

West Dunbartonshire Citizens Panel 2026 Survey Results

The Panel lets residents to give their views on the area the Council and its services. this summary combines findings from surveys carried out in August 2025 and March 2026. Responses inform service development and improvements to ensure we meet the needs of our residents now and in the future.

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

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

306 responses were received across the 2 surveys some areas where covered both surveys. Self-selection bias can occur when survey respondents decide for themselves on participating. This can skew results, as mix of respondents who choose to participate may not well represent the entire target population.

Homeowners are overrepresented in the sample at 78% compared to 57% for the area, and social rented and private rented tenants under-represented at 21% compared to 42% combined. Homeowners are less likely to be in relative poverty than those in rented accommodation.

The respondent profile was under representative in ages below 55 (21%) and over representative in older groups especially 65 to 74 year olds 941%). Less than 1% where from the 16-24 age range.

Most respondent were female, 57%.

There was a less even though still roughly proportionate geographical representation from our areas compared to last year. The respondent's breakdown shows,

11% from G60
38% from G81
30% from G82
21% from G83

Summary of findings for 2026 with 2025 results in brackets

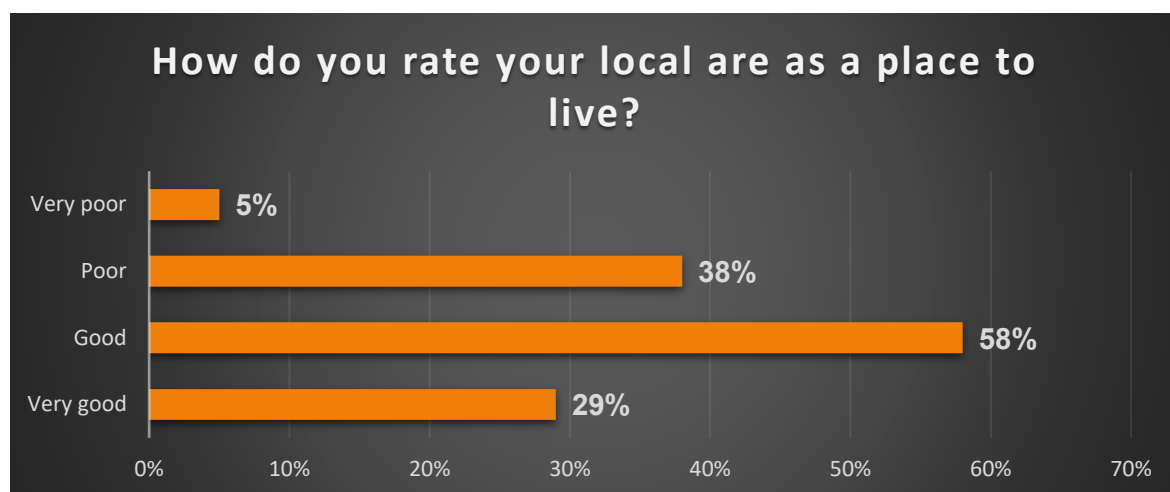
- 75% (76%) of respondents rated West Dunbartonshire as a good place to live
- 50% (56%) of respondents felt they had no barriers to digital inclusion
- 27% (28%) of respondents said they had some concerns about their finances, with 5% (5%) say they had serious concerns

49% they were satisfied with Council services overall Compared to the 2025 result of 71%. We look at the results in more detail below. We have highlighted any significant differences from different groups in responses.

Our Communities

Living in West Dunbartonshire

75% of people rated their local neighbourhood as very good/ good place to live.

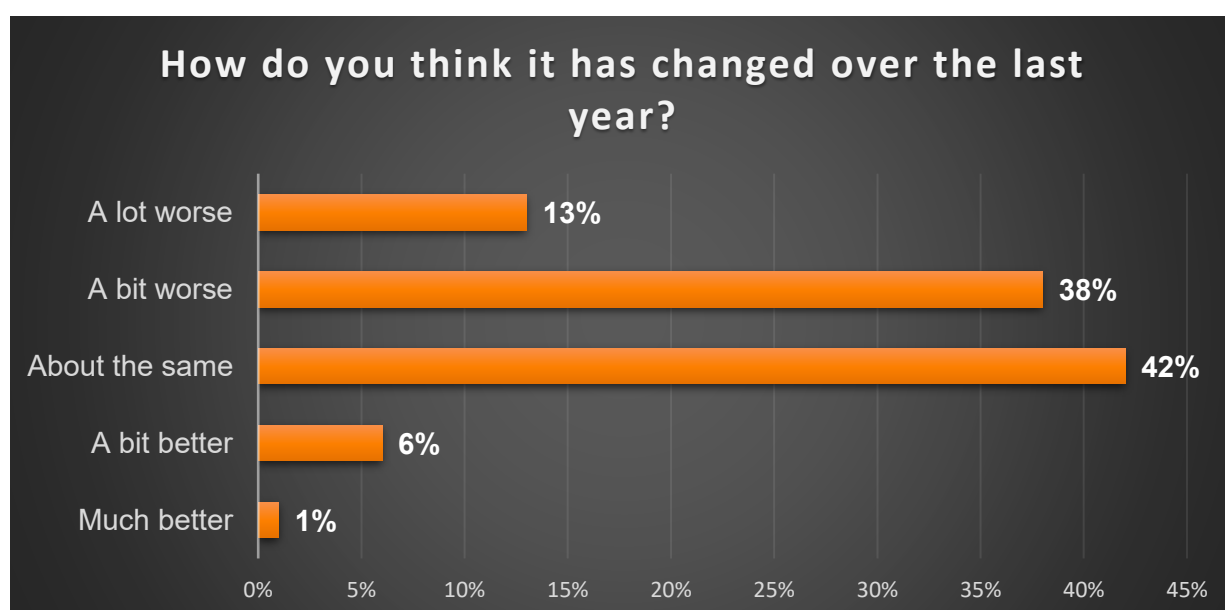


42% of people felt their local area had stayed about the same compared with the previous year, 7% felt it had improved whilst 52% felt it had got worse.

