33%	25.81%	22.56%

**Q4a. If you use public transport, overall how satisfied are you with it? Train**

	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Dissatisfied	17.39%	9.43%	14.74%	19.23%	13.47%
Neither satisfied nor dissatisfied	4.35%	20.75%	10.53%	23.08%	16.50%
Satisfied	52.17%	49.06%	53.68%	36.54%	48.82%
Very dissatisfied	4.35%	4.72%	8.42%	9.62%	7.41%
Very satisfied	21.74%	16.04%	12.63%	11.54%	13.8%

**Q4b. If you use public transport, overall how satisfied are you with it? Bus**

	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Dissatisfied	29.17%	16.81%	14.29%	22.00%	17.55%
Neither satisfied nor dissatisfied	25.00%	17.70%	35.16%	50.00%	30.46%
Satisfied	29.17%	47.79%	35.16%	16.00%	36.09%
Very dissatisfied	8.33%	5.31%	7.69%	12.00%	7.95%

Very satisfied	8.33%	12.39%	7.69%	0.00%	7.95%
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<b>Q5. How easy do you find it to access Council services?</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Not easy at all	4.17%	1.67%	0.93%	0.00%	1.50%
Not very easy	8.33%	17.50%	15.89%	18.46%	17.12%
Quite easy	79.17%	66.67%	64.49%	67.69%	66.07%
Very easy	8.33%	14.17%	18.69%	13.85%	15.32%

<b>Q6. Please indicate how we could make it easier for you, or someone you know, to access Council services?</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Better access over the phone or online	37.50%	35.83%	34.58%	32.31%	34.81%
Better awareness by staff of your needs	12.50%	13.33%	12.15%	20.00%	14.24%
Better physical access	12.50%	10.83%	5.61%	9.23%	8.86%
Documents in other foreign languages or formats	0.00%	0.00%	0.93%	0.00%	0.32%
Doesn't apply to me	12.50%	14.17%	24.30%	10.77%	16.77%
Hearing loops	0.00%	0.83%	1.87%	4.62%	1.90%
Interpretation services	0.00%	0.83%	0.00%	0.00%	0.32%
No changes needed	20.83%	22.50%	20.56%	21.54%	21.52%
Other	4.17%	1.67%	0.00%	1.54%	1.27%

<b>Q7. How satisfied are you with the quality of West Dunbartonshire Council publications, reports and documents ? (ie. are they easy to find and understand?)</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>

Dissatisfied	16.67%	11.67%	7.48%	7.69%	9.81%
Neither satisfied nor dissatisfied	16.67%	40.83%	44.86%	32.31%	38.61%
Satisfied	66.67%	45.00%	42.06%	52.31%	47.15%
Very dissatisfied	0.00%	0.83%	0.93%	6.15%	1.90%
Very satisfied	0.00%	1.67%	4.67%	1.54%	2.53%

**Q8. Is there anything you think we could do to improve them? Council reports**

	G60	G81&14	G82	G83	WD
If yes, what could we do?	20.83%	23.33%	17.76%	23.08%	21.20%
No	75.00%	67.50%	73.83%	70.77%	70.89%
Yes	4.17%	9.17%	8.41%	6.15%	7.91%

**Q9. How satisfied are you with opportunities to participate in local decision making?**

	G60	G81&14	G82	G83	WD
Dissatisfied	8.33%	17.50%	24.30%	23.08%	
Neither satisfied nor dissatisfied	37.50%	33.33%	33.64%	24.62%	
Satisfied	45.83%	44.17%	31.78%	41.54%	
Very dissatisfied	0.00%	3.33%	6.54%	7.69%	
Very satisfied	8.33%	1.67%	3.74%	3.08%	

**Q10. Which of the following participation activities would you be most interested in taking part in?**

	G60	G81&14	G82	G83	WD
Attending community events	54.17%	35.00%	25.23%	23.08%	30.70%
Involvement in a community organisation	20.83%	30.83%	27.10%	29.23%	28.48%
Involvement in community budgeting sessions	4.17%	7.50%	17.76%	23.08%	13.92%



Involvement in community led action planning	12.50%	16.67%	21.50%	15.38%	17.72%
Other (please specify)	8.33%	10.00%	8.41%	9.23%	9.18%

