

West Dunbartonshire Citizens Panel

Spring 2025 Survey Results

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 2025 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**

207 responses were received, 33% less than the 2024 survey. Self-selection bias can occur when survey respondents decide for themselves whether they participate. Self-selection can lead to biased data, as mix of respondents who choose to participate may not well represent the entire target population.

We have seen a downturn in representation from younger age groups from the previous year particularly amongst the 16-44 age group and as a result the respondent profile in this survey was underrepresented by younger age groups. Homeowners are overrepresented and social rented and private rented tenants are under-represented.

There was good geographical representation from across our areas. The respondent's breakdown shows, 8% from G60, 42% from G81, 32% from G82, 18% from G83 and <1% from the G13 area.

We have highlighted any significant differences from different groups in responses.

Summary of findings

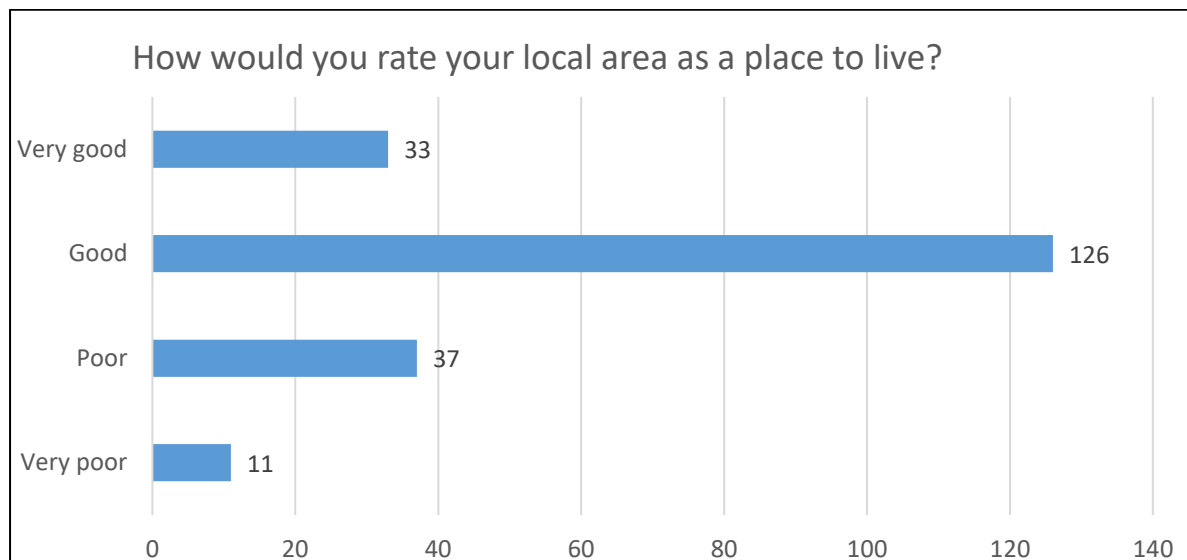
- 76% of respondents rated West Dunbartonshire as a good place to live
- 56% of respondents felt they had no barriers to digital inclusion
- 28% of respondents said they had some concerns about their finances, with 5% say they had serious concerns

We look at the results in more detail below.

1. Our Communities

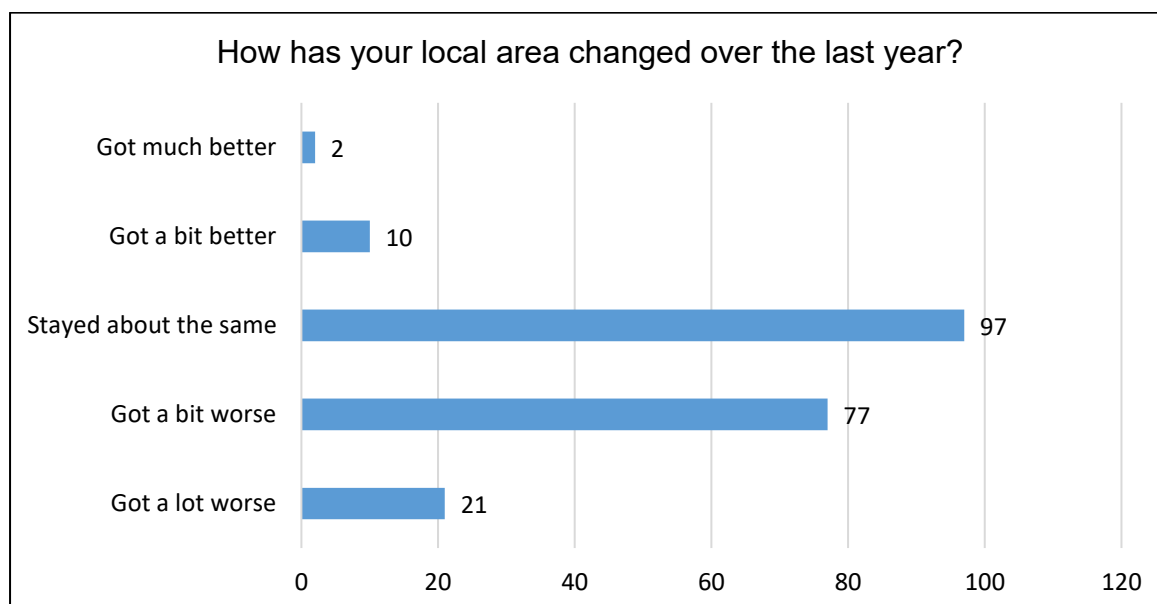
Living in West Dunbartonshire

76% of people rated their local neighbourhood as very good/ good place to live.