More litter and less bin collections as well as anti-social behaviour, including vandalism and graffiti were cited as reasons for a perceived deterioration.

In terms of deterioration, often noted were, poor road conditions, potholes and lack of markings. Poor pavement conditions, cracked pavements, litter, dog poo and overgrown private hedges. Lack of grass cutting and weed control were cited.

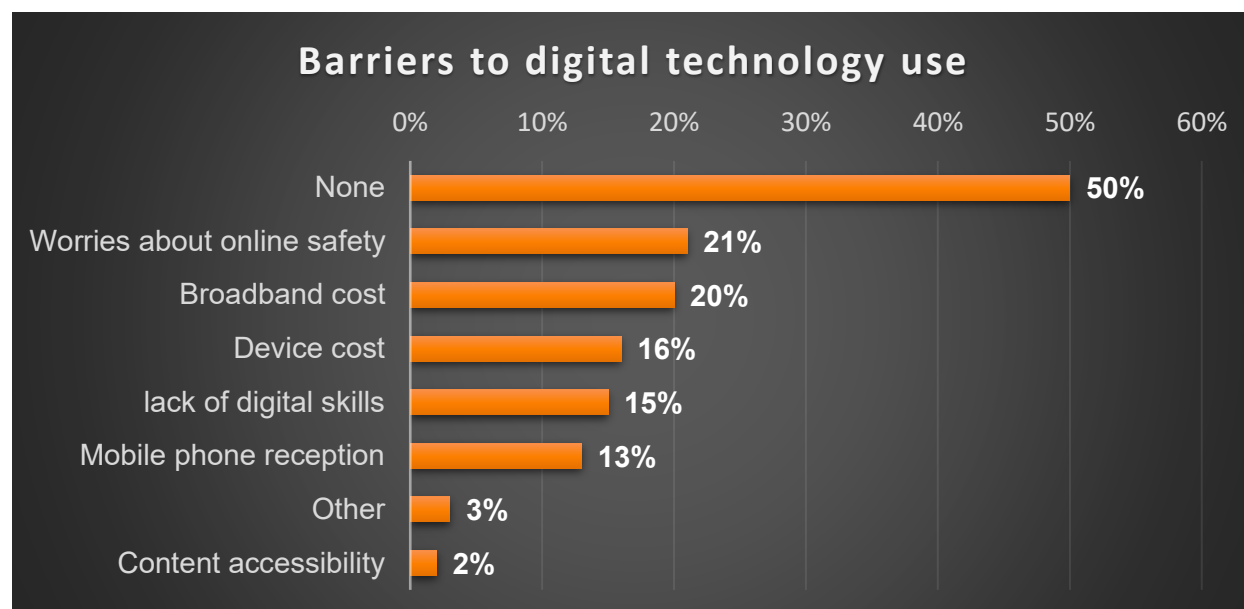
In contrast, Improvements to social housing, town centre regeneration, particularly in Alexandria, and environmental improvements had improved the overall look of the area. Some felt that grass cutting and litter collection had improved.



75% said felt they very strongly or fairly belonging to the area compared with 78% for the 2025 results.

Digital inclusion

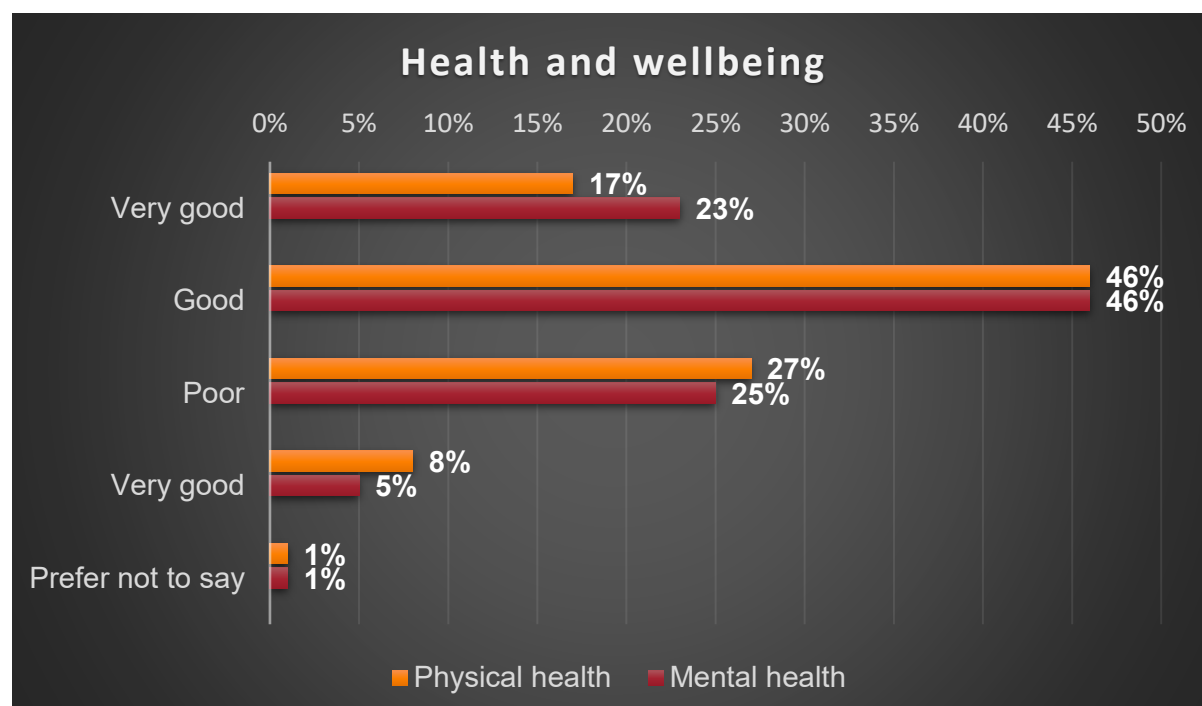
50% said no barriers to digital communications down from 56% last year. The 3 most noted were broadband affordability, device affordability and online safety. 25% of respondents were unaware of sources of digital support from Council libraries the Community Learning and Development team or from elsewhere.



