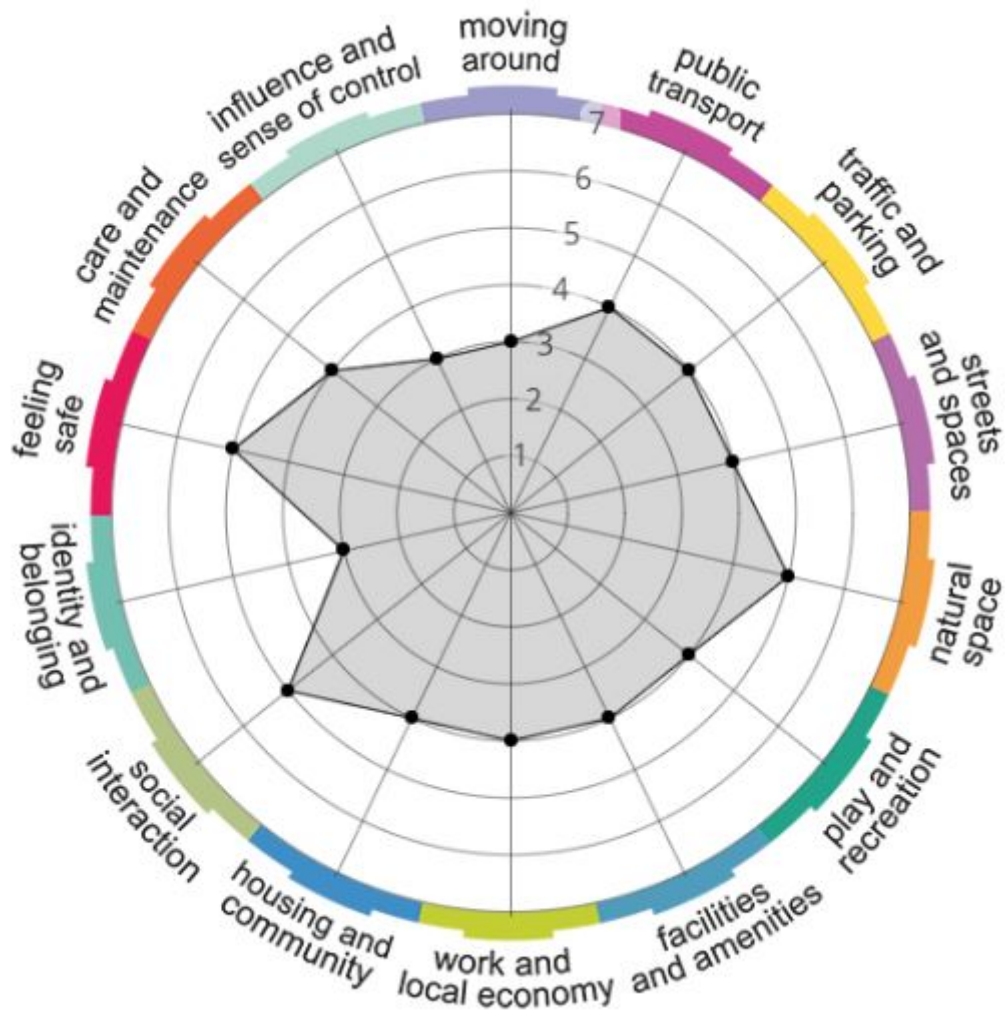


Helensburgh Responses 2019



Priority Areas for Improvement:



Influence and Sense of Control



Moving Around



Traffic and Parking



Work and Local Economy



Care and Maintenance

How good is your place? Area wide engagement results using the Place Standard Tool

Between May and October 2019, the Community Planning Partnership (CPP) used [the Place Standard tool](#) to engage residents in Argyll and Bute on how they feel about the place(s) that they live and work in Argyll and Bute.

We are very grateful to all the responses that we received. We hope you find the information easy to understand and of interest to you and your community.

We are pleased to see that the thematic areas of Natural Space, Feeling Safe, Identity and Sense of Belonging and Social Contact came out with the highest scores, needing the least improvement, when considering Argyll and Bute as a whole.

The engagement has been undertaken at a place-based level and respondents provided their postcode, groupings of postcodes have created the settlement/community level detail.

The results are available for community groups and partner agencies to use, for example, to assist with service planning or for community-led action plans.

Please note: The information is the views of individuals who responded to the engagement. We trust that the information provided will be viewed within the context of which it is provided. We are grateful to all those who have taken part in the consultation and believe in sharing information for openness and transparency.

We appreciate that the documents can be lengthy due to the amount of information and we hope that the format is user-friendly.

If you have any questions, please see our Frequently Asked Questions Guide or contact Community Planning by e-mail: cppadmin@argyll-bute.gov.uk , phone: 01546 604 464.

Next steps




This information is helping to shape plans for the area. Other information such as information from partners' data and statistics is also used to consider priorities for improvement. The CPP will analyse the information to identify priority themes for improvement within each of the four administrative areas and shape actions to address these where this is possible with resources.

We are currently mapping out what activity is already happening, what is planned within the next 3-4 years and where the gaps are. This information will be considered by both the CPP Management Committee and the Area Community Planning Groups to shape the actions.

The final agreed actions will become part of our four Area Community Planning Action Plans, due to be refreshed in 2021. To get involved, contact your local [Area Community Planning Group](#).




