



West Dunbartonshire Citizens Panel

Spring 2023 Survey Report

West Dunbartonshire Citizens Panel provides a way for residents to give their views on the Council and its services. This document presents the key findings from the online spring 2023 survey. The responses of our members inform service development and improvements to ensure we meet the needs of our residents now and in the future.

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

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

Overall, 282 responses were received, 25% more than the 2022 survey. Self-selection bias can occur when survey respondents are allowed to decide entirely for themselves whether or not they want to participate in a survey. In most instances, self-selection will lead to biased data, as the respondents who choose to participate will not well represent the entire target population.

However, the respondent profile in this survey was generally representative of demographic groups in West Dunbartonshire.

Age representation was good except for the proportion of 16-24 year olds with very little response, and for 25-34 were responses were about 50% less than the proportion of those people in the West Dunbartonshire population.

There was good geographical representation from across our areas. The respondent's breakdown shows, 6% from G60, 40% from G81, 29% from G82, 22% from G83 and 2% from the G13/14 area.

Summary of findings

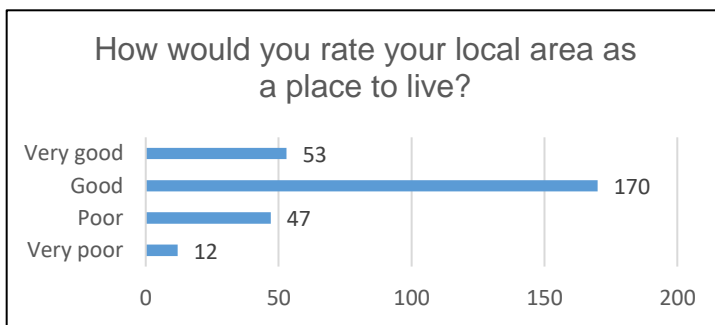
- 79% of respondents rated West Dunbartonshire as a good place to live
- 71% of respondents felt they had no barriers to digital inclusion
- 32% of respondents said they had some concerns about their finances, with 4% say they had serious concerns

We look at the results in more detail below.

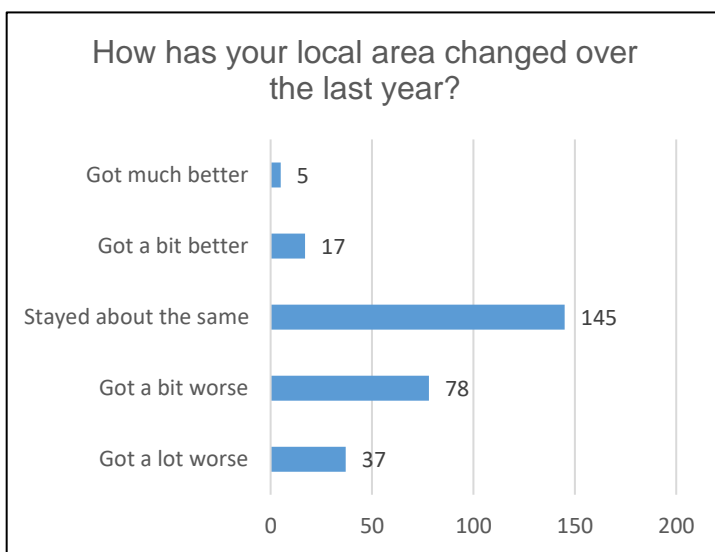
1. Our Communities

Living in West Dunbartonshire

79% of people rated their local neighbourhood as a very good/ good place to live.