Health and Wellbeing

65% said their physical health was very good/good, down from 71% last year.

69% said their mental health was very good/good, down from 71% last year.



Women 63% reported less good physical health than at men 75% a reversal from last year. Male 75% and females 66% reported different levels of good/very good mental health, reversed from last year.

Disabled people reported less good/very good physical and mental health, 25% and 39% than non-disabled people at 84% and 86%.

How we are responding:

Digital support:

We offer a wide variety of **free** computer related courses to help users get online and become digitally included. This includes computers for the absolute beginner; smart phones and tablets; word processing; next steps in computing and digital drop-in sessions. All details can be found here: [Computer Courses | West Dunbartonshire Council \(west-dunbarton.gov.uk\)](https://www.west-dunbarton.gov.uk/computer-courses)

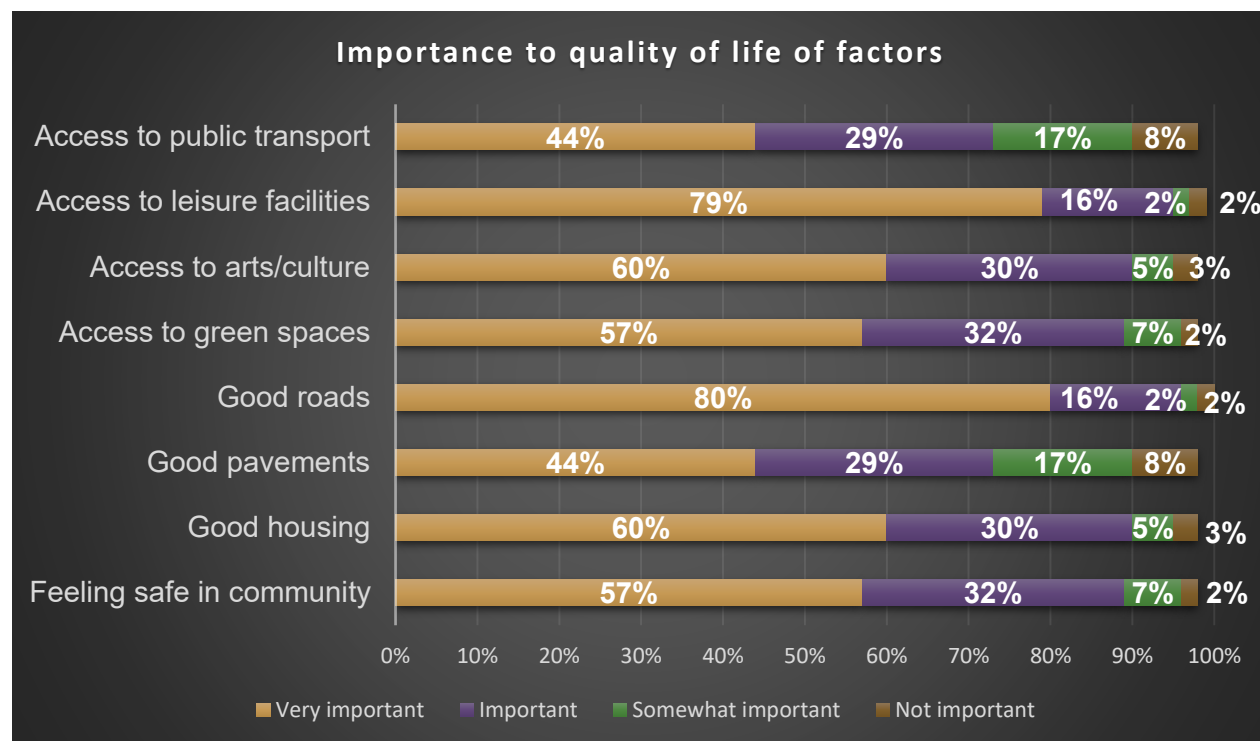
Community safety:

We have invested in CCTV upgrades throughout West Dunbartonshire. The project has been completed with 313 new Housing Cameras, 72 Public Space, 13 Leisure Trust and 8 Greenspace cameras.

ASB officers attend all Tenants and Residents Associations meetings on request and conduct proactive foot patrols in the area. The ASB team attend any Public meetings on request.