Helensburgh Responses

Our Top Rated Areas are:

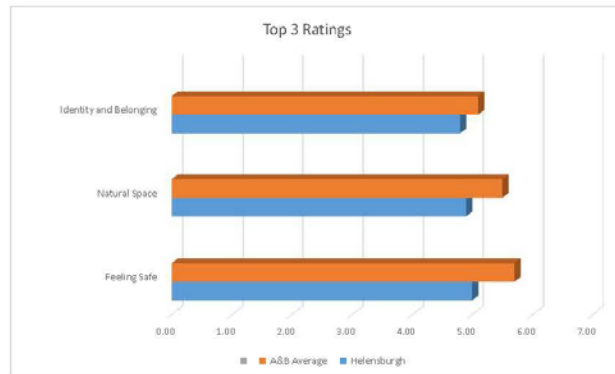
	Feeling Safe	Respondents rated this area 5 out of 7 compared to Argyll & Bute Average of 5.7 out of 7.
	Natural Space	Respondents rated this area 4.9 out of 7 compared to Argyll & Bute Average of 5.5 out of 7.
	Identity and Belonging	Respondents rated this area 4.8 out of 7 compared to Argyll & Bute Average of 5.1 out of 7.



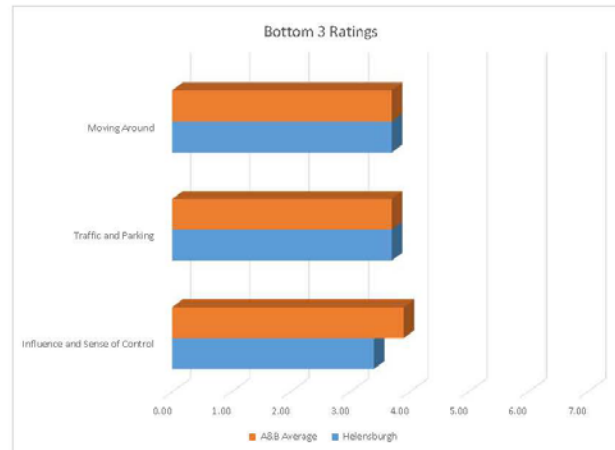
Areas of desired improvement are:

	Influence and Sense of Control	Respondents rated this area 3.4 out of 7 compared to Argyll & Bute Average of 3.9 out of 7.
	Traffic and Parking	Respondents rated this area 3.7 out of 7 compared to Argyll & Bute Average of 3.7 out of 7.
	Moving Around	Respondents rated this area 3.7 out of 7 compared to Argyll & Bute Average of 3.7 out of 7.

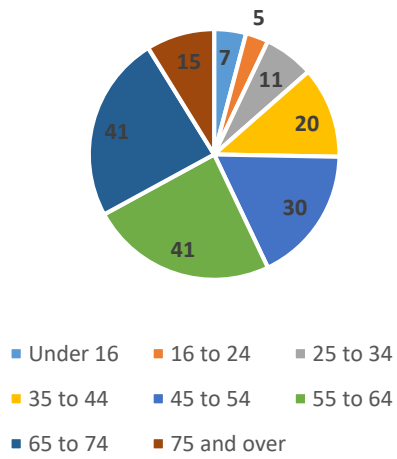
Top 3 Ratings



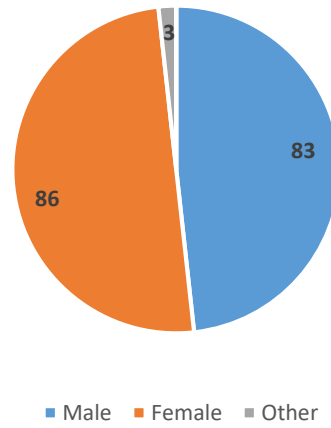
Bottom 3 Ratings



Age of respondents



Gender



Thematic areas by lowest score to highest score

Thematic Area	Average Score
Q14. Influence and Sense of Control	3.4
Q1. Moving Around	3.7
Q3. Traffic and Parking	3.7
Q8. Work and Local Economy	3.8
Q13. Care and Maintenance	3.8
Q2. Public Transport	4.1
Q9. Housing and Community	4.1
Q7. Facilities and Amenities	4.2
Q6. Play and Recreation	4.3
Q4. Streets and Spaces	4.4
Q10. Social Contact	4.7
Q11. Identity and Belonging	4.8
Q5. Natural Space	4.9
Q12. Feeling Safe	5.0

Q1. Moving Around: Can I easily walk and cycle around using good-quality routes?

172 responses in total – Average Score of 3.7							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
19 responses	21 responses	36 responses	42 responses	33 responses	13 responses	7 responses	1 responses

Comments

I can cycle and walk around Cardross, a cycle path to Helensburgh and Dumbarton would allow for extra opportunity to use a bike as a form of transport. (Cardross response)
We need a proper cycle route linking us to Dumbarton on one side and Helensburgh on the other. (Cardross response)
Long standing issue of completing cycle path between Helensburgh and Dumbarton (Cardross response)
The proposed Cardross to Helensburgh Cycle Track (with required extension eastwards to Dumbarton) has been at the planning and discussion stage for over 18 years with very little actual progress beyond path improvements south of the railway line within Cardross itself and the section between Craigendoran and Colgrain. I'd have given this section the lowest score because of the lack of progress. (Cardross response)
There's no cycle track joining up Cardross and Helensburgh (Cardross response)
Very narrow pavements heading to Helensburgh and Dumbarton. I don't feel safe being so close to fast traffic. (Cardross response)
A cycle path between Helensburgh and Dumbarton is needed.
A lot of pavement in Helensburgh is not in good repair and I have to watch out for potholes and cracks, from which I could fall, given that I have a bad knee and hip awaiting surgery, Nevertheless I get out and walk for at least one hour every day.
A lot of streets don't have proper paths
A lot of the streets from King Street going North, either have no pavements or pavements on one side of the street so you end up walking on the side of the road. Anyone on a mobility vehicle would need to use it on the road if they want to go down these streets. Cycling in town is impossible as the streets have no separate cycle lanes and it's too dangerous to cycle on the road due to speeding and inconsiderate drivers. Only the seafront and a couple of streets behind have pavements on both sides of the streets. The street name signs are all old and faded and some of them are now unreadable.
As an agricultural area there is immediate accessibility to unspoiled countryside. This is further enhanced by the Three Lochs Way which is routed through Camis Eskin to Balloch.
As we live on the hill at Churchill, it is easy to walk down but less easy to walk up. Only to be expected. Along the shorefront there is good (level 7) access for walking, wheelchair users, also dog walkers, it has very pleasant views and seats are provided by donors, this compensates for where we live.
Completion of cycle path between Helensburgh and Dumbarton. Cycle path from Helensburgh to Balloch is often left to become overgrown. Quality of pavements are variable. Pavements (specifically out with town centre) often uneven from various patch jobs causing trip hazards.