<b>Q11. How would you most like to be involved?</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Attendance in person	33.33%	25.83%	30.84%	18.46%	26.58%
Online surveys (including texting services)	29.17%	50.83%	50.47%	60.00%	50.95%
Other (please specify)	8.33%	5.83%	2.80%	6.15%	5.06%
Subscription to mailing lists	12.50%	10.83%	7.48%	10.77%	9.81%
Volunteering in my local community	16.67%	6.67%	8.41%	4.62%	7.59%

<b>Q12a. How do you feel about dog fouling in your community? Dog fouling is a problem in my area</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Agree	50.00%	70.34%	64.15%	70.97%	66.77%
Disagree	41.67%	12.71%	24.53%	17.74%	20.00%
Neither agree nor disagree	8.33%	16.95%	11.32%	11.29%	13.23%

<b>Q12b. How do you feel about dog fouling in your community? WDC does enough to tackle dog fouling</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Agree	41.67%	27.59%	25.24%	32.81%	
Disagree	20.83%	43.10%	49.51%	50.00%	
Neither agree nor disagree	37.50%	29.31%	25.24%	17.19%	

<b>Q13. Have you seen any signage or communication about dog fouling in your area?</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Don't know	4.17%	2.50%	0.00%	1.54%	1.58%
No	29.17%	23.33%	29.91%	20.00%	25.32%
Yes	66.67%	74.17%	70.09%	78.46%	73.10%

<b>Q14a. How often in the last twelve months have you used the following libraries in West Dunbartonshire? Please answer for each library Alexandria</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
11+ times	0.00%	1.04%	1.05%	6.35%	2.17%
1-5 times	0.00%	1.04%	12.63%	42.86%	14.44%
6-10 times	0.00%	0.00%	2.11%	6.35%	2.17%
Never	100.00%	97.92%	84.21%	44.44%	81.23%

<b>Q14b. How often in the last twelve months have you used the following libraries in West Dunbartonshire? Please answer for each library Balloch</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
11+ times	0.00%	0.00%	0.00%	3.39%	0.75%
1-5 times	4.35%	0.00%	3.30%	23.73%	6.72%
6-10 times	0.00%	0.00%	0.00%	8.47%	1.87%
Never	95.65%	100.00%	96.70%	64.41%	90.67%

<b>Q14c. How often in the last twelve months have you used the following libraries in West Dunbartonshire? Please answer for each library Clydebank</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
11+ times	0.00%	8.55%	0.00%	0.00%	3.48%
1-5 times	29.17%	41.88%	10.64%	5.77%	24.04%
6-10 times	16.67%	8.55%	0.00%	0.00%	4.88%
Never	54.17%	41.03%	89.36%	94.23%	67.60%

<b>Q14d. How often in the last twelve months have you used the following libraries in West Dunbartonshire? Please answer for each library Dalmuir</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
11+ times	0.00%	4.90%	0.00%	0.00%	1.84%

1-5 times	39.13%	14.71%	3.23%	3.70%	10.66%
6-10 times	0.00%	3.92%	0.00%	0.00%	1.47%
Never	60.87%	76.47%	96.77%	96.30%	86.03%

**14e. How often in the last twelve months have you used the following libraries in West Dunbartonshire? Please answer for each library Dumbarton**

	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
11+ times	0.00%	0.00%	12.26%	1.72%	5.00%
1-5 times	9.52%	4.21%	31.13%	34.48%	21.07%
6-10 times	0.00%	0.00%	10.38%	1.72%	4.29%
Never	90.48%	95.79%	46.23%	62.07%	69.64%

**Q14f. How often in the last twelve months have you used the following libraries in West Dunbartonshire? Please answer for each library Duntocher**

	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
11+ times	0.00%	4.00%	0.00%	0.00%	1.50%
1-5 times	8.70%	13.00%	0.00%	0.00%	5.64%
6-10 times	0.00%	4.00%	0.00%	0.00%	1.50%
Never	91.30%	79.00%	100.00%	100.00%	91.35%

**14G. How often in the last twelve months have you used the following libraries in West Dunbartonshire? Please answer for each library Faifley**

	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
11+ times	0.00%	1.03%	0.00%	0.00%	0.38%
1-5 times	0.00%	4.12%	0.00%	0.00%	1.52%
Never	100.00%	94.85%	100.00%	100.00%	98.11%