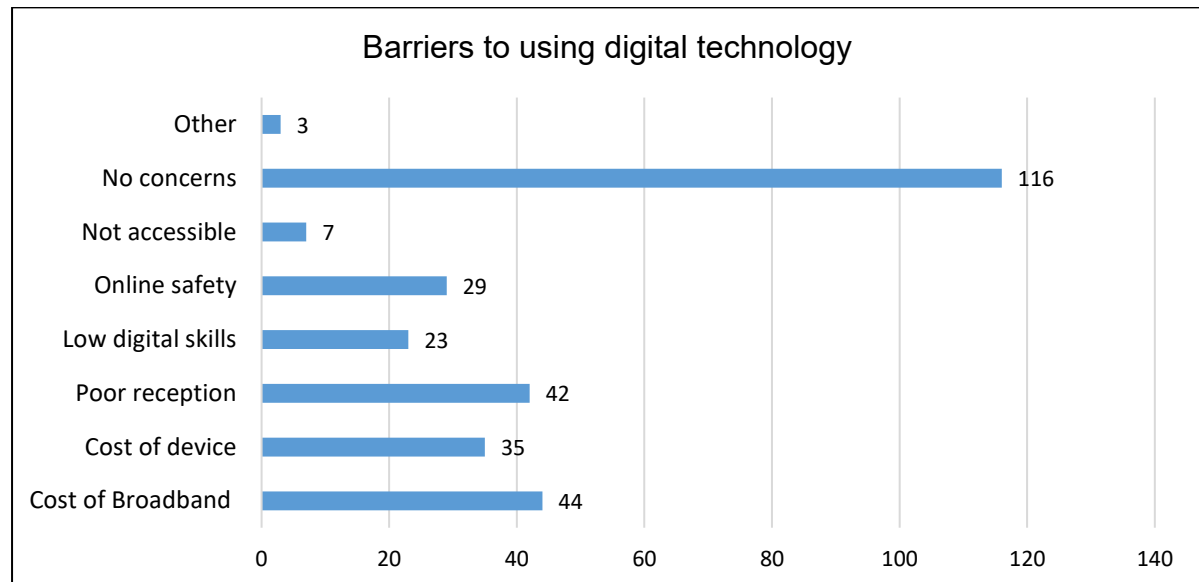
47% of people felt their local area had stayed about the same compared with the previous year, 6% felt it had improved whilst 47% felt it had got worse.

Improvements to social housing, town centre regeneration, particularly in Alexandria, and environmental improvements had improved the overall look of the area. Poor road conditions, anti-social behaviour and environmental maintenance of public areas were cited as reasons for a perceived deterioration in the local areas.



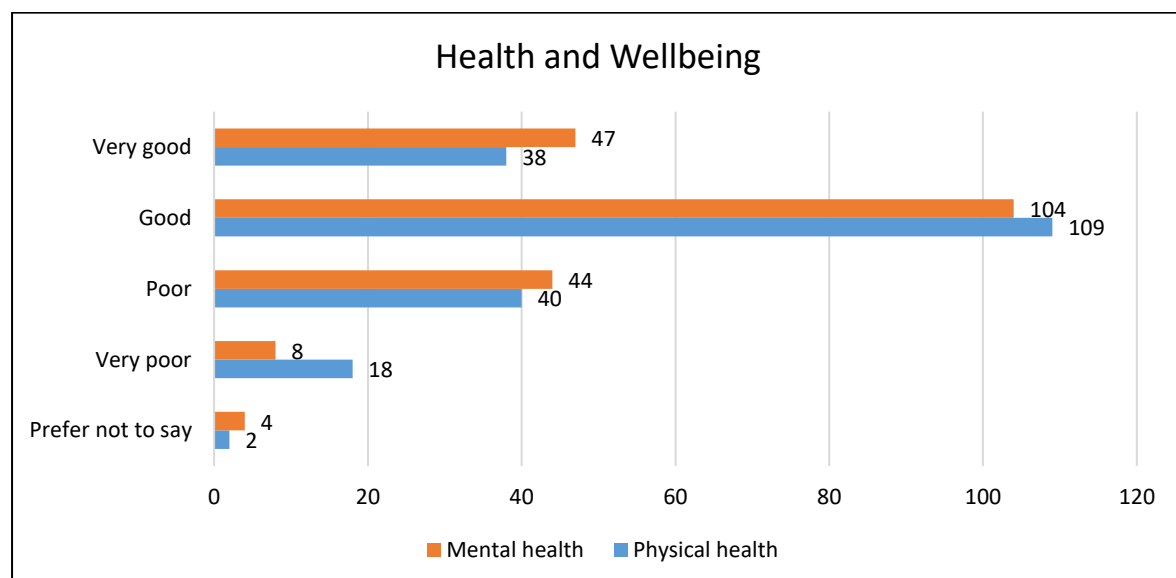
Digital inclusion

56% noted no barriers to digital communications. 44% noted some barriers to using digital communications, the three most common areas noted were broadband affordability, device affordability and online safety, 96% 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

71% of people reported they felt their physical health was very good/good.