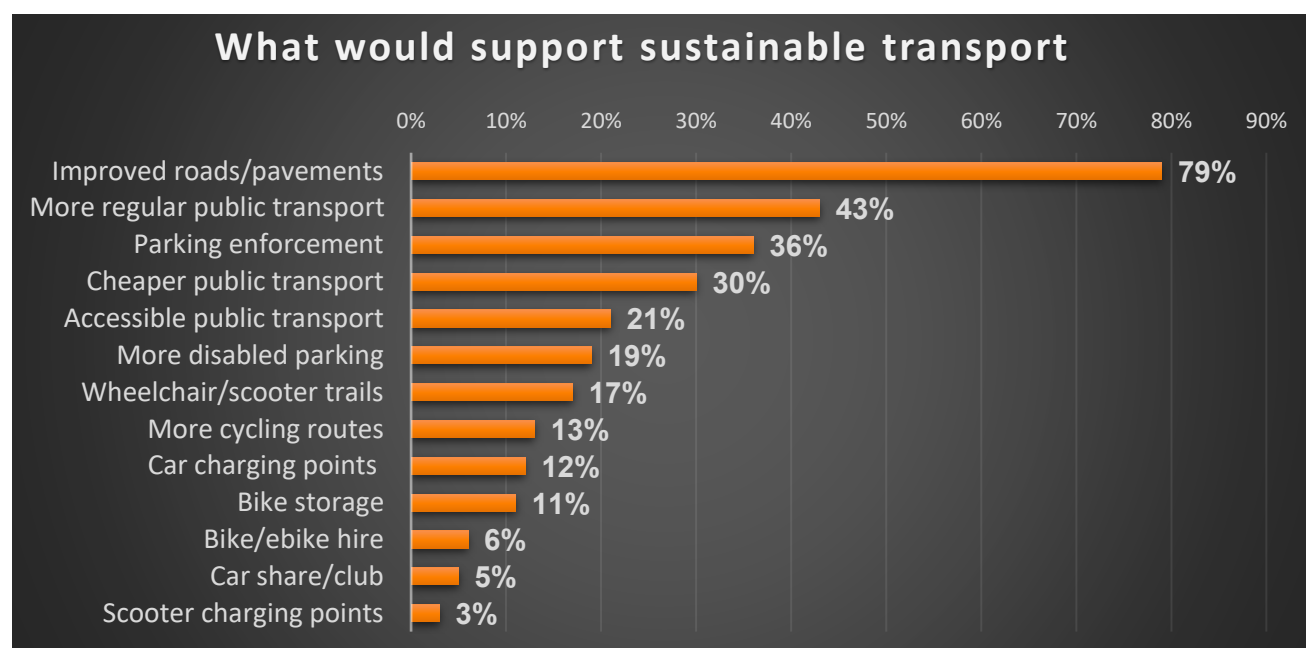
2. Our Environment

In common with earlier, there was strong support for actions on climate change and adaptation. There was considerable concern about flooding, with a commonality of actions suggested around improved drainage, including cleaning drains on streets, protecting greenspaces, tree planting and rewilding.



89% rated feeling safe as important. **73%** noted good quality pavements. **96%** of stated good roads were important as well as and access to green spaces (**89%**)

79% of people felt improved roads and pavements would support use of a wider range of more environmentally sustainable transport, more regular and cheaper public transport, more cycling routes and parking enforcement were also noted.



How we are responding:

Roads:

A review of customer satisfaction reports from 2024/25, residents highlighted the repeating occurrence of pothole defects a major concern. In response the service has amended their approach to how repairs are undertaken to provide longer lasting repairs and that will improve the overall road asset condition. Additionally, the service continues to address as many defects as possible within the required timeframes with 98% dangerous defects repaired within 4 hours, 93% of non-serious defects repaired with 7 days and 85% of routine repairs carried out with 28 days

Waste and recycling

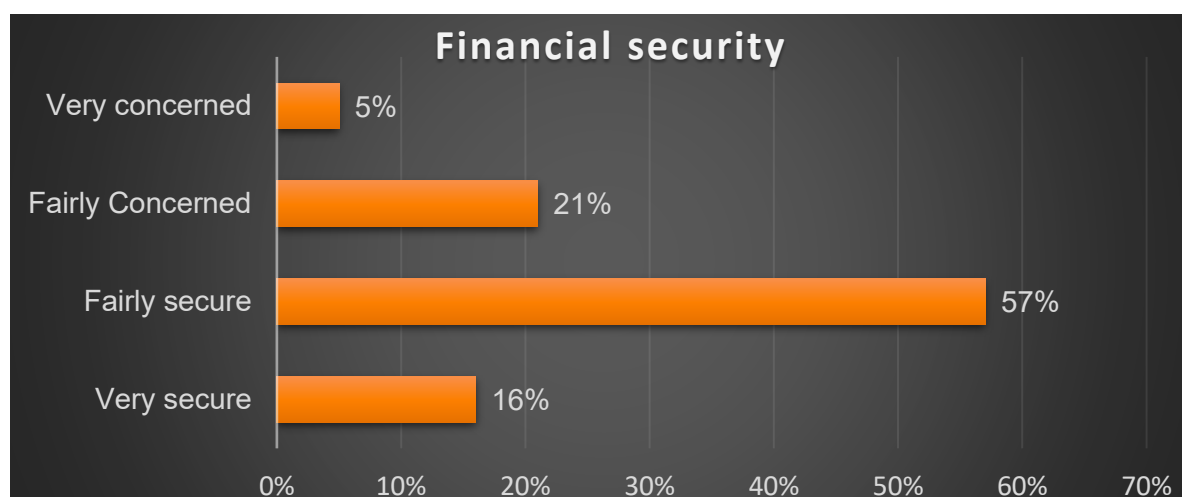
The Council has significantly reduced the amount of waste it sends to landfill falling from over 16,432 tonnes in 23/24 to just 4,533 tonnes in 25/26. From April 2027 a separate food waste caddy will be provided to households to help further reduce landfill and make food waste recycling easier for residents.

As a result of diverting waste from landfill, the Council's carbon emissions reduced significantly when reported in November 2025.

Environment and Climate

This year there will be a focus on carbon literacy training across a number of sectors. The Council will be reviewing carbon literacy training and rolling out a revised e-learning course for all staff and elected members. The climate literacy training will also be adapted for primary and secondary school children to complement other sustainability initiatives that are being developed. Carbon literacy training will also be introduced for community groups through West Dunbartonshire Climate Action Hub.

3. Our Economy



73% of people reported no issues with finances compared to 72% last year.