**Q14h. How often in the last twelve months have you used the following libraries in West Dunbartonshire? Please answer for each library Parkhall**

	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
11+ times	0.00%	2.02%	0.00%	0.00%	0.75%
1-5 times	8.70%	11.11%	1.10%	0.00%	5.26%
Never	91.30%	86.87%	98.90%	100.00%	93.98%

**Q14i. How often in the last twelve months have you used the following libraries in West Dunbartonshire? Please answer for each library mobile library**

	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
11+ times	0.00%	0.00%	2.22%	0.00%	0.76%
1-5 times	4.55%	0.00%	2.22%	0.00%	1.15%
6-10 times	0.00%	1.03%	0.00%	0.00%	0.38%
Never	95.45%	98.97%	95.56%	100.00%	97.71%

**Q15. How often use library, If never, please tell us why not?**

	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
Inconvenient location	35.00%	28.24%	23.81%	38.30%	29.24%
Not interested in available services	30.00%	34.12%	46.43%	25.53%	36.44%
Other (please specify)	30.00%	31.76%	27.38%	31.91%	30.08%
Unsuitable opening hours	5.00%	5.88%	2.38%	4.26%	4.24%

**Q16a. How often in the last 12 months have you used the following services in a West Dunbartonshire library? Borrow books**

	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
11+ times	0.00%	11.93%	10.48%	3.17%	8.70%
1-5 times	13.64%	21.10%	18.10%	23.81%	20.07%
6-10 times	9.09%	6.42%	7.62%	11.11%	8.03%
Never	77.27%	60.55%	63.81%	61.90%	63.21%

**Q16b. How often in the last 12 months have you used the following services in a West Dunbartonshire library? Borrow other material**

	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
11+ times	0.00%	1.94%	0.00%	1.82%	1.08%
1-5 times	9.09%	10.68%	4.04%	9.09%	7.89%
6-10 times	0.00%	2.91%	0.00%	0.00%	1.08%
Never	90.91%	84.47%	95.96%	89.09%	89.96%

<b>Q16c. How often in the last 12 months have you used the following services in a West Dunbartonshire library? Cd</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
1-5 times	5.00%	8.00%	3.09%	7.02%	5.84%
6-10 times	5.00%	0.00%	0.00%	1.75%	0.73%
Never	90.00%	92.00%	96.91%	91.23%	93.43%

<b>Q16d. How often in the last 12 months have you used the following services in a West Dunbartonshire library? Research study space</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
11+ times	0.00%	2.83%	1.96%	0.00%	1.74%
1-5 times	30.43%	20.75%	18.63%	25.00%	21.60%
6-10 times	8.70%	4.72%	4.90%	3.57%	4.88%
Never	60.87%	71.70%	74.51%	71.43%	71.78%

<b>Q16e. How often in the last 12 months have you used the following services in a West Dunbartonshire library? Homework</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
11+ times	0.00%	1.03%	0.00%	0.00%	0.37%
1-5 times	0.00%	4.12%	4.17%	5.56%	4.10%
6-10 times	0.00%	3.09%	2.08%	0.00%	1.87%
Never	100.00%	91.75%	93.75%	94.44%	93.66%

<b>Q16f. How often in the last 12 months have you used the following services in a West Dunbartonshire library? Childrens events</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
11+ times	0.00%	1.00%	4.04%	0.00%	1.82%
1-5 times	9.09%	10.00%	7.07%	7.55%	8.39%
6-10 times	0.00%	4.00%	0.00%	0.00%	1.46%
Never	90.91%	85.00%	88.89%	92.45%	88.32%

<b>Q16g. How often in the last 12 months have you used the following services in a West Dunbartonshire library? Free wifi</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
11+ times	0.00%	4.90%	2.00%	0.00%	2.50%
1-5 times	9.52%	11.76%	7.00%	12.28%	10.00%
6-10 times	4.76%	0.98%	4.00%	1.75%	2.50%

Never	85.71%	82.35%	87.00%	85.96%	85.00%
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**Q16h. How often in the last 12 months have you used the following services in a West Dunbartonshire library? Quest training courses**