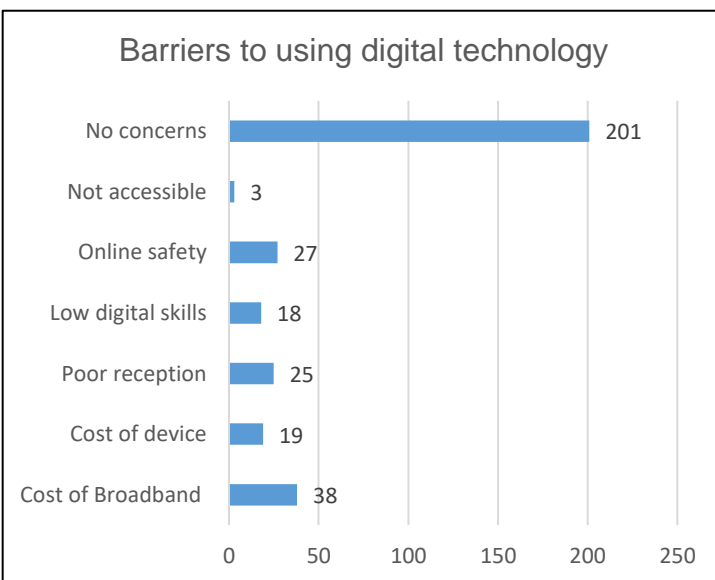
51% of people felt their local area had stayed about the same compared with the previous year, 8% felt it had improved whilst 41% felt it had got worse.



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

Digital inclusion

71% noted no barriers to digital communications.



29% noted some barriers to using digital communications, the three most common areas noted were broadband affordability, online safety and poor mobile phone reception.

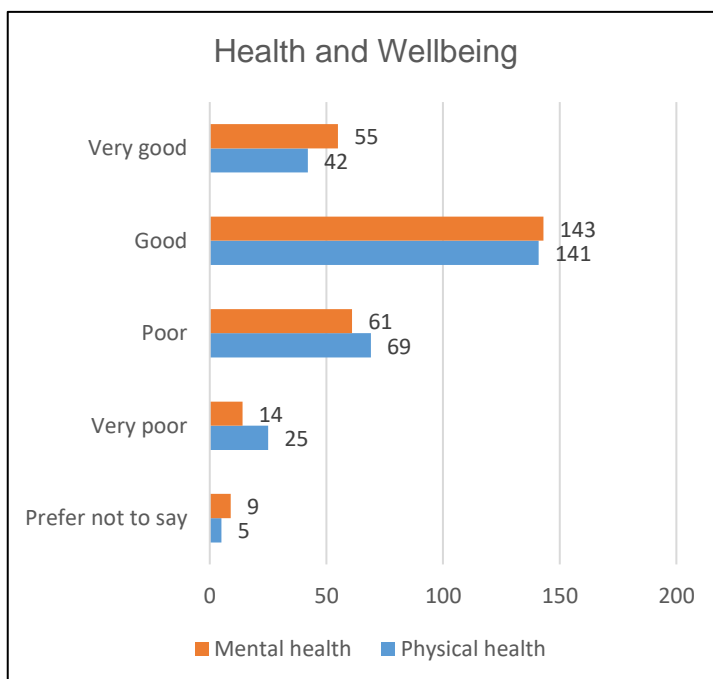
Overall, 80 % of respondents were aware of sources of digital support in West Dunbartonshire Council through libraries and the Community Learning and Development team.

Health and Wellbeing

65% of people reported they felt their physical health was very good/good.

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

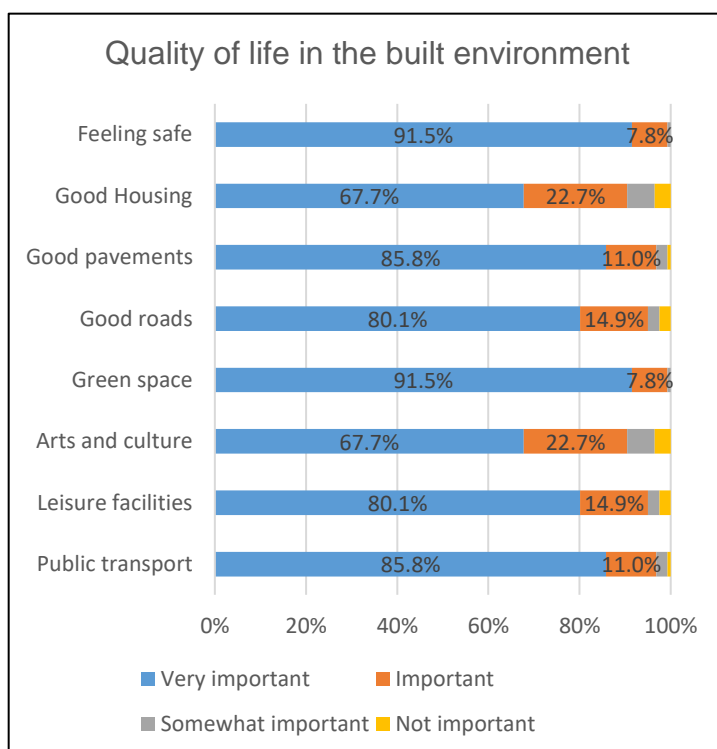
In common with results from the 2022 Citizens Panel, women are more likely to report poor or very poor mental health compared to men. Overall, men also reported better physical health than women. Disabled people reported worse physical and mental health than non-disabled people.



