



**Budget Conversation 2024/25 - Resident Survey results**

The 2024/25 budget conversation resident survey was carried out between, 18<sup>th</sup> August – 30th September. Over all 771 responses were gathered, of that:

Post code	No & % of respondents		Tenure	No. & % of respondents	
G13	3	0.4%	Home owner	588	76%
G14	2	0.3%	Social Tenant	128	17%
G60	44	6%	Private tenant	31	4%
G63	1	0.1%	Live with parents/carers	17	2%
G81	237	31%	Other	7	1%
G82	244	32%			
G83	180	23%			
Residency			No. & % of respondents		
Resident			703	91%	
Employee			298	39%	
Business owner			31	4%	
Community organisation			80	10%	
Parent/carer of school age children			248	32%	

## Strategic Priority 1: Our Communities

Q1. Thinking about your **community and neighbourhood**, please rank in order of importance what is most important to you (1 = most important)

% rank position	Ave. score	
1	3.98	Reducing antisocial behaviour and improving feeling of safety in the community
2	3.23	Funding Strategic Partners such as community organisations that support areas such as young people and the environment
3	2.93	Supporting community led initiatives and creating opportunities for residents to get more involved in their community
4	2.82	Supporting communities to get involved in Council decision making and supporting them with Participatory and Community Budgeting
5	2.03	Funding for community events (such as firework displays, pipe band championships and highland games)

Q2. Thinking about **Libraries and Arts & Heritage**, please rank in order of importance what is most important to you (1 = most important)

% rank position	Ave. score	
1	3.65	Investment in community events (i.e. book bug, wellbeing sessions, art classes)
2	3.22	Investment in physical amenities (i.e. reading materials, exhibitions)
3	2.77	Investment to maintain Arts & Heritage buildings
4	2.73	Investment in digital services (online reading materials, heritage collections including family history)
5	2.65	Investment in digital equipment (i.e. computers)

Q3. Thinking about **Education** services, please rank in order of importance what is most important to you (1 = most important)

% rank position	Ave. score	
1	3.65	Maintain level of investment and funding for <b>primary schools</b> including staffing and range of learning in formal and extra-curricular activities
2	3.25	Maintain level of investment for <b>non-core education services</b> such as breakfast clubs and music tuition or offering families wider support such as financial assistance, training or learning

<b>3</b>	2.89	Maintain level of investment and funding in <b>secondary schools</b> including levels of staffing and expanse of subject choice offered for pupils
<b>4</b>	2.61	Maintain level of investment and funding for <b>Additional Support Needs</b> including staffing and range of learning experiences
<b>5</b>	2.60	Maintain level of investment and funding for <b>early years centres</b> including staffing and range of learning experiences

Q4. Thinking about community services delivered by our **Health and Social Care Partnership** such as social work, home care and care homes, please rank in order of importance what is most important to you (1 = most important)

% rank position	Ave. score	
<b>1</b>	2.90	Maintaining investment in <b>care services</b> for those with additional support needs and older adults such as day care and home care
<b>2</b>	2.82	Maintaining investment in <b>social work services</b> for the community including children and families, vulnerable adults and justice services
<b>3</b>	2.58	Maintaining investment in <b>residential care services</b> for the community including for young people, those with additional support needs and older adults
<b>4</b>	1.70	Maintaining investment in <b>rehabilitation services</b> to support recovery

Q5. Do you have any further comments about how we invest in services to support our communities? Overall, **151** comments