Specifically an issue for elderly or those with limited mobility. Main paths are not gritted during winter months. Colquhoun square is often an ice rink in cold weather. Cutting off those without transport from the community.
Condition of pavements is appalling
Could be more cycle paths. Sometimes cars block the view so difficult to cross the road.
CYCLE AREAS ARE UNCLEAR, IN RURAL AREAS IN PARTICULAR IT IS A DANGEROUS COMBINATION TO ENCOURAGE CYCLING ON DARK, UNLIT, NARROW, RURAL ROADS
Cycle path improvement from Shandon to Rhu
Cycle path incomplete between Helensburgh & Cardross with existing paths being poorly maintained.
Cycle paths are generally in good state of repair but most of the roads in and around Helensburgh require maintenance to improve surfaces, fill potholes, etc.
Cycle paths are narrowing due to a lack of maintenance. Grass is growing over the edges of the paths.
Cycle routes need upgraded, especially on the main roads.
Cycle routes not good, surface is bad and too many potholes.
Cycle/walking routes and safe crossings are not adequate for cycling routes to and from local schools especially at busy times of the day.
Cycling (and walking) paths along the A82 between Balloch towards Luss is precarious in sections particularly where roundabouts need to be negotiate in heavy traffic.
Cycling facilities are poor in Helensburgh and especially after the upgrading of the town centre leading to the roads being very narrow with no space for cycles. It was a huge missed opportunity to create cycle lanes.
Cycling on the open roads is actually quite dangerous. The cycle paths are not maintained well, and the one to Cardross and beyond is non-existent.
Cyclists are too often on the pavements
Dog dirt on pathways and pavements.
East Rossdhu drive has no foot path either side and cars use it as a short cut. They travel far too fast and the chance of accidents is high. I have reported this as it is commonly used by dog walkers No action has been taken and all that is needed is two speed bumps to slow cars down.
Footpaths are generally good. Cycles paths/lanes are poor. If you are on a bike you should either be permanently on a cycle lane located on a pavement OR you should be on the road. Personally I do not think the way the U.K has its road structure set up makes this possible. Long distance off road routes would be good but cyclists and drivers need to accept one another.
For medical reasons I can neither walk nor cycle other than short distances.
Generally good but lack of footpaths in Helensburgh
Good
Good access for walking.
Good cycle path
Good footpaths / cycle paths. Too few cyclists use them thru Rhu though, presenting a danger to themselves by irritating motorists.
Good in places but could be better
Havelock Street Helensburgh has no pavement. St Michaels Drive, Upper Glenfinlas Street ,East and West Montrose Street to name but a few lack pavements
Helensburgh is well managed.
Helensburgh to Ardmore Point and on to Dumbarton could be improved
Helensburgh West doesn't have the best footpaths. However the beauty of the town out weighs the need.

Helensburgh's lack of footpaths means that walkers in most of the town must walk in the roads.
However, many residential areas of Helensburgh have no footpath at all, making walking in these areas extremely dangerous.
I am handicapped. Bad state of pavements Cars parked on pavements
I believe A&B Council spent over £500,000 on a cycle track to the north of Helensburgh but have never maintained it with the result that it is no longer a safe place to cycle. Very little has been done to encourage walking.
I can easily walk around but not cycle. Therefore I put the score in the middle. There are some safe cycle routes but numerous missing links in the network.
I can walk and cycle but I am having to compete with drivers and some areas are safer than others. Some areas in Helensburgh have no pavements and you must walk on the road.
I don't cycle but note the opportunity for locals to cycle in Helensburgh. Standard places to walk down town or partly out of town.
I find that money has been wasted and jobs have been left not completed e.g. cycle path at Waitrose up to the equestrian centre but you can't go further. Also there are not enough tools and practices in place to educate drivers to be vigilant and considerate of cyclists.
Inadequate paved footpaths in Upper Helensburgh requiring pedestrians to walk on the road.
Lack of pavements
Loads of potholes.
Majority of cyclists are not using the routes already provided. They do conflict with pedestrians to be fair. It is especially dangerous through Rhu.
Many footways are un-made-up. Cycle ways are often un-signed and therefore not used.
Many footways in town - eg East King Street, Helensburgh - are unsurfaced and should be adopted by the Council and properly finished. A traffic light controlled pedestrian crossing on the A814 Helensburgh Dual Carriageway has been taken out of service and obstructed with barriers thus making the crossing of this road on foot considerably more hazardous.
Many roads have no pavements
Missing sections on bike and walking routes. Many of the walking paths around Helensburgh present problems for people with mobility issues or with prams or wheelchairs.
Mixed position on this, lots of progress in recent years with cycle paths, improved woodland access. Outside of the town centre maintenance of pavements however is clearly not seen as important and some with broken and irregular surfaces are potential hazards. Street furniture becoming more prevalent and appears unregulated.
More cycle paths are needed.
More cycle paths between Helensburgh and Dumbarton
More cycle paths needed
More cycle routes are required. Specifically, a cycle path between Helensburgh and Cardross, and from Cardross to Dumbarton would help to ensure safer conditions for all road users.
More cycling paths required. More traffic calming systems on main roads for cyclist to cycle with ease.
Most areas in general are readily accessible, there have been various improvements over the years, however! The latest batch of pavement dressings, especially in the Cardross area are definitely sub-standard, with a very poor surface, uneven, and have weeds growing through barely 3 months later.
Most roads have no pavements so have to cycle/walk on road
Next to a main road which has poor visibility and a heavy traffic flow.
No good cycle route out of Helensburgh towards Dunbarton
No pavements in a large part of Helensburgh makes walking hazardous for anyone with a pram or mobility issues