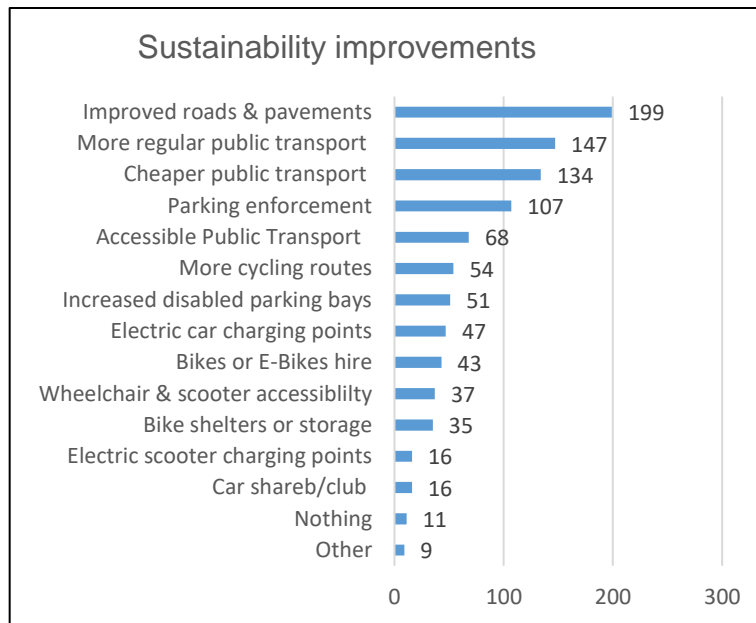
2. Our Environment

In common with earlier surveys carried out, there was strong support for actions on climate change and adaptation. There was considerable concern about flooding, with a commonality of actions suggested, including protecting greenspaces, rewilding and not expanding use of concrete drive ways.

91% of people stated access to Greenspaces and feeling safe in their community were very important to their quality of life.



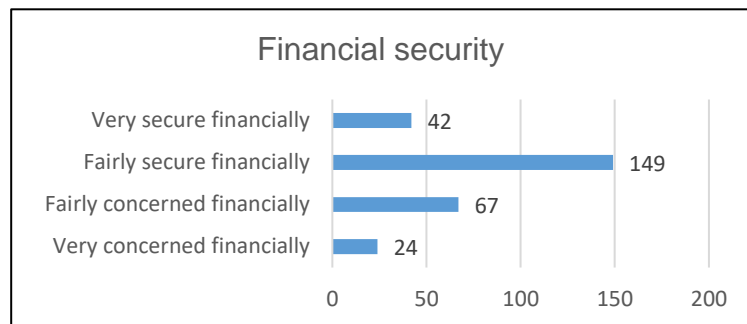
71% of people felt better roads and pavements would support use of a wider range of more environmentally sustainable transport, more regular and cheaper public transport and parking enforcement were also noted.