<ul style="list-style-type: none"> <li>• We need to move the focus from dealing with issues to prevention, and move spending from older groups to younger groups Be brave and go to a 4 day school week, and use the 5th day for getting communities and generations together</li> <li>• We have lost too many services already and to cut anymore will be detrimental to our daily lives. It will divide our already fragile community between those who have and those who have not.</li> <li>• Waiting list for children's mental health are disappointing.</li> <li>• Very tough choices but if council is in financial trouble it must concentrate on ensuring it continues to run and on its responsibilities, not on funding external organisations- must focus on what we do rather than continually cut the council to fund [other] organisations</li> <li>• There is a definite need for help with children with additional support needs</li> </ul>
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- Significant cuts to Health and Social Care Services, including staffing and day services are contributing to staff burn out and an increase in crisis interventions. A return to investment in prevention through HSCP community support and services is a more sophisticated, planned and respectful way in meeting the needs of people living in West Dunbartonshire. When making cuts, serious consideration is required on how a reduction or closure of one service then impacts on another. This consideration should be mandatory in service design. No more funding cuts to statutory services.
- Offer communities ways to get involved, i.e. maintaining green spaces through volunteering helping with budgets but also allowing the community to take pride in their area.
- Not enough finance allocated to home care, residential care for the elderly needing 24/7 care
- More services are needed in the area to combat the rise in substance use, the drug and alcohol related deaths in West Dunbartonshire are far too high. There are no out-of-hour services for drug dependent individuals to attend. It is a postcode lottery in comparison to the bigger cities. Glasgow, a stone's throw away has a crisis centre, a stabilisation unit and many funded groups for those with living experience to attend. With services like this in our area we would see a reduction in antisocial behaviour as the general consensus amongst individuals who use drugs in the area is they feel they have less opportunities and no involvement in the community, they are ostracised and their voices are unheard.
- More needs to be done for youths and teenagers e.g. youth clubs. Not enough for them to do in the evenings and they hang about getting bored and into trouble.
- LGBT+ support centre .....a place where I can meet with friends any time of the day in an open public indoor place....can there be a similar place in WDC ?
- Investment in education should be the main priority as this affects everyone's future including young and older people. We need children and young people to be equipped with the skills and experience to carry out jobs where there a current and future skills gaps. If children and young people don't have proper education, skills and experience they need society will fail us in one way or another. Having a variety of educational experiences and support including employability will improve the future outcomes of our young people.
- I think it would be helpful to show the £ of these investments - I'm sure there are thousands of pounds spent, appreciate it will include the wage bill since these are in the main delivered by staff but none the less not sure the public realise the amount of money it takes to invest in these services
- Grow further sport and physical activity opportunities that are affordable for families and offer alternative activities as this reduces anti-social behaviour etc. improves health and wellbeing, reduces pressure on health, supports low income families, promotes inclusion and community togetherness/capacity. As an area we need to get better at joining sport,

leisure, physical activity up with education, health and care systems to help improve many aspects of our area. Share resources better.

## Strategic Priority 2: Our Environment

Q6. Thinking about **Waste, cleansing services and tackling climate change**, please rank in order of importance what is most important to you (1 = most important)

% rank position	Ave. score	
1	3.20	Investment is focused on refuse collection and recycling facilities
2	2.93	Investment is focused on the cleanliness of our area including street cleaning and public bins
3	1.95	Investment continues to offset costs of waste and special collections including bulky items, garden and food waste)
4	1.92	Investment is focused on climate change solutions including reducing the carbon footprint of Council services through the likes of reducing waste, electrical vehicles, LED lighting and energy efficient buildings

Q7. Thinking about our **environment** in West Dunbartonshire such as open spaces, parks, roads and walking routes, please rank in order of importance what is most important to you (1 = most important)

% rank position	Ave. score	
1	3.20	Investment is focused on road maintenance and lighting, including (potholes, road markings, signage)
2	2.69	Investment is focused on maintaining pathways, pavements and walking routes including footway gritting
3	2.13	Investment is focused on maintaining public parks and recreational areas such as play parks, bowling greens, pitches and Municipal Golf Course
4	1.98	Investment is focused on all other ground maintenance including green spaces within housing estates around public buildings and adjacent to roads and walking routes

Q8. Do you have any further comments about how we invest in services to support our environment? Overall, **175** comments