No real cycle paths into town centre. Pot holes in the roads and clunky pavements.
No walking or cycle route can possibly meet the needs of everyone, whatever their age or mobility. People need to use common sense when choosing route. If, at an advanced age, I decide to go for a walk on an off-road path in the dark, I do not consider that the authorities are responsible for my safety - I just need my head tested. As I have noted before, the parking at the access point to the John Muir Way on the A818 is inadequate.
Not enough pavements around Helensburgh. Not enough cycle paths on roads, roads have many potholes
Not enough safe cycle routes. Sharing the esplanade is no fun for walkers or cyclists.
Not enough separate cycle paths
Nothing for cyclists.
Pavements about King St disappear
Pavements are damaged and garden shrubbery makes passing difficult
Pavements are not great in terms of even-ness etc, some areas have no pavements. More seating would be good
Pavements are slippy, experienced difficulty with crutches when wet
Pavements bad in many places. Not many cycle lanes in the town itself.
Pavements in areas of Ardencaple, particularly Frazer Avenue are uneven and trip hazards. This is due to weeds growing in between the pavements and along the kerbs.
pavements in bad state of repair, too many cars park in cycle lanes and not enough cycle paths on busy routes
Pavements terrible along east king street
Pavements are too wide in Helensburgh. Colquhoun square is slippy and difficult to use with a stick. (Garelochhead Response)
Pavements in Colquhoun Square are not suitable for disabled access. (Garelochhead Response)
Plenty of cycle paths but in a bad state of repair.
Poor cycle routes
Poor, grassy, muddy and slippy pavements in residential areas- often require pedestrians to walk on roadway
Promised cycle path between Cardross and Helensburgh has failed to materialise.
Slippy in Colquhoun Square, stones look terrible not cleaned enough
Some forest paths in Helensburgh difficult to access near Colgrain Estate
Some narrow roads not suited for use by foot to bike
Some of the pavements and pathways are in very poor condition
Some pavements aren't great.
Some pavements need resurfacing and some aren't accessible to wheelchairs and buggy's as they are either too narrow, have cars parked on them or lampposts in the middle
Some routes have cycle ways and paths, in other directions some have not, then busy main roads have to be used, e,g Helensburgh to Cardross then on to Dumbarton is a very busy roadway with no safe walking or cycle path.
Some sidewalks get flooded frequently after it rains like the path opposite East King Street park.
Still gaps in cycle tracks
Streets are not safe and no community wardens
The cycle path from Helensburgh to the A82 at Arden is not very well maintained and never seems to be swept. Thus, it is strewn with stones and debris that can cause punctures. When such paths are constructed funds should be found to maintain them. Also, some pavements, (including some town centre pavements are rough and needing resurfacing. Also, many are rarely or never swept (e.g. on Sinclair Street between the town centre and Victoria Halls).

The pavements are too slippery when wet. From experience with crutches it is difficult to get around.
The pavements away from the main roads in west lower Helensburgh are non-existent and you must walk on the roadway which is not safe.
The roads within Helensburgh are good for walking and cycling, however it would be good to have more cycle paths between the peripheral areas, such as to the peninsula and Cardross.
There are enough cycling paths but people cycle on the road.
There are good routes available but cyclists do not use them. I have been informed this is due to the tracks not being well maintained and the roads being a better quality. There are good walking routes but at this time areas like Duchess woods are closed off due to the routes not being safe. More effort is required to maintain routes once they are in place.
There are no pavements in some areas and in others the pavements are rough, full of holes and trip hazards. There are only cycle lanes on Clyde Street and Sinclair Street and nothing else until the cycle path at the top of the town. The cycle path to Balloch is poorly maintained with gravel across parts of the path and bushes that, if not trimmed back soon, will make it impassable in parts. More cycle lanes through the town would be good to keep them separated from other vehicles who at times can have little consideration for cyclists. We need to encourage folk to walk and cycle not put them off.
There are some cycle paths but they are very poor. They tend to switch sides across busy roads, are poorly finished and have gaps in them. Try cycling from Kidston Park to Garelochhead.
There is a clear cycle path through to Dumbarton. The traffic is terrible in Helensburgh so it can be quite dangerous to cycle with children.
There is always room for improvement. More cycle paths would be great especially for disabled members of our community. Pavements that are unfinished i.e., not tarred are common in Helensburgh, e.g., walking towards Craigendoran the state of path forces you on the road at times. It all costs money, funds are limited
There is an incomplete cycle path and the footpath on the route is narrow, in poor state of repair and the foliage adjacent is overgrown making the walk dangerous.
There is no designated cycle or foot path only a shared access for vehicles, cyclists and pedestrians
There is no good cycling route to Dumbarton
There is not enough walking space for children going to school our area services 3 schools
Upper Helensburgh often has no pavements so pedestrians have to walk on the road - as these areas are residential, this does not cause too many problems if you walk on the road facing oncoming traffic and hop onto the grass verge when a car goes by. There are cycle routes which have been put in at great expense between Helensburgh and Loch Lomond and Helensburgh and Cardross but cyclists do not use them despite obvious signage - which is aggravating as they are a hazard on rural roads and slow traffic down.
Very few cycle route, however lots of walking routes.
Very poor around town
Very poor cycling routes that do not involve main roads
Very poor pavements
Walking along the esplanade from Helensburgh Pier to Kidston Park is excellent, but lots of room for improvement with regards to cycling routes in and around Helensburgh
Walking from upper Helensburgh there are some very good pavements but if you deviate from these there are no pavements at all. Therefore to get off the road results in walking on grass or more likely mud. Cars are also parked facing towards their garages and subsequently blocking what pavement there is.
Walking is good, cycling has areas where you can only go on roads ie to Cardross and Dumbarton
Walking routes generally good but there are very few cycling routes. Sinclair street and East Clyde St have painted lines marking the cycle route at the edge of the road, but cars are often parked on