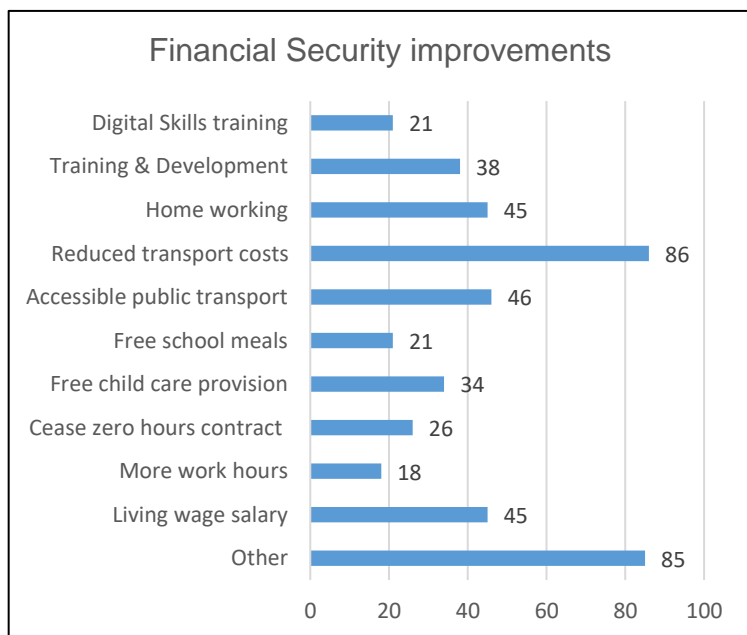
3. Our Economy

68% of people reported no issues with their finances.

35-44 year olds were the most likely to have some level of concern about their finances (44%) with over 75 year olds having the least concerns.



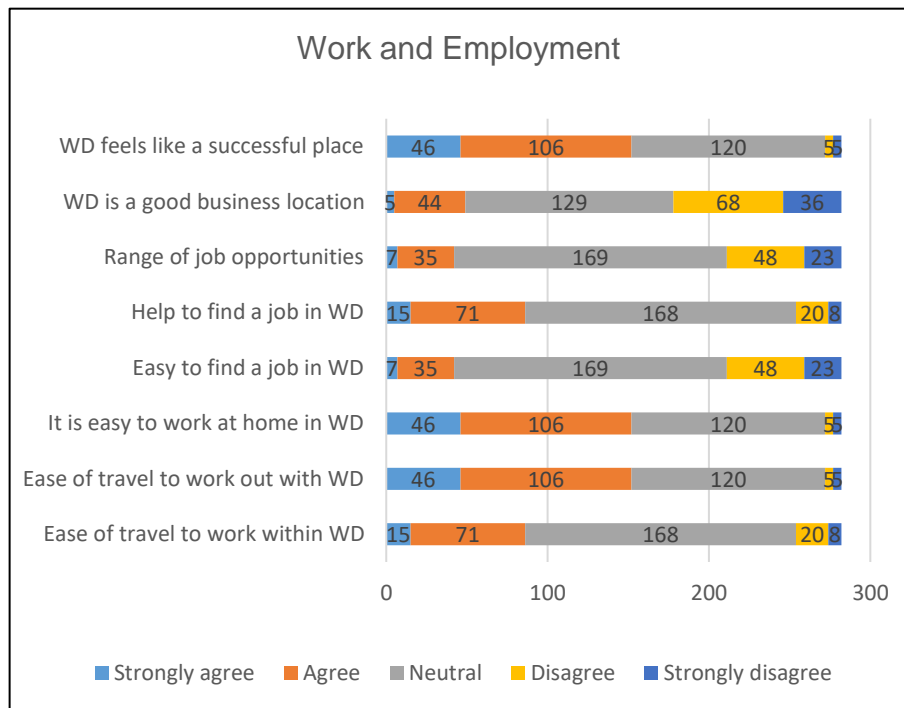
47% of people reported that, in relation to public transport improved accessibility, and reduced costs would help improve their finances. Support with young families was also noted with 19% of people noting childcare and free schools meals would be beneficial. Flexibility from employers for home working and access to training opportunities accounted for 37% of responses.



54% of agreed it was easy to travel out with WD for work, 31% agreed it was easy to travel within the area for work