	G60	G81&14	G82	G83	WD
11+ times	0.00%	0.00%	1.01%	0.00%	0.36%
1-5 times	0.00%	2.97%	0.00%	1.85%	1.45%
Never	100.00%	97.03%	98.99%	98.15%	98.18%

**Q16i. How often in the last 12 months have you used the following services in a West Dunbartonshire library? Computers**

	G60	G81&14	G82	G83	WD
11+ times	0.00%	3.70%	7.00%	1.72%	4.18%
1-5 times	4.76%	25.00%	12.00%	22.41%	18.47%
6-10 times	4.76%	1.85%	4.00%	3.45%	3.14%
Never	90.48%	69.44%	77.00%	72.41%	74.22%

**Q16j. How often in the last 12 months have you used the following services in a West Dunbartonshire library? Local studies**

	G60	G81&14	G82	G83	WD
11+ times	0.00%	2.91%	0.00%	0.00%	1.06%
1-5 times	13.64%	11.65%	11.88%	19.64%	13.48%
6-10 times	0.00%	1.94%	0.99%	0.00%	1.06%
Never	86.36%	83.50%	87.13%	80.36%	84.40%

**Q16k. How often in the last 12 months have you used the following services in a West Dunbartonshire library? Download Ebooks**

	G60	G81&14	G82	G83	WD
11+ times	4.76%	0.00%	1.01%	0.00%	0.73%
1-5 times	0.00%	3.96%	1.01%	0.00%	1.82%
6-10 times	0.00%	0.00%	1.01%	0.00%	0.36%
Never	95.24%	96.04%	96.97%	100.00%	97.09%

**Q16l. How often in the last 12 months have you used the following services in a West Dunbartonshire library? Download e mags**

	G60	G81&14	G82	G83	WD
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11+ times	0.00%	0.99%	1.02%	0.00%	0.73%
1-5 times	0.00%	1.98%	1.02%	0.00%	1.09%
6-10 times	0.00%	0.00%	1.02%	0.00%	0.36%
Never	100.00%	97.03%	96.94%	100.00%	97.81%

**Q16m. How often in the last 12 months have you used the following services in a West Dunbartonshire library? Download audio books**

	G60	G81&14	G82	G83	WD
11+ times	0.00%	0.00%	1.01%	0.00%	0.37%
1-5 times	0.00%	0.00%	1.01%	0.00%	0.37%
Never	100.00%	100.00%	97.98%	100.00%	99.26%

**Q17. Which of the following days of the week would best suit your needs to visit a library in West Dunbartonshire? Please tick your first preference**

	G60	G81&14	G82	G83	WD
Monday	0.00%	9.17%	8.41%	4.62%	7.28%
Tuesday	0.00%	3.33%	1.87%	4.62%	2.85%
Wednesday	4.17%	4.17%	0.93%	3.08%	2.85%
Thursday	0.00%	3.33%	1.87%	1.54%	2.22%
Friday	4.17%	5.00%	0.93%	4.62%	3.48%
Saturday	4.17%	6.67%	9.35%	13.85%	8.86%
Sunday	0.00%	0.83%	1.87%	1.54%	1.27%
any day	70.83%	55.00%	57.94%	50.77%	56.33%
Weekday	0.00%	0.00%	3.74%	3.08%	1.90%
weekend	16.67%	12.50%	13.08%	12.31%	12.97%

**Q18. Which of the following time slots would best suit your needs to visit a library in West Dunbartonshire?**

	G60	G81&14	G82	G83	WD
10am – 11am	16.67%	18.33%	26.17%	10.77%	19.30%
11am – 12 noon	8.33%	12.50%	13.08%	21.54%	14.24%
12noon – 1pm	4.17%	4.17%	7.48%	1.54%	4.75%
1pm – 2pm	12.50%	13.33%	9.35%	9.23%	11.08%
2pm – 3pm	8.33%	20.00%	10.28%	9.23%	13.61%
3pm – 4pm	0.00%	5.00%	2.80%	7.69%	4.43%
4pm – 5pm	0.00%	1.67%	1.87%	4.62%	2.22%
5pm – 6pm	12.50%	3.33%	3.74%	1.54%	3.80%
6pm – 7pm	16.67%	5.83%	7.48%	12.31%	8.54%
7pm – 8pm	8.33%	5.83%	8.41%	9.23%	7.59%