- You need to spend more on encouraging recycling and that will reduce landfill costs. You just think one size fits all but that has shown not to work. Speak to communities and see what they need to encourage more recycling.
- You need to revert back to cutting the grass in all open spaces. Not only is it unsightly to look at, it starts to have a real negative affect on your mental health. When all you can see from the window of your home is unsightly overgrown grass it's not a positive, it starts to cause severe anxiety which isn't great.
- You may mark a day specifically for the "clean the environment" within WDC in this one from all household come to clean outside his neighbourhood. Make it a competition and winner will get a prize. This will change the entire area clean and environment.
- we need to look to the future which has got to be limiting waste and actively promoting active transport, getting people out of their cars
- We need to feel safe in our environment so focusing on safety and lighting and cctv might be a good way to go! Maintaining the roads is another as that is how accidents happen, how about invest in speed cameras so the money go back to the council and we keep our roads safe, what about parking wardens and start getting money in to the council that way and at the same time promote correct parking procedures... Also start paying for parking in public places, encourage people to walk and use public transport.
- Waste bins in public areas especially in and around green areas frequented by dog walkers are greatly lacking. Investment in provision of Dog and General Waste Bins should be prioritised to promote clean and safe Community Areas for everyone.
- This area is now terribly let down place looks a mess with no grass cutting.
- There are far too many potholes and roads really need to be resurfaced
- The services need to be paid for by using the allocated funds... raising the council tax should not be an option
- The proposed three week bin collection schedule will problematic for my household unless larger black and blue bins are provided. There should be investment in purple bins for glass collections. There should be investment in recycling collection services from homes - collection points are impractical for residents who do not have a car to transport bulky and heavy waste and they do not make sense environmentally if you need to drive to them consuming petrol and generating pollution. Maintenance of green spaces (including regular grass cutting) and pedestrian areas should be a top priority: they go a long way to enhance the quality of life of the community and the image of the area. I do not currently use community services so I would like to see my council tax contribution invested on our physical environment.
- Public safety is important and keeping streets and public roads in good condition is a priority
- More wildflowers and less grass!
- Green spaces are important -bio diversity is legitimate but shouldn't be used as an excuse for poor maintenance it erodes public confidence and there's

now a great deal of cynicism about the use of that term. Grass verges are not as significant as public spaces -there should be some sort of priority given to the spaces people make use of for leisure or that are special to that community.

- Get solar panels on the roofs of our schools and nursing homes to maximise the benefits of energy efficient power and offsetting carbon. There are so many large span roofs where this could happen and the initial investment would be paid back within a few years to then offset the cost of electricity.
- Community involvement re-establish a pride in place, and educating residents on biodiversity and why it is not a good thing to have grass neatly cut on a regular basis. Public Information Campaigns: to share information about the benefits of allowing some grass areas to grow naturally. Explain the ecological and financial advantages. Support Community Engagement: Demonstration Areas: Provide Alternatives: Offer residents alternatives to traditional grass lawns, such as native plant gardens or wildflower meadows, which can be both aesthetically pleasing and ecologically beneficial. Incentives and Rebates: Consider offering incentives or rebates for residents who choose to convert some of their own grassy areas into wildlife-friendly landscapes.

### Strategic Priority 3: Our Economy

Q9. Thinking about the **economy**, please rank in order of importance what is most important to you (1 = most important)

% rank position	Ave. score	
1	3.41	Regeneration of town centres and neighbourhoods
2	3.26	Supporting young and older workers into employment
3	3.06	Supporting individuals and families to maximise income and reduce debt
4	2.65	Supporting local businesses (including new businesses)
5	2.62	Supporting residents to access training and learning opportunities

Q10. Thinking about the **economy**, please rank in order of importance what is most important to you (1 = most important)