73% of people reported they felt their mental health was very good/good.

Male and females reported similar levels of good/very good mental health. Overall, women reported better physical health than men. Disabled people reported worse

physical and mental health than non-disabled people. Home owners reported better physical and mental health than renters.

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:

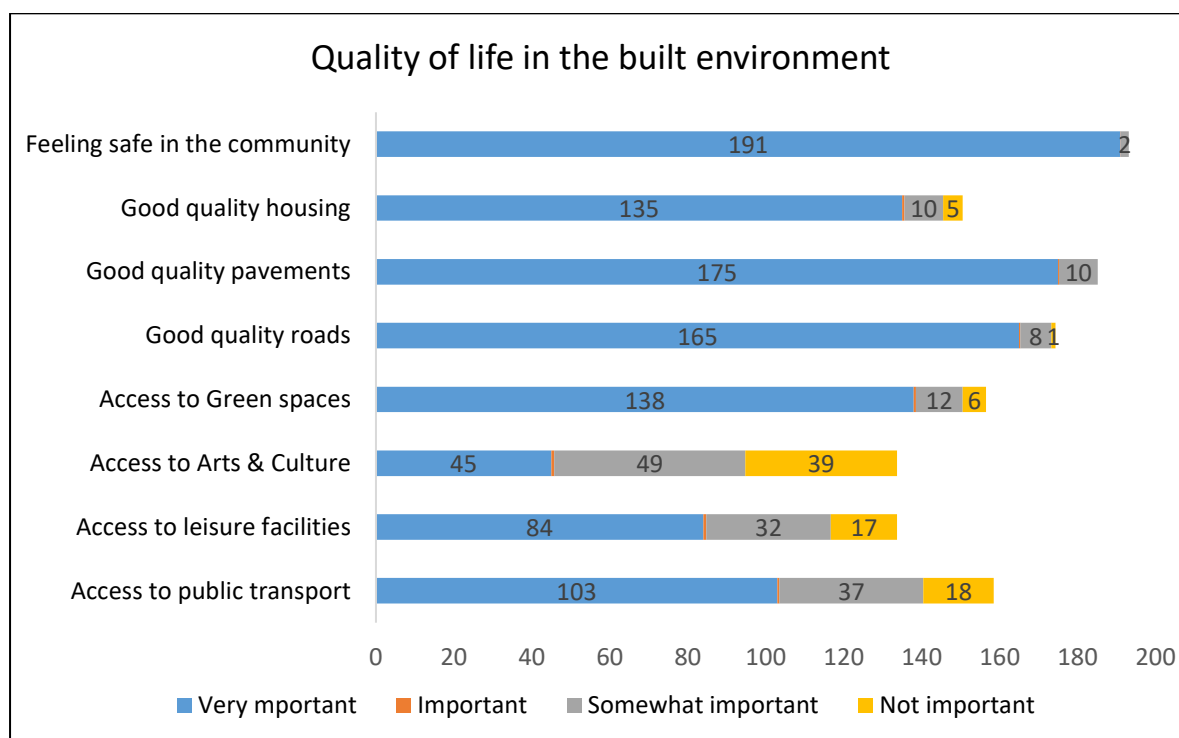
We have invested in CCTV upgrades throughout West Dunbartonshire, with all upgrades expected to be completed by Autumn 2025.

Regeneration:

We are investing to improve housing in West Dunbartonshire including new building and sustainability projects. In 24/25 we completed the Clydebank East housing development, comprising of 88 houses net zero properties. Properties include flats, bungalows and houses; nine of the properties are fully wheelchair accessible.