them. Good walking/ cycling route from top of Sinclair St. to Balloch. A route from Helensburgh to Dumbarton via Cardross has been promised for years and is desperately needed, but apart from a very short stretch beyond Waitrose no progress has been made. A cycling route here would greatly benefit Cardross pupils attending Helensburgh schools.

We have a mix of very good and poor routes. Some are good however connection is not ideal. I feel the cycle route up Sinclair street is not safe and should be improved.

What is require is for vehicle drivers to be reminded that bicycles are legally allowed on the road and should be treated with due care and attention. It is a nonsense to have bikes on what is no more than a pedestrian pavement. All very well if the cyclist wants to travel at a walking pace. The joy of cycling on the open road is get up speed and get heart and lungs working. Not mixing it with pedestrians. Also these so called cycle paths are never gritted in winter. What is the point of painting a cycle lane and allowing cars to park on it as is the case with Sinclair Street.

While there are good cycle routes from Helensburgh to Shandon, and beyond, there are gaps where cyclists are put at risk and motorists delayed.

While there is some reasonably good dedicated provision for cyclists in this area, the quality of its maintenance and upkeep is unacceptably poor, often resulting in the cycling/pedestrian areas becoming inundated with weeds, other growth as well as becoming strewn with piles of grit, old leaves, making the experience of cycling sometimes unpleasant and often much more hazardous than should be the case. It contrasts markedly with the provision of roads where maintenance of the surfaces and adjoining areas is generally much more consistent. There is a serious need for dedicated and/or shared off-road cycling provision around the most hazardous areas, such as the areas around the traffic lights on Clyde Street and Sinclair Street where cycles are forced to share the narrowing road with traffic in places where the prospect of accidental collision is much heightened.

Within town and villages there is ample pavements but when trying to walk between villages etc the cycle paths and pavements are in many places narrow, uneven, overgrown

You can walk around easily but sometimes there are bad pavements and rubbish.

Q2. Public Transport: Does public transport meet my needs?

172 responses in total – Average Score of 4.1							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
25 responses	13 responses	20 responses	37 responses	36 responses	26 responses	14 responses	1 responses

Comments

315 & 316 buses don't coordinate
A bus route covers from the main town area up to where we live in Churchill. This is a half hourly service, it is quite reliable, but information of times on bus stop boards does not match when the buses arrive. The stations are well kept and train times and reliability etc., are out of the hands of Argyll and Bute council, therefore not work mentioning.
A more consistent rail service is needed.
The rail service has a lot to be desired. I think their tender should be taken away.
Access for disabled is difficult at both Helensburgh stations. Station parking is an issue. Bus access and use is frightening for disabled
Always wary of late night trains.
At present don't use
Better service and route information should be available. In urban areas digital screens provide information on next service available and timeline. Clearly a bigger challenge in rural areas but scope for improvement. Bus routes never seem to be reviewed, where I live at the top end of Helensburgh there is no local bus service despite a high percentage of retired people.
Both train and bus services are good. The only comment is that crossing the A82 is challenging near the Helensburgh roundabout because of traffic volume. A controlled crossing would be a great help to ensure safety.
Both train and bus services generally reliable and frequent, though there are occasional train cancellations due to signalling failures
Bus service is poor. Bus service to hospital is very poor, infrequent. Only option for travel to Glasgow is train. More services from Helensburgh Upper would be a benefit.
Bus service is reliable. Trains not
Bus service to around Helensburgh is good. Improved service to Glasgow + Barrhead + Airport needed
Bus services are slow and poor Train services are reliable and good but expensive
Bus to Glasgow takes too long from Helensburgh and back compared to train
Bus to Rosneath is too fast.
Buses and trains are often late, there are not a lot of buses to more rural areas at night.
Buses are expensive. Trains are unreliable
Buses from Helensburgh town round the peninsula are overcrowded.
Buses on the main routes are satisfactory while able to drive but there are no bus routes in this area of upper Helensburgh at all resulting in walk to main town to catch bus. I would point out that there are no buses at all from the town across the Erskine Bridge.