% rank position	Ave. score	
1	3.44	Target investment in areas with the highest child poverty rates
2	3.21	Target resources at families and individuals who need them most including those on low incomes or who are disadvantaged
3	2.96	Target resources into services that are used by the most people
4	2.90	Target resources into services that are used by the highest number of people experiencing disadvantage

5	2.49	Target resource and investment in areas with most low-income households
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Q11. Do you have any further comments about how we invest in services to support our economy? Overall, **94** comments

- We want to target resources at the most deprived, but we must be sure not to cut any particular group out of funding.
- We have high levels of poverty, disadvantage and social problems. These people need support first and foremost. We need to grow the economy through business support but what about middle income residents. We work hard, we pay our way, we want to help those less fortunate but what do we get in return?... In terms of the demographic we are not receiving the funding we should be.... We deserve better than what we are getting. The Council is working hard to deliver services. I see daily how over-stretched some services are, I see Managers and Councillors having to make devastating choices, so it is time our Councillors became much more vocal on the subject nationally.
- You should be trying to make West Dunbartonshire a Living Wage area and work with employers to do this. You should be moving to support social enterprises and green jobs more. You should be trying harder to break down gender segregation in the work force. You should be trying harder to increase the diversity of workforces across WD
- WDC needs to have an economic strategy for each of the towns, there is no plan and it is piecemeal to no-one's benefit- certainly not the residents.
- The allocated funds should be used to fund the services.. The council tax should not be raised
- Supporting local businesses is vital in this area. By doing this we need to look at attracting the right business, i.e. restaurants, pubs, clothes shop and allow the area to thrive and by doing this is being able to support them in affording rent premises. We currently have 3 vape shops in the town centre....WHY?
- Support the most vulnerable. Fund relevant services...that identify, stimulate, and build on activities that will address the root causes of child poverty. By adopting an economic focus, WDC should aim to further enhance families' access to learning, training, and employment opportunities.... to maximise their income. If we have a sharp focus on the most vulnerable it will lead to inclusive growth
- Shops have closed and been replaced by other commercial properties. We have limited shops and local business. Nothing for any form of entertainment for adults very little for children to do there needs to be more regeneration in this area and much more support from the council for this
- Remember that people who many not be necessarily classed as 'low-income' could be struggling too, things like the family fun days provided by [WDC] this summer was a great example of a service provided for everyone to enjoy which probably took the pressure off people in this position who don't get extra help.



- Regeneration of town centres needs to be a priority, and there needs to be meaningful engagement with community, groups, and businesses. There has been little progress and little consultation beyond box ticking. It often feels as though regeneration is done to communities rather than with them. Consideration needs to be given to local need, local impact of decisions such as closing roads for months in Alexandria for very little benefit to community.
- Prioritise growth through employment - training and apprenticeships. Prioritise new business with most job opportunities.
- More needs to be done to identify " real poverty " , at the moment there is too much waste in terms of ' free school breakfasts ' ' help with uniforms at school ' when parents are more often than not, able to afford these basics
- Infrastructure should be priority. Building housing closer to business areas.
- Dumbarton high street has derelict shops that could be promoted as very low tenancy agreements and locked fees to promote regeneration.

#### Strategic Priority 4: Our Council

Q12. Thinking about the **Council** overall, please rank in order of importance what is most important to you (1 = most important)

% rank position	Ave. score	
1	3.48	Maintaining the number and location of public buildings including offices, depots, libraries and community facilities
2	3.15	Maintaining current opening hours and service provision for services and buildings
3	3.09	Maintain service standards even if this means reduced service or the service taking longer. For example, waiting longer for planning applications to be processed or queries to be answered
4	2.67	Maintain current level of charges for services (i.e. planning permits, environmental health)
5	2.61	Protect services and provisions we aren't required to provide by law. For example, free events, corporate functions which support delivery of frontline services or support to community organisations

Q13. Do you have any further comments about how we invest in services to support the delivery of Council services? Overall, **87** comments