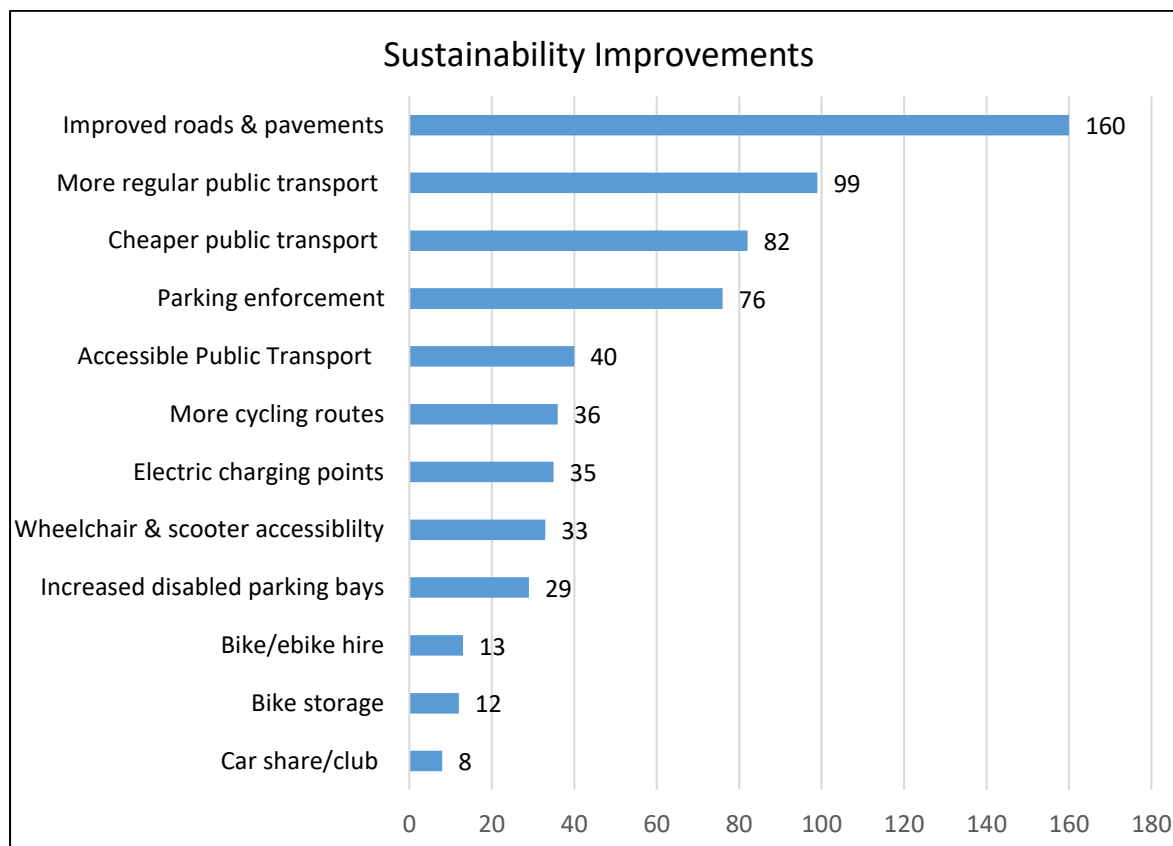
2. Our Environment

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 around improved drainage, protecting greenspaces, tree planting and rewilding.



80% of people stated good quality roads were very important to them. Other areas that were noted as very important include feeling safe in the community (92%) and access to green spaces (99%) and good quality pavements (85%).

77% 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:

We are working to improve our approach to road repairs, our performance over 2024/25 shows that 99% of road defects were repaired with 4 hours of being reported, 93% of non-serious road defects were repaired within 7 days of reporting, 98% of traffic light repairs were carried out within 48 hours of reporting and 98% of street light repairs were carried out within 7 days of reporting.

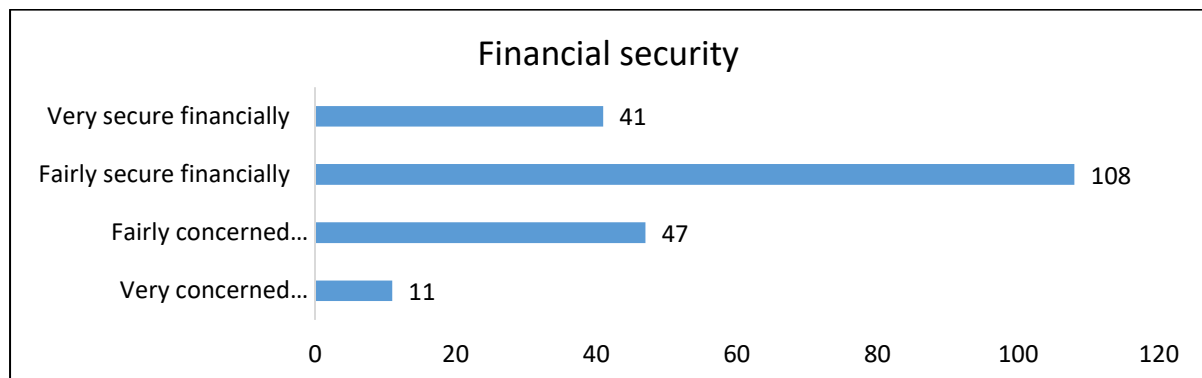
Waste:

We have considerably reduced the amount of waste sent to landfill and improved our household waste recycling rate to 54.5% in 2024/25.

Climate:

We embed climate change in the primary & secondary curriculum, strengthen the Green Flag scheme in schools and support pupils to make climate-friendly choices