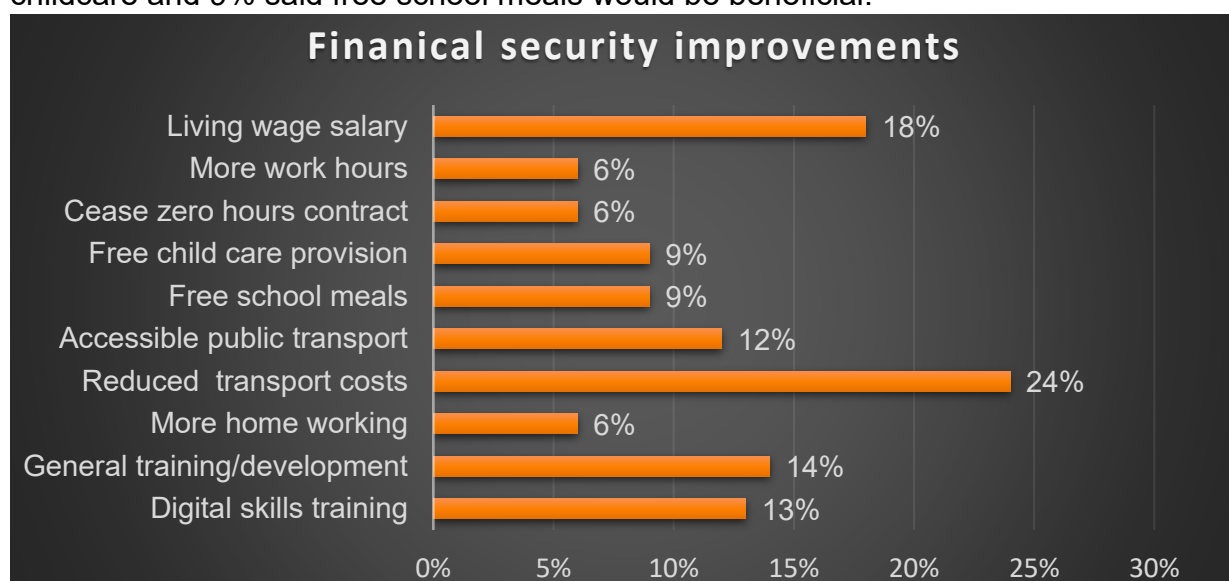
The older respondents were the less concerned they were about their finances. Those aged 16-44 were more likely to be concerned about their finances, 53%, compared to older age groups. For 45 to 54 year olds the figure was 35%. Only 24% aged between 65 and 74 and only 9% of those over 75 had concerns. These findings are in line with national data on relative poverty rates.

16% of men compared to 30% of women were concerned about their finances

49% (last year 73%) of social rented tenants compared to only 18% (last year 17%) of homeowners said they had concerns about their finances.

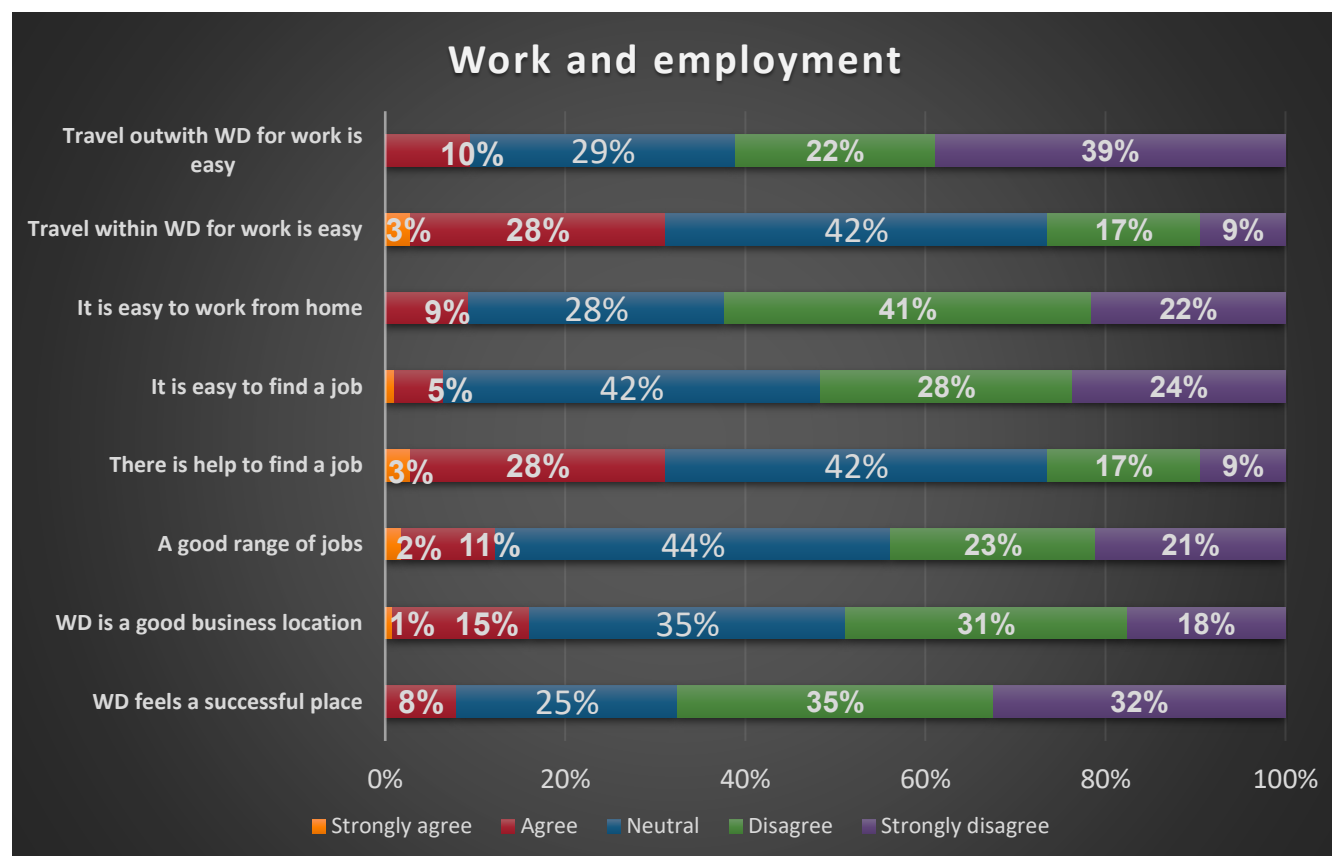
The variation in the headline figure of 73% not having financial concerns may be explained by the sample being heavily skewed to older people.

24% said reduced transport costs (26% last year) when asked about helping financial security. 18% said being paid at least the living wage (6% last year). 14% ((11% last year) said more access to public transport would help. 9% said more childcare and 9% said free school meals would be beneficial.