Buses require to run earlier and later and more frequently. First bus should run normal services till late evening from Glasgow and not cut-off at 5pm. Buses should run a normal timetable at weekends as well as Monday - Friday.
Buses sometimes do not turn up, are late or too early and you miss them. No regular bus to the VOL or to Paisley hospital
Buses to peninsula could be more regular. There is no ferry service which is a shame from Helensburgh. The train service is a total joke. Never on time and frequently cancelled. My child is late for school most days and once a week his return train is cancelled completely.
Buses to the Vale of Leven hospital are a problem, makes health services less accessible. The trains are regularly cancelled which has an impact on those working in Glasgow.
Despite misgivings about the reliability and consistency of the train services to Glasgow and beyond (as well as to Oban and Fort William), the purported frequency and length of trains usually allows for reasonably comfortable transport. I am not a bus user so can't comment. Craigendoran station remains woefully inadequate compared to almost all others on the line; surely the station deserves the kind of waiting facilities and cycle parking available at almost all other stations?
Difficult to get to places like Luss. Train is unreliable but when it works it is good.
Don't use buses but trains are mostly reliable
Don't really use, mainly walk.
Don't use
Don't use
Excellent rail service and frequent buses round the peninsula
Excellent train connectivity allowing national travel, not used buses in and around Helensburgh. Always found rail travel to be frequent and reliable
Fine.
For the trips I take there is a regular bus service, unfortunately it stops really early in the evening
Frequency of the trains is good but the rolling stock is basic and uncomfortable/noisy (rattling and squeaky) to an extent
Generally fine when I need it, however, when travelling to meet a friend in the peninsula the buses are only every hour and can ruin plans.
Generally good but a would be good to have a direct bus to the Vale of Leven Hospital
Generally good rail connections to Glasgow. My children use the bus to/from Kilcreggan to see their mother - the bus from Kilcreggan does not reliably connect to the Helensburgh trains for onwards travel to Glasgow. Also several occurrences of buses leaving several minutes before the timetabled time - really frustrating when you have to wait another hours.
Good
Good between Helensburgh and Glasgow but not good transport links to get to the hospital in Alexandria.
Good bus routes
Good train connections to Glasgow and Edinburgh. Bus services- especially evening and services to Alexandria and VoL hospital could yet be improved
Good train service however buses are not good for my needs. it is quicker to walk to town and there are not good commuting buses for me (to Balloch)
Hourly bus service is reasonably adequate
I can use the bus and train but my medical mobility problems mean that the use of a car is usually by far the easiest solution to my transport needs.
I don't use public transport, as it's actually cheaper to drive.
I have never used the bus in Rhu / Helensburgh because we don't know the cost or timetable. Trains to Glasgow are frequent enough, have only experienced service interruption a couple of

times but we use it once a month or so. Helensburgh Upper is underutilised, maybe if there were more trains daily people would use it more.
I have no use for bus travel. Train travel is not as reliable and punctual as it should be. Toilets on trains are often unavailable.
I live near a rail station. There is a good service to Glasgow and into Helensburgh.
I only use my car but will eventually degenerate in health and need public transport but I have no experience of it it's not just yet
I only use the train so cannot comment on the bus. Helensburgh has 2 train stations so a good choice of trains. The train services themselves can leave a lot to be desired especially at peak times but such service issues are well documented. Helensburgh Upper has very limited facilities with Central being a bit better. Parking is an issue at the Upper with no designated car park as such and no toilets I believe.
I tend to use my car because the trains are unreliable at certain times of the year and once I was dropped at Dalmuir and told to find our own way to Helensburgh when we had purchased tickets. They normally put on a bus if it's from Dumbarton but the train station staff would not help us at Dalmuir and WE had to pay for taxis to go from Dalmuir to Helensburgh. This is unacceptable when you have paid a monthly ticket for the journey. At 7 am the trains that leave Helensburgh for Partick only have 3 carriages which is not enough because from Dumbarton onwards there are a lot of people going to work at that time and so you end up with a LOT of people having to stand in the corridors and doorways of the train making exiting and entering a hassle. There does not seem to be enough park and ride facilities at Helensburgh. There are a few spots in the station itself and outside I think there is a new pay as you use car park. Helensburgh Central has had anti-social behaviour problems with teenagers hanging around so they stopped allowing free Wi-Fi in the station to try to deter this. Unfortunately it hits the people using the station too. I haven't used the buses so cannot comment but I know that the journey time to go from Helensburgh to Glasgow West End is over 2 hours long so not useful at all.
I use buses and trains, the links to Vale of Leven hospital is poor and should be half hourly. However the local buses to Kilcreggan and the circular bus and Glasgow bus times are good. The trains currently are a disgrace and you never know if it's coming or you get took off for some reason with no bus replacements.
I use the buses to Dumbarton and the trains to Glasgow. The only problem is that the buses are always late, and I often miss connections on my trips and have to wait a lot.
I use trains more than buses and the services from/to Helensburgh Central or Upper are good for my requirements.
In general, local public transport is adequate, the main issues are the well below par train service that is unreliable, when it is actually running.
Last bus from Glasgow is approx 18:00, Scotrail frequently fails to run or is late
Limited bus routes
Limited timetables for bus services. Limited routes. Very difficult to get from Kilcreggan, Rosneath, Garelochhead, Rhu and even Helensburgh to Inveraray by public transport and several of my colleagues who do not drive are required to attend training courses often based in Inveraray.
More regular transport e.g. buses to Arrochar
More regular transport needed. Unreliable buses and trains.
N/A
Need to stop the trains being cancelled. They delay multiple times before cancelling.
Never use it.
No real bus service in the Glade Area of Helensburgh.
Not a good bus service and the train is rubbish
Not all bus stops have seating available for the elderly or those with limited mobility.