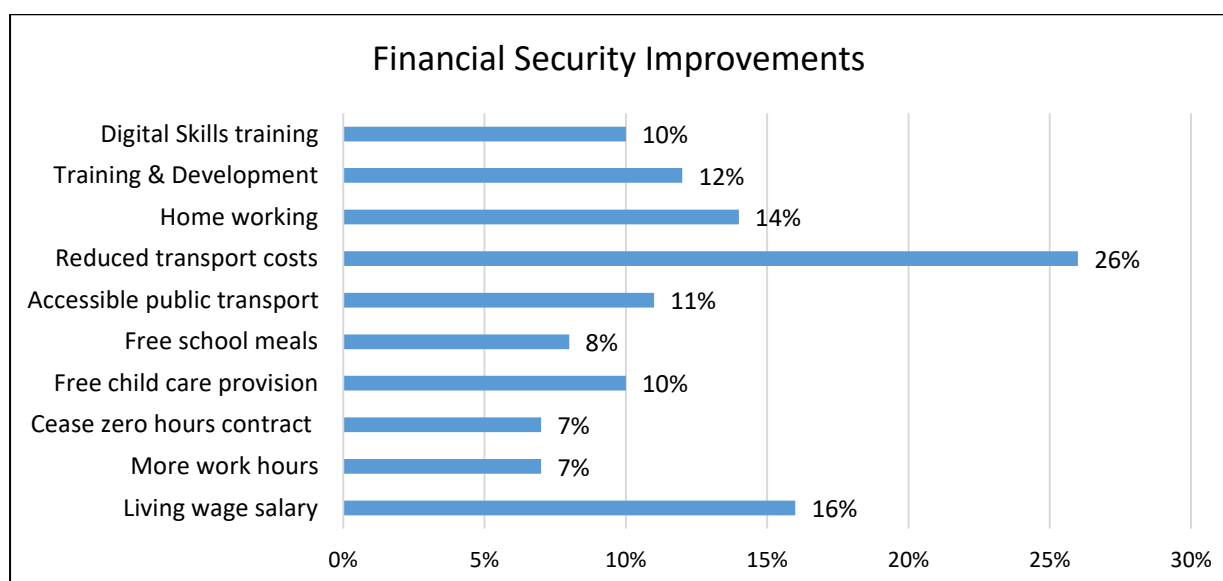
3. Our Economy



72% of people reported no issues with their finances.

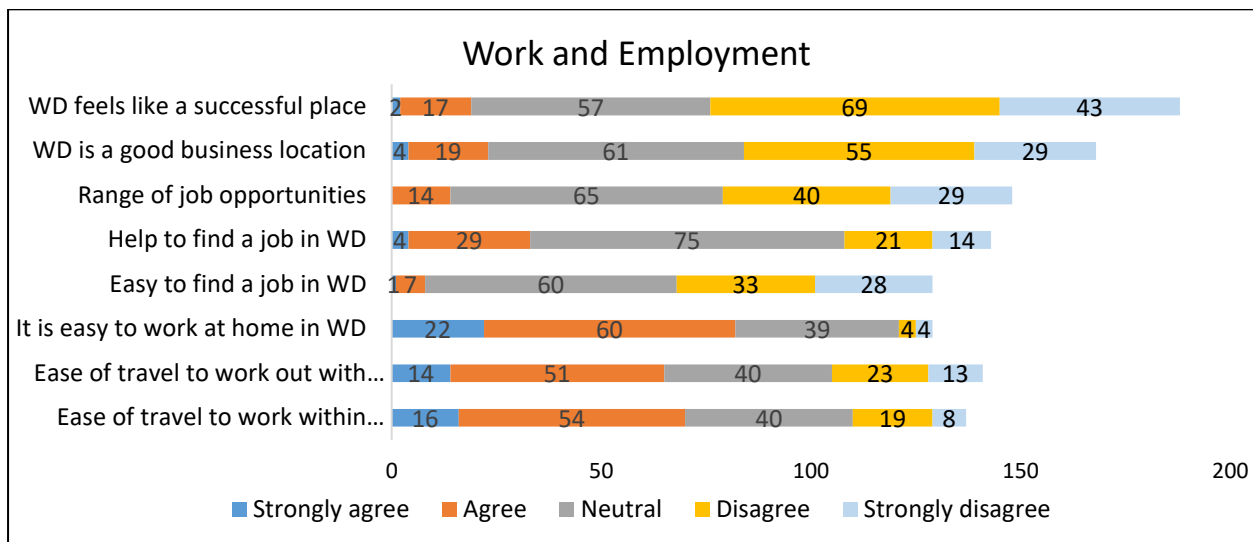
Those aged 35-44 years were the most likely to have some level of concern about their finances with the 75+ age group having the least concern. 73% of social rented tenants compared to only 17% of homeowners said they had concerns about their finances.

26% said reduced transport costs, and 11% said more access to public transport would help finances. 10% said more childcare and 8% said free school meals would be beneficial. More flexibility from employers for home working (14%) and access to training were noted by 22% of respondents.



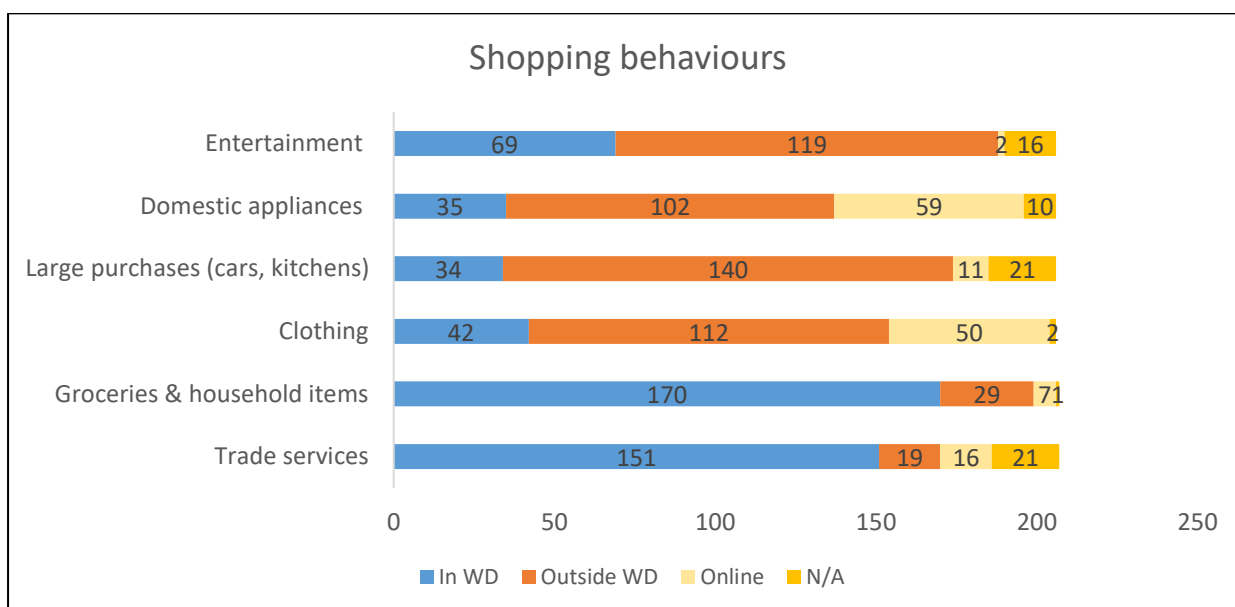
46% of agreed it was easy to travel out with WD for work, 51% agreed it was easy to travel within the area for work.