- With the ability for many to work from home, there should be less requirement for offices and buildings, this should help family friendly policies. Community facilities should be better utilised as there is little general awareness of how to access these
- We need parking attendants. The high street is a nightmare and lots of parking on pavements
- The free events which are currently being held across the parks are absolutely brilliant. These type of events need to keep happening. I am financially stable and would be more than happy to pay for these events and rides but think it really makes a difference and is such a vital thing for struggling families to have that support for a day out in the current climate as days out are so expensive nowadays. My son also said he had the best day ever with everything that was put on by the staff so would really encourage this type of thing to happen every year if it could be supported. It's also great for the local businesses in the surrounding areas having these types of events as boost income for them. I was very impressed by the events.
- The council is neglecting Clydebank, no public access to the council buildings or services is shocking. The council has lost its right to say they are community focused by pushing the community away and keeping them at arm's length
- Stop wasting money on hospitality that the general public get no value
- Stop wasting money on free events, which bring nothing into the area for business or locals. Cash strapped Council should not be paying for these things
- Rationalisation of council buildings and the overheads that come with them is essential. Schools are at the centre of our communities and should be multi-purpose and used for many more services for the full community libraries/ enquiries/ events / evening youth groups etc. Investment is needed in non-face to face, i.e telephone and on line/ text / to make them fully viable options. No mention here of the use of third parties/ consultants/ contractors. Most other businesses in trouble start with removing this cost line as it one of the highest overheads and often has grown out of proportion.
- Places like libraries are important to the wider community so service levels should at least be maintained if not improved so as many people as possible can access
- Be brave and move to a 4 day working week. Support more home working. Reduce the number of different services and re-align. Refresh approach to Community Planning the strategic direction has been lost, look at updating the LOIP....

Q14. Overall, are there any services that you feel should be protected from reductions in budget? Please specify what services these are. Overall **546** comments.

Education Waste Services Working 4U Road maintenance HSCP Greenspace Libraries, Arts & Heritage
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Q15. Where would you target spend reductions? Overall **407** comments

Staffing costs - managers costs, elected members costs Third party contractors Move to 4 day weeks Firework displays , Building rationalisation Non statutory services Services that aren't used by many people Hospitality
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### Diversity Monitoring

Age	
% response	
2%	16-24
10%	25-34
23%	35-44
24%	45-54
25%	55-64
14%	65 and over
2%	Didn't say

Sex	
% response	
31%	Male
64%	Female
0.26%	Intersex
1.43%	I would describe my sex in another way
3%	Didn't say

Identify as Transgender	
% response	
0.4%	Yes
94.8%	No

4.8%	Didn't say
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Sexual orientation	
% response	
3%	Bisexual
1.5%	Gay or Lesbian
88%	Heterosexual (straight)
3%	Other
4.5%	Didn't say

Religious Belief	
% response	
42%	No religion
0.13%	Buddhist
48%	Christian
0%	Hindu
0.26%	Jewish
0.4%	Muslim
0%	Sikh
5%	Other
4%	Didn't say

Do you consider yourself to have a disability according to the terms given in the Equality Act 2010?	
The Equality Act 2010 protects disabled people; it defines a person as disabled if they have a physical or mental impairment, which has a substantial and long-term adverse effect on the person's ability to carry out normal day-to-day activities.	
% response	
18%	Yes
78%	No
4%	Didn't say

Ethnicity	
% response	
90%	White or white Scottish or white British
2%	White Irish
0%	White Polish
2%	White other
0.13%	African or African Scottish or African British
0.4%	Arab or Arab Scottish or Arab British
0%	Black or Black Scottish or Black British
0%	Caribbean or Caribbean Scottish or Caribbean British
0.13%	Chinese or Chinese Scottish or Chinese British
0.13%	Indian or Indian Scottish or Indian British

0.4%	Pakistani or Pakistani Scottish or Pakistani British
0.52%	Mixed/ Multiple ethnicities
1%	Other
3%	Didn't say