Not bad
Not enough buses on Sundays. No bus service after 6.20pm to Dumbarton. Scotrail is terrible.
On the few occasions I have needed a bus, the service was inadequate, requiring the use of a taxi, in particular VOL Hospital
Poor services provided by Scotrail - unreliable. Bus services direct from Helensburgh to Vale of Leven and RAH are very infrequent
Provide a Sunday service on Kilcreggan ferry. Many buses run with little or no passengers but are maintained unprofitable with funding so why not the ferry?
Public transport in Helensburgh is excellent. The only real difficulties that I experience are in getting to the hospital at Paisley (RAH) and to the Queen Elizabeth University Hospital. It is undoubtedly a pity that there is no longer a ferry to Gourock as some appointments arranged in Helensburgh are at the Inverclyde Hospital, which involves a two hour journey each way because of the necessity of going via Glasgow. I also imagine that this greatly affects people with jobs on the other side of the Clyde. The wee ferry from Kilcreggan is charming but erratic and difficult to get to. If we are to cut the use of private cars, public transport links are essential. The difficulty lies in getting people to USE such facilities if they are in place.
Public transport is terrible. eg: the largest employer in the area HM Naval Base Clyde does not have appropriate public transport links, with rail or bus. The latter is very sporadic & low frequency. Not enough for commuting.
Public transport routes to the nearest fully equipped General Hospitals are circuitous and extremely lengthy. Visiting a patient in Paisley RAH, for instance, takes most of a day for a short visit.
Reasonably reliable trains to Glasgow and Edinburgh
Not satisfied with the performance of local Scotrail services
Scotrail is, sadly, now a national embarrassment. Bus services are no substitutes, and tend to start later, finish earlier, and are so very slow. The river Clyde should be a highway not a barrier, yet travel to Greenock and Gourock means a very long car journey instead of a short ferry crossing.
Scotrail unreliability is an ongoing problem. Buses seem rather good.
In recent times, the Helensburgh to Glasgow and beyond service has been abysmal. Jackie Baillie MSP has campaigned to improve it but our local MSPs and local councillors seem totally disinterested in the problem. The issue is so bad that in the last 5 years train journeys from / to Helensburgh have reduced by about a third as no one can rely on the service for work.
The buses are brilliant
The buses seldom arrive at a bus stop at the advertised time. Unless the bus driver can see someone waiting at a bus stop they simply drive past. This is frequently the case at the Peace Camp bus stop on the way to Helensburgh. I have to stand out in the rain to flag down a bus rather than shelter in the bus stop. Drivers should be instructed to pull in regardless.
The public transport service is a bus, twice hourly which does appear to meet local needs
The rail service is bad - constant cancelled trains. No bus on a Sunday. The railway station locks the waiting room, even in the rain.
The rail service is terrible. I have bought a car to drive rather than relying on a train service that regularly cancels trains without notice.
The train access is great but very expensive. It is unreliable in bad weather
The train is a bit unreliable and the station workers are quite mean.
The train services are very unreliable and are regularly delayed or cancelled with little or no notice.
The toilet in Helensburgh Central Railway Station is for those who are disabled and have a key. The toilet on the pier is good but a bit out of the way, also it keeps office hours. I'm lucky because I have a travel card. I can hear complaints that the buses and trains are expensive for most people I know i.e. those on benefits without PIP. (Garelochhead response)

There is a bus from Helensburgh to Glasgow but it is routed in a serpentine way. Why on earth does the route go from Helensburgh to Dumbarton High St then cut back and meander through Bellsmyre? How do you get back and forth to Paisley hospital, where we are routinely sent, without a car? I believe there is one bus a day but god knows when it goes. I see that there are buses that go from Helensburgh to Castle Carrick but it is impossible to go there and back in the same day without remaining on the bus and coming straight back.
There is a regular bus that will take me to and from work. The train to work would never be an option due to it being wholly unreliable.
There is always room for improvement and there is no public transport accessible for those from Montrose Street, right up to the reservoir.
There is no public transport as the private roads are all dead ends. Craigendoran station is 20 mins walk with bus stops at similar distances.
There is public transport to most routes, towns and villages, but not a big knowledge or advertisement about the services, Helensburgh bus service to Balloch fer-instance.
There used to be a ferry from Kilcreggan, it would be good to have this back. Buses are good.
Too expensive and too overcrowded
Too many train cancellations. Bus stops actually stop traffic as new traffic scheme since pavements replaced was obviously designed by someone who has never driven.
Train and bus services across Central Belt very good
Train is very good
Train service abysmal. Unreliable for getting to work on time or meeting appointments in Glasgow. Fails to stop at some stations on occasions, regularly disrupted, not value for money.
Train service for commuting to Glasgow is very unreliable with disruption regularly.
Train service has been unreliable recently.
Train service in Helensburgh is awful. Punctuality is a major concern.
Train service needs to be more reliable.
Train service ok, but unreliable in winter season
TRAIN STATION AND BUS ROUTES ARE GOOD
Trains are sometimes cancelled and buses take time to arrange. If a train is cancelled in Glasgow there are no buses to Helensburgh at night. I once had to wait at Garscadden for two and a half hours for a taxi to Helensburgh! No one duty could take responsibility for ordering the taxis.
Trains are unreliable- frequently late/Canx
Trains from Helensburgh to Craigendoran and back are unreliable now. This was not the case when I used trains 30 years ago to travel to university in Glasgow.
Trains not fit for use constant delays and cancelations
Trains to and from Glasgow are practically non-existent and very unreliable
Trains to Glasgow from Helensburgh are extremely unreliable.
Trains too unreliable, inconvenient and expensive so only use if I go to Glasgow, never anywhere else. I never use the bus. My son uses the bus which is often very late
Travelling to and from peninsula / base service is poor on a Sunday and the earliest bus to base major employer is limited
Unable to assess fully as I rarely use public transport other than rail travel
Unfortunately Scotrail badly lets down the public transport experience in my area.
Unknown - do not use public transport
Use train occasionally for work or pleasure and it works well.
Very good
Very poor bus service for people with lower mobility to access Upper Helensburgh
The local buses are always late and the trains are terrible.

Would like better water routes
Would like to see more use of the waterways for public transport
You are joking aren't you

Q3. Traffic and Parking: Do traffic and parking arrangements allow people to move around safely?