10% said WD felt like a successful place, 30% of people answered neutral to this question and to a most others as noted below.



84% of people shop for groceries and general household items within West Dunbartonshire, the majority 73%, shop local for trades such as plumbers.

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



How we are responding:

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

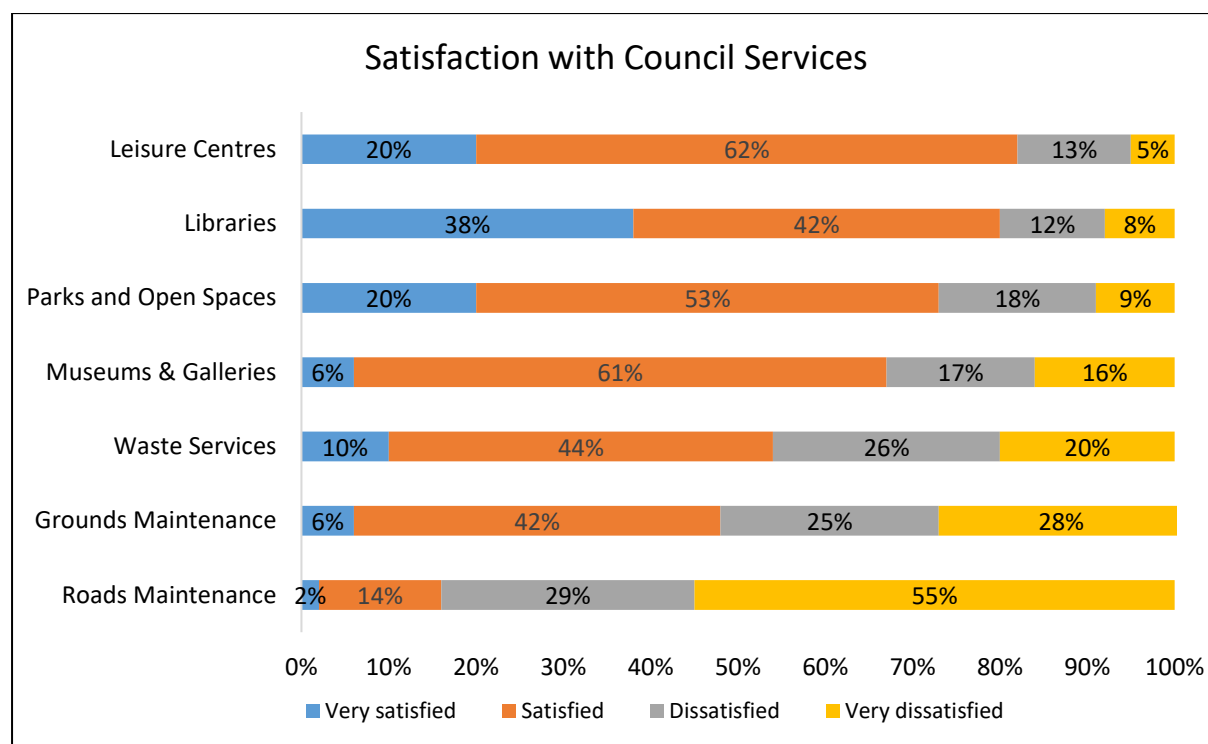
Our [Economic Development Strategy for 2020-2027](#) details our overall approach to sustainable and inclusive growth.

We are progressing the [transformation of the former Exxon site in Bowling](#) to help boost the local economy and enhance our environment.