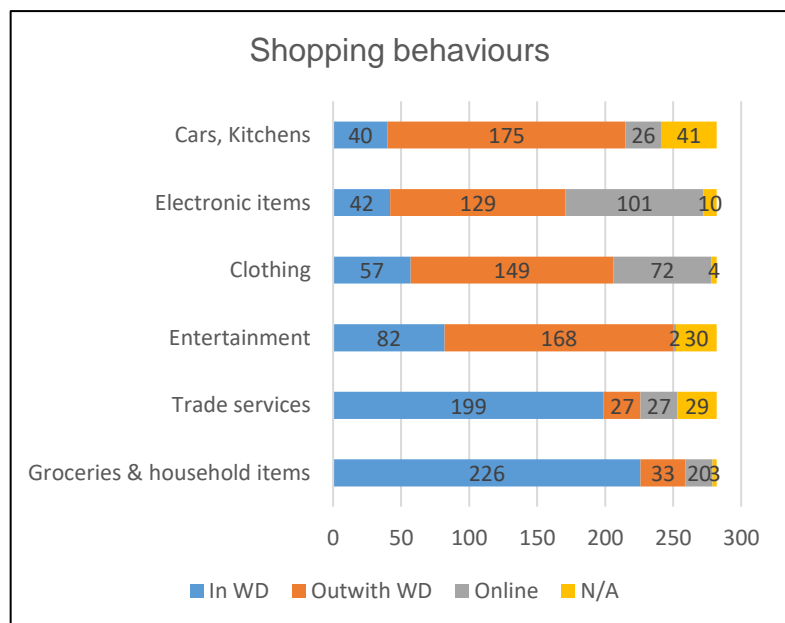
54% stated WD felt like a successful place

Overwhelmingly, the majority of people answered neutral on all options.



80% of people shop for groceries and general household items within the WD area, similarly the majority of people 71%, shop local for trades such as plumbers.

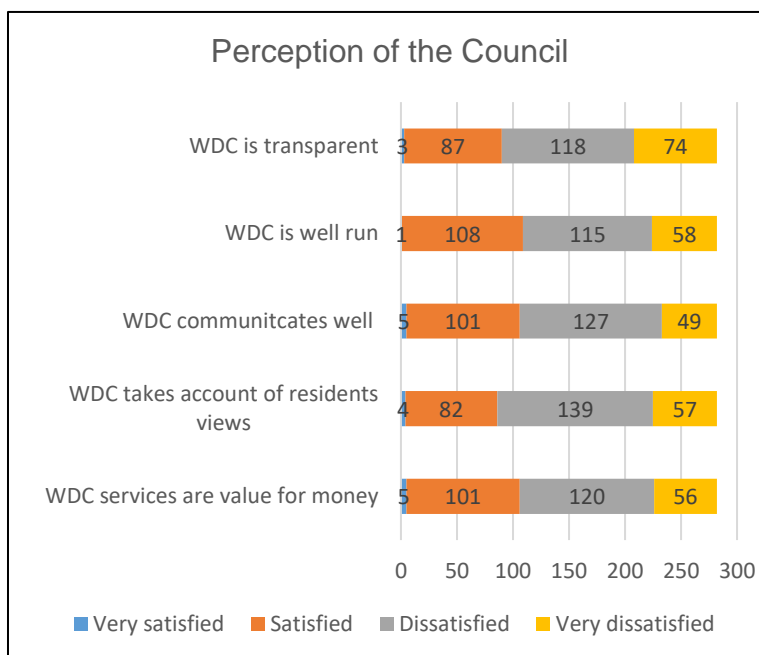
Overwhelmingly, all other purchases, including entertainment, are done out with the WD area.



4. Our Council

Perception of Council services

As with previous surveys including the 2022 Citizens Panel, respondents were less positive across all areas with common questions, than telephone survey respondents. It is important to note that Citizens Panel respondents are self-selecting, whilst those to the Telephone Survey are selected at random.



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| <p>37%</p> <p>were satisfied that the Council provided value for money, compared to 66% for the 22/23 telephone survey</p> | <p>31%</p> <p>agreed that the Council took account of their views, compared to 63% from the 2022/23 telephone survey</p> | <p>38%</p> <p>were satisfied with how we communicate, compared to 71% from the 22/23 telephone survey</p> | <p>39%</p> <p>were satisfied with the way we ran services, compared to 79% from the 22/23 telephone survey</p> | <p>32% felt the Council were transparent in their decision making. 68% said they had about the same say on what went on in the area.</p> |
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55% of people liked to receive information about the Council from the Council website. Social media channels were also noted as key areas where residents look for council information, with Facebook was the most popular social media channel with **46%** of people choosing this platform. Facebook was also noted as the most commonly used social media channel.