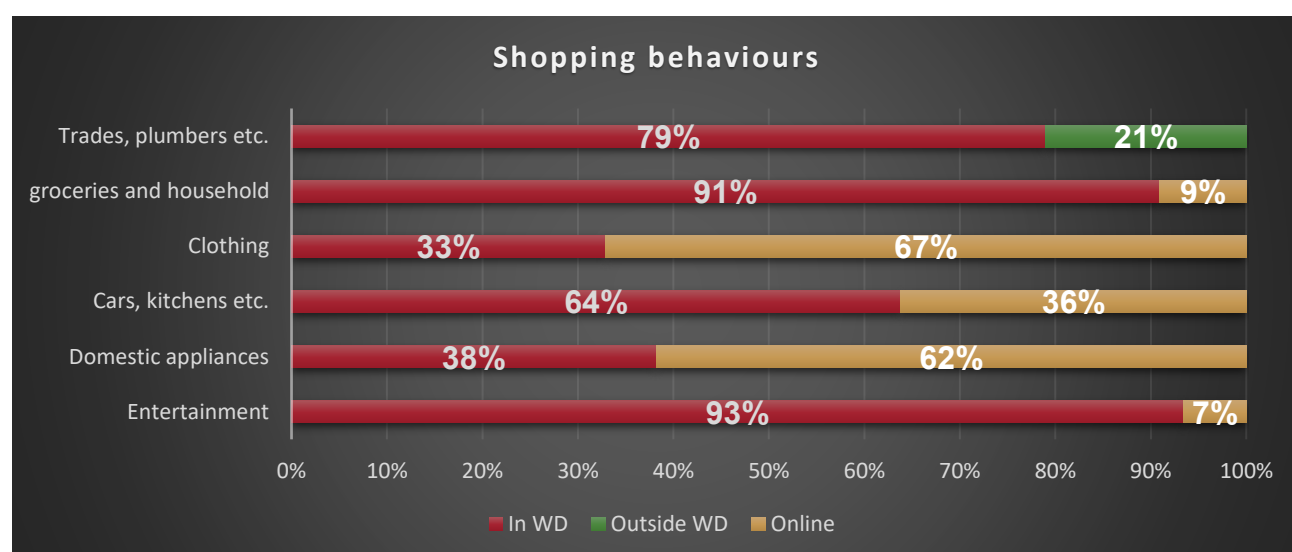


32% (46% last year) of agreed it was easy to travel out with WD for work, 45% (51% last year) agreed it was easy to travel within the area for work.

7% (10% last year) said WD felt like a successful place, 21% (30% last year) of people answered neutral to this question. There were a large number of neutral responses to this question set, though we have removed those who answered 'does not apply'. This could suggest as the respondents are skewed to older groups, and likely from retired people, are increasing the number of 'neutral' responses.



91% (84% last year) shop for groceries and general household items within our area. The majority 63% (73% last year), shop local for trades such as plumbers. Overwhelmingly, other purchases, like entertainment, are done out with area.



How we are responding:

We have ongoing regeneration work in town centres, with more planned, and [detailed on our website](#).

Our [Economic Development Strategy for 2020-2027](#) details our overall approach to sustainable and inclusive growth.

Regeneration:

We are working with the local community and stakeholders to improve our town centres in West Dunbartonshire and investing to develop the strategic regeneration sites.

In Alexandria, a project to improve the Main Street and Mitchell Way is progressing through the design stages and works to improve the Artizan shopping centre in Dumbarton are underway.

In Clydebank, the Neighbourhood Board is working with the local community and the Council to deliver projects funded by the UK Government's Pride in Place funding.

Works on the Bowling Strategic Development site are progressing well and once completed, the project will deliver significant economic benefits to the West Dunbartonshire.

Redevelopment of the Queens Quay site in Clydebank is also moving forward with Planning Applications for new housing expected to be submitted shortly.

4. Our Council

Satisfaction with Council Services

Overall satisfaction with services 47% compared to 71% last year

Satisfied with the way council runs things 27% compared to 28% last year

Specific services

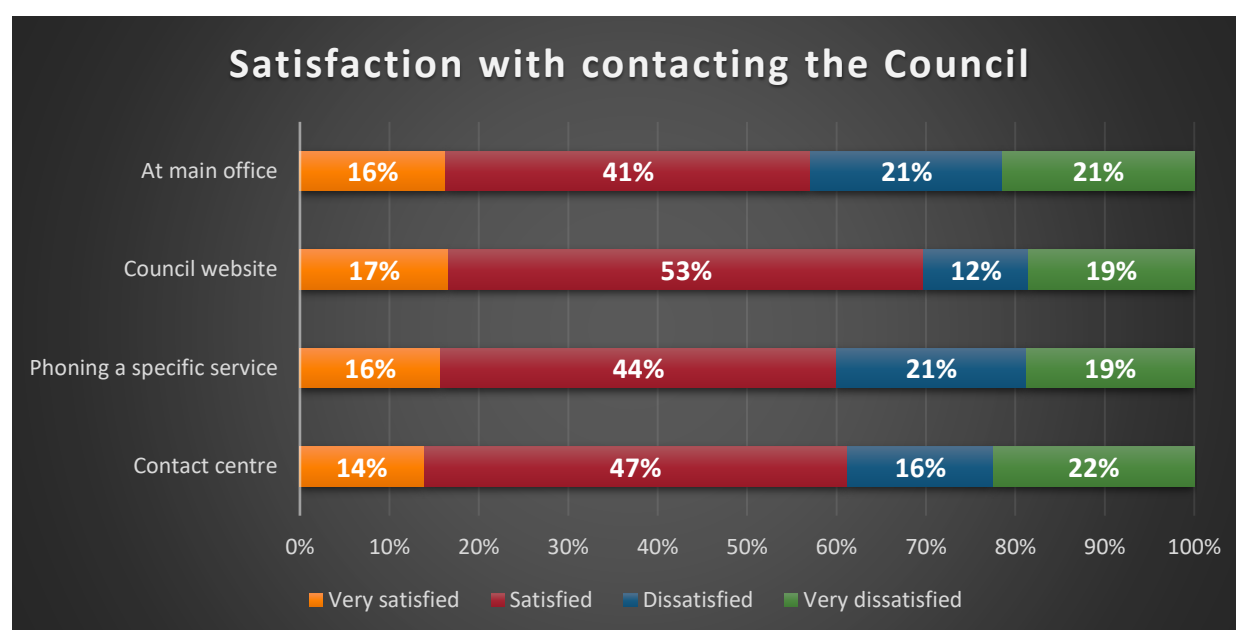
Satisfaction is mixed.