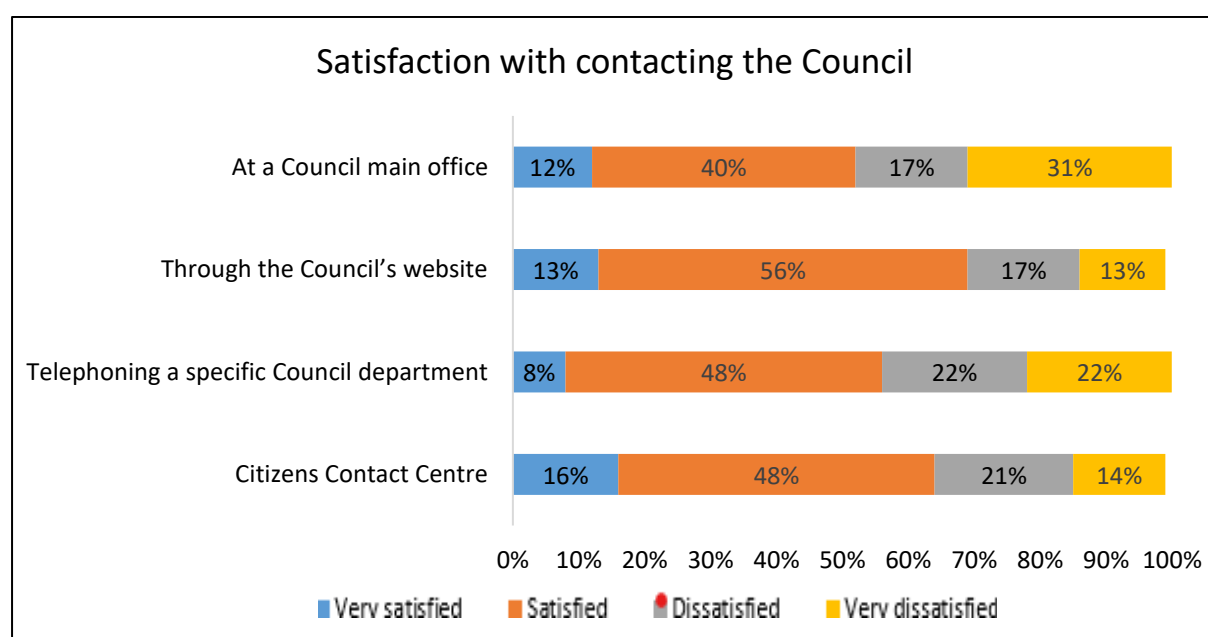
4. Our Council

Satisfaction with Council Services

Satisfaction is mixed. Leisure and Cultural Services continue to receive high levels of satisfaction as does Parks and Open Spaces demonstrating the importance of recreational activities in the area. As with the Telephone Survey, respondents were less positive about Waste Services, Grounds Maintenance and Roads Maintenance. Comments as to why dissatisfaction is high in these areas suggests potholes, charges for garden waste and grass cutting. Citizens Panel respondents are self-selecting, whilst those to the Telephone Survey are selected at random.

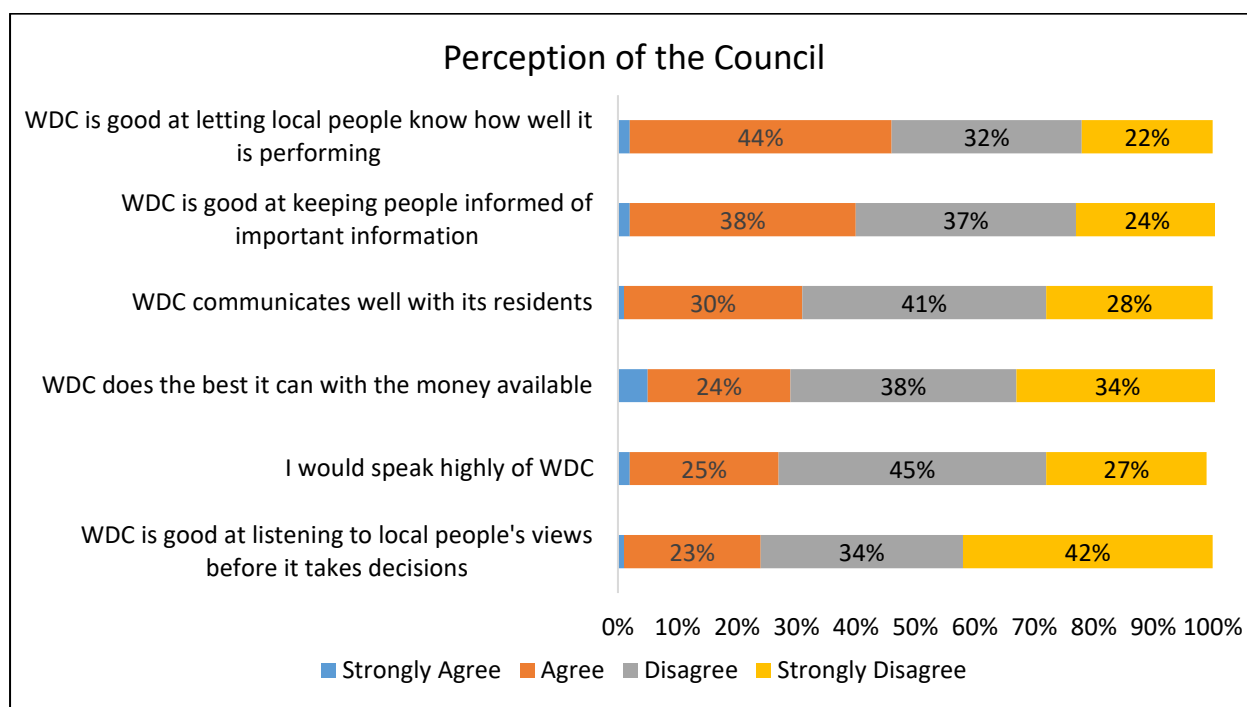


Contacting the Council



Perception of the Council

As with previous surveys including the 2024 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.

