West Dunbartonshire COUNCIL

Citizens Panel Views
Autumn 2026

Easy Read



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About this report



The Citizens Panel is made up of around 1,100 West Dunbartonshire Council residents. Every six months, we ask Panel members for their views on our services.

This report tells you what they said in Autumn 2026. Their views help us develop and improve our services.

Panel members answered 29 questions about how satisfied they were with Council services. Their views are shown using red, amber and green faces:

- **Good** We are doing well (66% or more were satisfied)
- **Okay** We need to improve (46% to 65% were satisfied)
- **Not good** We need to make things better (45% or less were satisfied).

The views of all Panel members show:

- we are doing good in 13 of the 29 questions
- we are doing ok in 8 of the 29 questions
- and we are not doing good in 8 of the 29 questions













Council Services

49% are satisfied with Street Cleaning

51% are satisfied with Waste Services

21% are satisfied with Road Maintenance

39% are satisfied with Grounds Maintenance and Grass Cutting

70% are satisfied with Parks and Open Spaces

80% are satisfied with Libraries

80% are satisfied with Museums and Galleries

82% are satisfied with Leisure and Sports Centers

51% are satisfied with the Council overall













Contacting the Council

66% agreed it is easy to contact the Council via the Council website

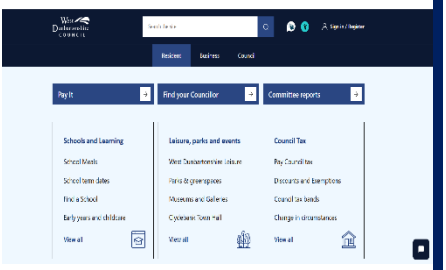
59% agreed it is easy to contact the Council at one of the Council's main offices

67% agreed it is easy to contact the Council by telephoning the Citizens Contact Centre

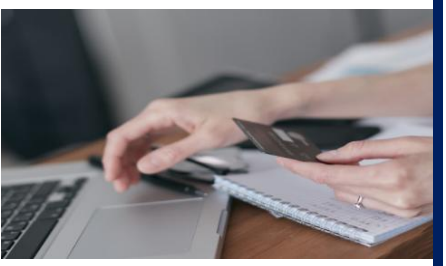
62% agreed it is easy to contact the Council by telephoning a specific Council department

61% are satisfied with their experience of contacting the council via the Citizens Contact Centre

Council Website









- **76%** are satisfied with the Council Website for finding information
- **77%** are satisfied with the ease of using the Council Website
- **76%** are satisfied with the ease of completing transactions on the Council Website
- **77%** are satisfied with the Council Website overall













Education Services

84% are satisfied with Early Years Education

86% are satisfied with Primary Schools

79% are satisfied with Secondary

53% are satisfied with Additional Support Needs provision













Perception of the Council

- **32%** are satisfied with how the Council runs things
- **34%** agreed the Council does the best it can with the money available
- **27%** would speak highly of the Council
- **46%** agreed the Council is good at keeping them informed of important information
- **27%** agreed the Council is good at listening to local people's views before making important decisions
- **32%** agreed the Council communicated well with its residents
- **41%** agreed the Council is good at letting people know how it is performing