8am – 9am	0.00%	0.83%	1.87%	3.08%	1.58%
8pm – 9pm	4.17%	3.33%	1.87%	1.54%	2.53%
9am – 10am	8.33%	5.83%	5.61%	7.69%	6.33%

**Q19. Which of the following list of cultural events would you like to see in West Dunbartonshire? Please select your top preference**

	G60	G81&14	G82	G83	WD
Art or photography exhibition	4.17%	7.50%	7.48%	10.77%	7.91%
Factual talk/lecture	16.67%	11.67%	14.02%	15.38%	13.61%
Literary events e.g. Author event	16.67%	9.17%	8.41%	10.77%	9.81%
Local history event/activity	20.83%	30.83%	29.91%	27.69%	29.11%
Music event	20.83%	13.33%	20.56%	16.92%	17.09%
none	4.17%	4.17%	5.61%	4.62%	4.75%
Other (please specify)	4.17%	2.50%	2.80%	1.54%	2.53%
Specific events for children	12.50%	20.83%	11.21%	12.31%	15.19%

**Q20. Do you use the internet?**

	G60	G81&14	G82	G83	WD
No	0.00%	0.83%	0.93%	0.00%	0.63%
Yes	100.00%	99.17%	99.07%	100.00%	99.37%

**Q21. Internet use If yes what is you main use?**

	G60	G81&14	G82	G83	WD
Buy goods or services	0.00%	4.20%	5.61%	6.15%	4.76%
Internet banking	4.17%	5.88%	1.87%	4.62%	4.13%
Make telephone/video calls over the internet	0.00%	0.00%	0.00%	1.54%	0.32%
more than one of the above	58.33%	32.77%	38.32%	40.00%	38.10%
None of these	0.00%	0.00%	0.93%	0.00%	0.32%



Play or download games, films or music	0.00%	2.52%	0.93%	0.00%	1.27%
Search for information	12.50%	13.45%	17.76%	16.92%	15.56%
Send and receive e-mails	16.67%	30.25%	23.36%	13.85%	23.49%
Use social media	8.33%	10.92%	11.21%	16.92%	12.06%

<b>Q22. Where do you access the internet most often?</b>					
	<b>G60</b>	<b>G81&amp;14</b>	<b>G82</b>	<b>G83</b>	<b>WD</b>
A government/council office	0.00%	0.00%	0.00%	1.54%	0.32%
At another person's home	0.00%	0.83%	0.00%	0.00%	0.32%
At home	83.33%	90.00%	92.52%	83.08%	88.92%
At work	12.50%	2.50%	2.80%	0.00%	2.85%
Free Street Wifi	0.00%	0.00%	0.00%	1.54%	0.32%
On the move via a mobile phone /tablet	4.17%	6.67%	3.74%	12.31%	6.65%
Public library	0.00%	0.00%	0.93%	1.54%	0.63%

**\* 31. Ethnic group? (Choose ONE box that best describes your ethnic group or background.)**

- |  |  |
|--|--|
| <input type="radio"/> White Scottish/White British             | <input type="radio"/> African/African Scottish/African British         |
| <input type="radio"/> Irish                                    | <input type="radio"/> Caribbean/Caribbean Scottish/Caribbean British   |
| <input type="radio"/> Gypsy / Traveller                        | <input type="radio"/> Black/Black Scottish/Black British               |
| <input type="radio"/> Polish                                   | <input type="radio"/> Arab/Arab Scottish/Arab British                  |
| <input type="radio"/> White Other, please specify:             | <input type="radio"/> Mixed or Multiple Ethnic Groups, please specify: |
| <input type="radio"/> Asian/Asian Scottish/Asian British       | <input type="radio"/> Prefer not to say                                |
| <input type="radio"/> Chinese/Chinese Scottish/Chinese British |  |
| <input type="radio"/> Other (please specify)                   |  |

**\* 32. Religion/Belief? (Please select ONE box only.)**

- |  |   |
|--|---|
| <input type="radio"/> None                   | <input type="radio"/> Sikh              |
| <input type="radio"/> Christian              | <input type="radio"/> Jewish            |
| <input type="radio"/> Muslim                 | <input type="radio"/> Hindu             |
| <input type="radio"/> Buddhist               | <input type="radio"/> prefer not to say |
| <input type="radio"/> Other (please specify) |   |