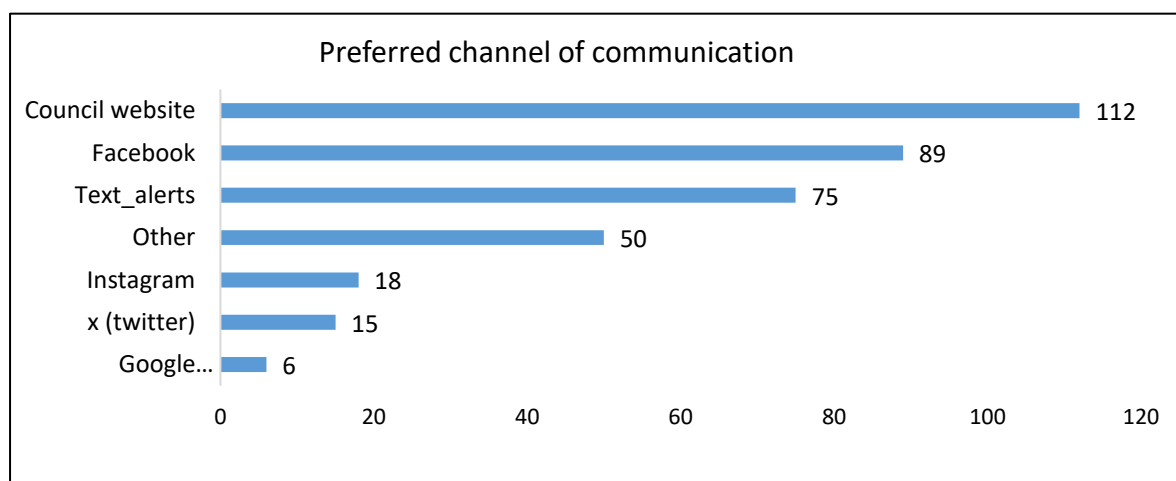


People felt there was a lot of wastage in Council spend and monies spent on the wrong things and not seeing value for Council tax rises.

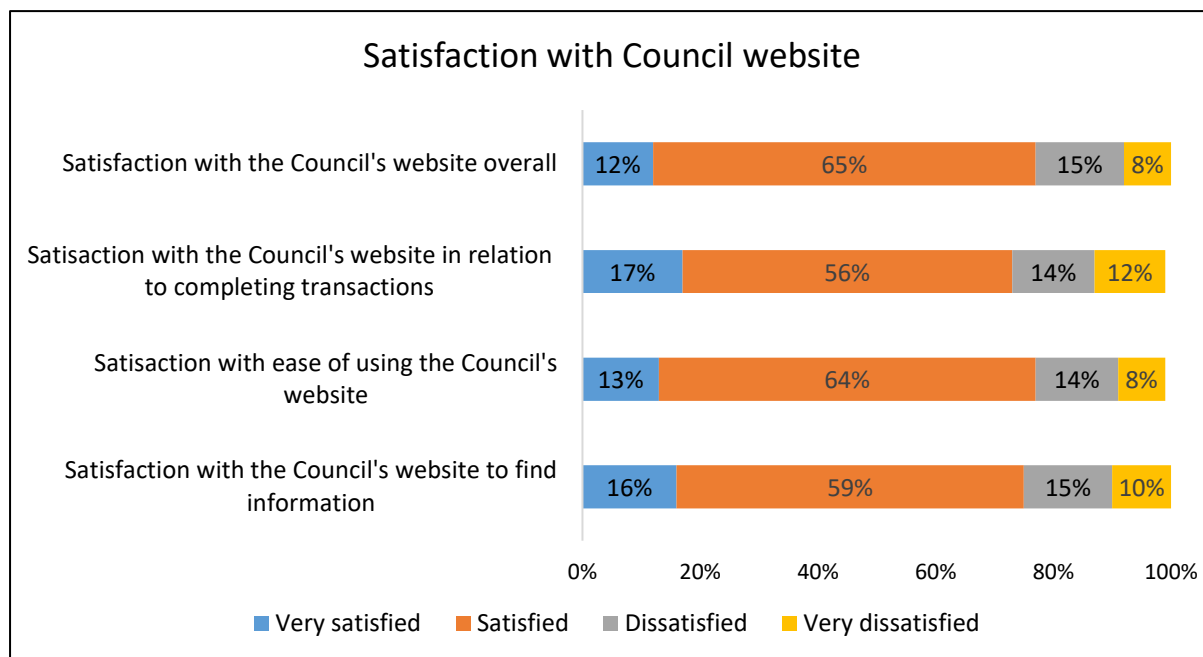
There was a sense of a general decline in the appearance of the area.

In terms of communication, people felt there was not enough notice of road closures, all communication was online, lack of consultation on big decisions that affected the community such as closure of facilities that were not supported by the community and a sense that decisions were a foregone conclusion.

54% of people liked to receive information about the Council from the Council website, with Council Facebook page 43%. Text alerts and other social media channels were also noted as key channels. 74% of respondents noted Facebook as the most used social media channel, Instagram and X were the second and third most widely used platforms with 29% and 22% of users, respectively.



Satisfaction with the Council's website was very good and the most common place people wanted to find out about council information.



How we are responding:

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.

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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