Leisure and Cultural Services continue to receive high levels of satisfaction (75%) as do Parks and Open Spaces (68%)

Library service satisfaction was 84%. 78% are satisfied with Museums and Galleries.

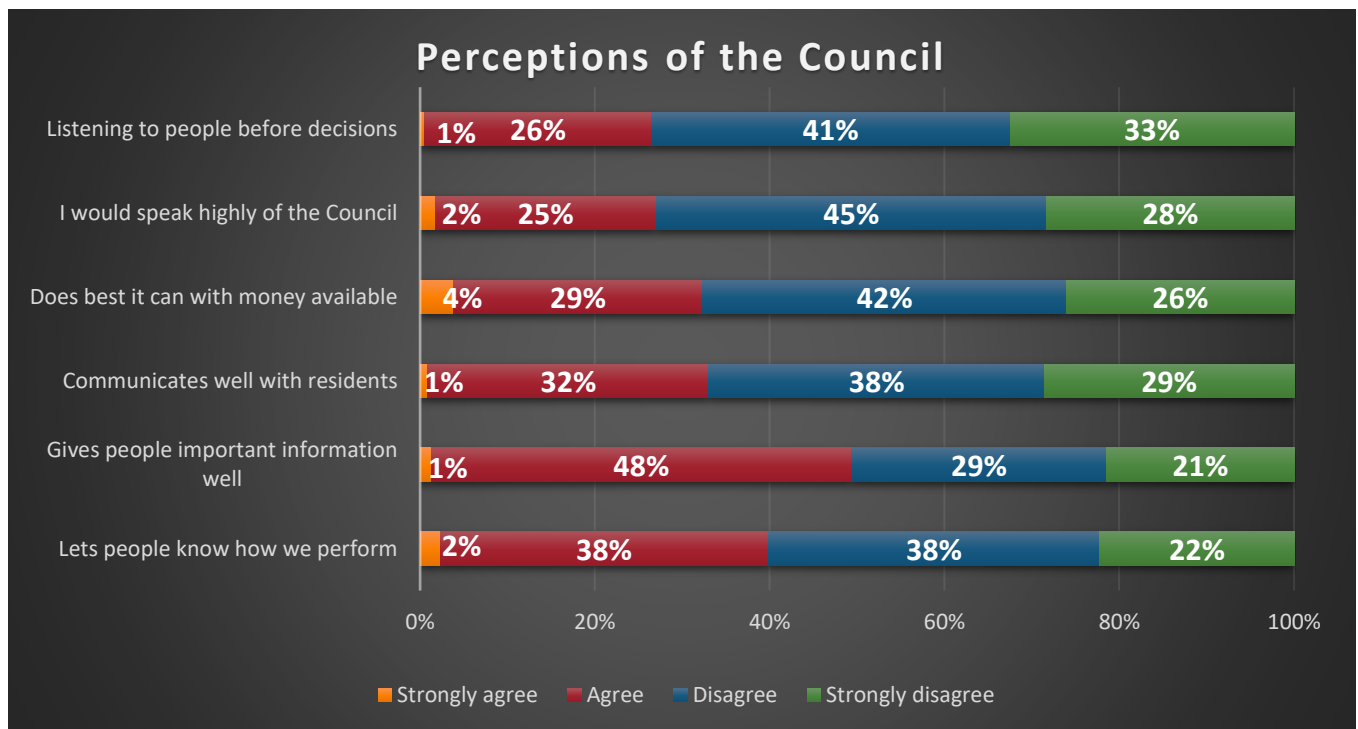
Respondents were less positive about street cleaning (46%), Waste Services 51%, Grounds Maintenance 31% and Roads Maintenance 20%. Comments as to why dissatisfaction is high in these areas suggests potholes, charges for garden waste and grass cutting reductions.

Contacting the Council



Perception of the Council

It is important to note that Citizens Panel respondents are self-selecting. We no longer conduct a Telephone Survey for which potential respondents were selected at random. However, data from the Scottish Household Survey (SHS) is available up to 2024 which allows comparison on the question 'My Council does the best it can with the money available' with a 30% agree figures from the Citizens Panel survey for 2026 (47% for 2025) and from the SHS a 39% agree figure from 2024.

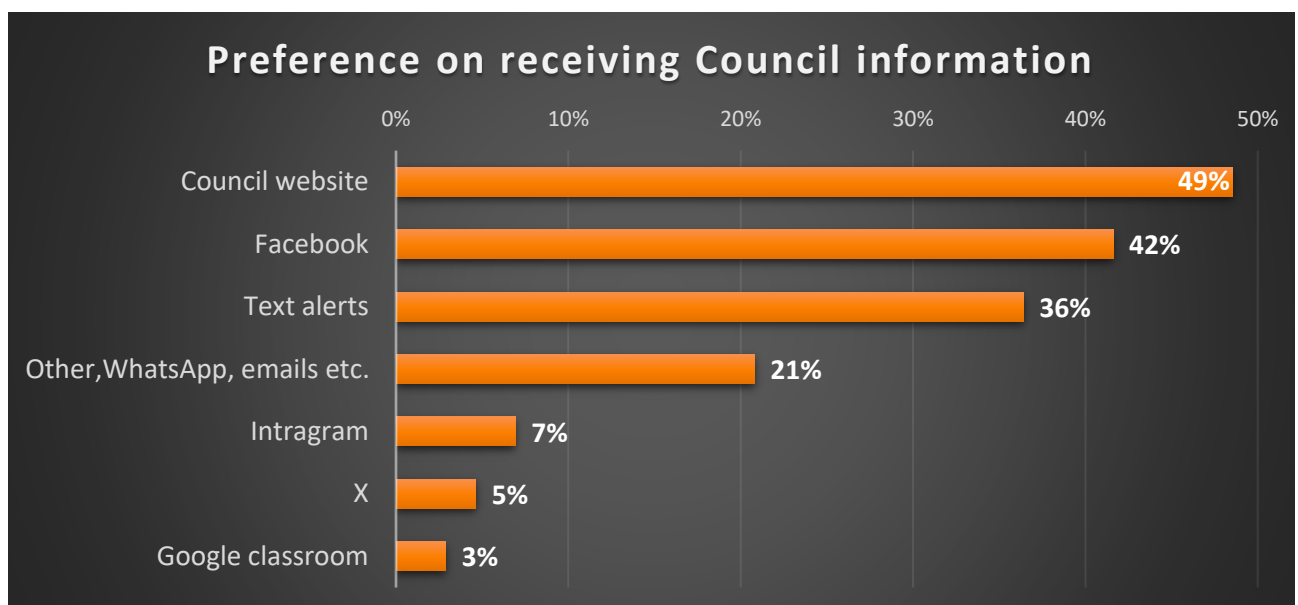


Some people felt there was a lot of wastage in Council spend and monies spent on the wrong things and not seeing value for Council tax rises.

There was a sense of a general decline in the appearance of the area.

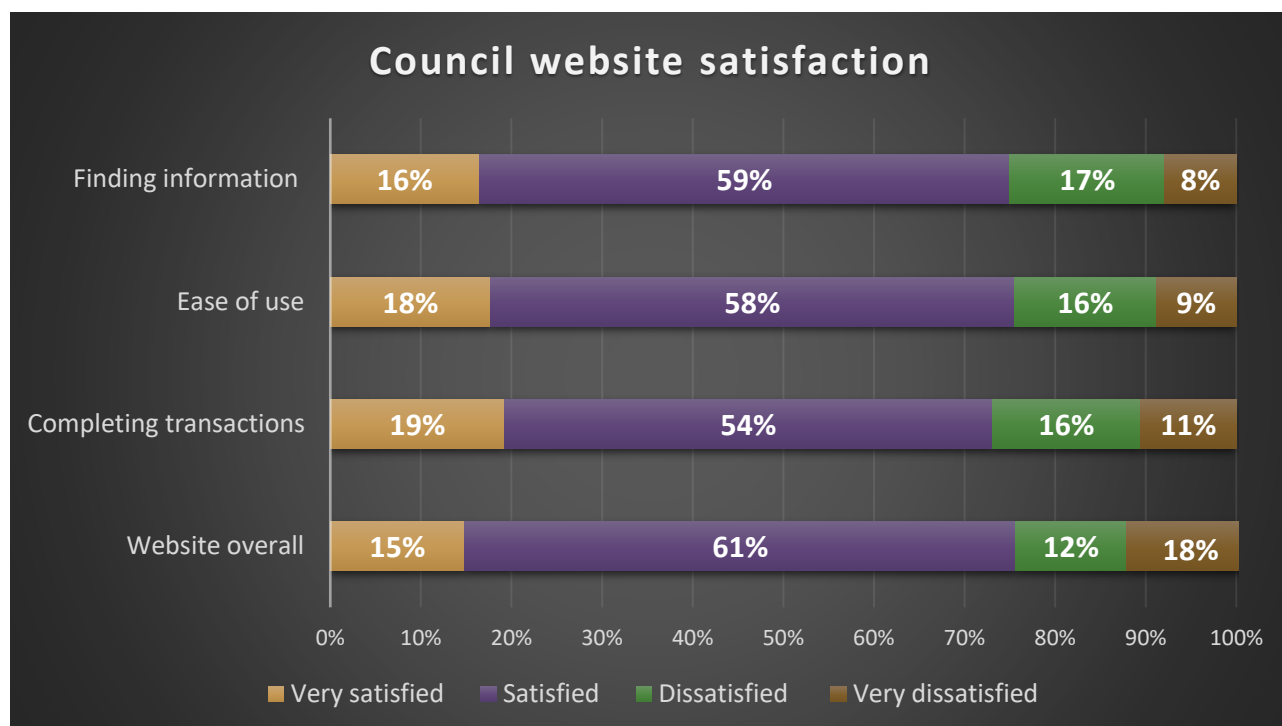
In terms of communication, some felt all communication was online, felt there was a lack of consultation on big decisions. Comments also noted a lack of feedback on consultations, and more generally of what the Council was doing.

49% (compared with 54% in the previous year) of people liked to receive information about the Council from our website, with the Council Facebook page 42% (43% last year). Text alerts and other social media channels were also noted as key channels.



Facebook (68%) was the most used social media channel by respondents followed by Instagram at 24% second, with X and TikTok joint third on 14%.

Overall satisfaction with the Councils website was 76% (compared with 77% in the previous year) and the most common place people wanted to find out about council Information.



How we are responding:

Consultation and engagement approach

The Council continues to run a wide range of consultations where you can give us your views. We will take account of how you have said you get information when letting you know about these.

The Council launched a WhatsApp channel in March 2026 for high level information announcements such as travel disruption or weather warnings.

Under-represented groups

Over the last 2 years we have reached out to groups we know are under-represented as respondents to Council surveys and consultations including those aged 16 to 24. Since then, there has been slight increase in this age group responding to surveys, but we have meet directly with different groups of young people and discussed issues they see as important including during budget consultations. These issues included lack of spaces for younger people across the area, and lack of actives, safety and anti-social behaviour and increased discriminatory language and behaviour.

Concerns were also expressed by Equality Groups about increased discriminatory language and behaviour within the community, as well as service accessibility. Service accessibility was also a concern for Deaf British Sign language users including the accessibility of information being too limited to digital sources, with not enough BSL information and a lack of Deaf awareness.

Housing availability and affordability, cost of living and social isolation were themes of concern for all.

We continue to work to on making sure that all peoples voice are heard.

How to get involved

We want the Citizens' Panel to have as wide a mix of members as possible and are always looking for new people to join. The Panel is open to anyone aged 16+ who lives in West Dunbartonshire. If you have any family, friends or neighbours who might be interested in taking part, they can contact us at engagement@west-dunbarton.gov.uk for more information, or sign up directly.

Your information

All the information you provide as a Panel member is completely confidential and will be used only for Citizens' Panel purposes.

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