172 responses in total – Average Score of 3.7							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
30 responses	22 responses	23 responses	32 responses	30 responses	23 responses	12 responses	0 responses

Comments

More vigilance required by police to ensure vehicles keep to correct speed. Far too many drivers flaunting such as they do the parking regulations. This is particularly bad in lower part of Sinclair St Helensburgh. Too many vehicles still sit with engines running! (Cardross response)
My wife is disabled but is often forced to use out of town shopping malls as, despite the increase in disabled on-street parking in Helensburgh, it is very difficult to find available spaces near shops and restaurants. Why not increase the number of disabled bays and let those fit enough to do so walk from the car parks to the shops. It's not far if you are able bodied.
A major issue in Helensburgh where out with of designated central areas there is an absence of monitoring, risk assessment and enforcement. No one cares about dangerous parking right on junctions which impedes sight of oncoming traffic and is a danger when trying to cross the road. Parking on pavements, speeding, cyclists on pavements it's a free for all, take your pick. These issues are regularly highlighted but nothing changes, bland assurances are given to local elected members who nod sagely and move on to the next item of business.
The perceived want to gain as much money as possible from parking fees and fines has seriously disadvantaged the local shops and economy generally with the result that Helensburgh is no longer a convenient place to shop or eat out.
An appalling state of affairs- and soon due to worsen. Poor parking discipline, low rate of penalty-giving- retail area streets clogged with traffic and residential streets used as long-term ad-hoc linear carparks. False strategy adopted whereby the relatively remote Seafront car park is to be fee paying, and convenient street parking remains free
Apart from the car parks at the Co-op and Waitrose, most Helensburgh car parks are either too short term on street, or poorly maintained and expensive off-street.
At present there is adequate parking on the pier site, though this will change when the new swimming pool is built, with many fewer spaces for both cars and buses planned. Pedestrians would benefit from some pedestrian only shopping streets.
At the moment the town is very easily used, the parking arrangements are quite good.
Concerned about plans to make more spaces payable.
Concerned about the main car park in Helensburgh when/if the swimming pool goes ahead...the large free parking area is a bring draw for the town. I fear businesses will lose out if that facility goes.
Cyclists on pavements Cars parked on pavements
DECRIMINALISATION OF PARKING AREAS IN TOWN CENTRE LEADS TO CONFUSION. UNCLEAR AS TO WHO MONITORS TRAFFIC PARKING ISSUES. NOT SUITABLE FOR LORRIES MAKING DELIVERIES TO MEDIUM SIZED SUPERMARKETS, A LOT OF CONGESTION AS A RESULT
Difficult for visitors in the summer.

Disabled parking arrangements are generally adequate for my needs, although the number of spaces in some places is not adequate at times. On street disabled parking spaces in Helensburgh are in many cases difficult to enter and exit depending on traffic conditions, being often at the ends of parking bays and therefore restricted by other vehicles, and there are none at all in the southern part of Sinclair Street between Clyde Street and Princes Street. Disabled parking spaces in the Pier car park beside the swimming pool and in the Sinclair St car park are usually adequate, but it is often easier to park in those two places than in the on street disabled spaces in the town centre, which somewhat defeats the point of the latter. There is still room for improvement.
Disabled parking is way too prevalent within the town and is often empty. By all means provide them but maybe use areas within public car parks to give the number of spaces required.
Excellent traffic and parking arrangements in Helensburgh following completion of Helensburgh CHORD works. Pedestrians are made a priority over vehicles in the town centre
Extremely dangerous situation at Hermitage Primary on collection of children. An accident will happen. The town centre is terrible, total chaos, badly designed.
Good free parking in Helensburgh
Generally ok and like the 2 hour free parking in Helensburgh. too much double parking in Helensburgh (Kilcreggan response)
I believe there is enough parking in the town
I cannot get parked outside my house because of other people, who do not live here, taking spaces.
I do not drive but I see most of the roads as not overcrowded and pretty easy to get across.
I don't have a problem finding parking spaces, and I appreciate the (time limited) free parking available.
I have a disabled blue badge
I understand why the Council has extended areas where parking is charged for, but it has had a negative effect on the town centre shops. Reasonable and varied shops (excluding charity shops) are essential in any town centre.
Illegal parking is widespread in the town, for example, right up to junctions, making it difficult and dangerous to pull out. There is not enough free parking in town.
I'm a disabled driver and parking now in the centre of Helensburgh is a nightmare. The footpaths are far too wide and the parking is now limited on Sinclair St & East & West Princess St. This should all be made disabled parking only for ease of access to shops and banks etc. There should also be no restriction on time for disabled parking.
Improvement needed for more parking not just mainly at the pier.
Insufficient parking
It doesn't meet the needs of disabled people
Land and roads are largely private so public parking is not an issue.
Large vehicles use unsuitable roads in the area, such as base busses and logging lorries. There needs to be a priority route for these which avoids small side streets (e.g. South and East king St). Also a common problem that people park on pavements. Due to speeding, large vehicles and pavement parking I do not let me children play on pavements. Good parking in town centre
Like many other places
Long queues on Sinclair Street with cars waiting to turn right, no priority right turn green light, so lots of unnecessary pollution caused by standing or slow moving traffic in the town.
More car parks needed
More free parking is needed.
More free parking needed
More parking needed in town.

New parking bays in Helensburgh town centre are difficult to park in due to poor markings made from stone rather than being painted. Narrowing lanes at junctions with Sinclair Street (Clyde street, Princes Street and King street) result in hold ups when someone is turning right. Street cleaning not up to standard as machinery does not clean granite pavements properly. Road markings have not been done on the road from Helensburgh to Loch Lomond (A814) and cats eyes have been Tarmaced over so visibility is poor at night.
No issues
No pavement on most roads, most people park on road or verge which makes walking/cycling hazardous
No traffic or parking issues
No, lots of people drive too slowly which is annoying.
NO. Far too many speeding drivers, especially along West Montrose Street and through Rhu and on the "dual carriageway" up to Waitrose.
Not enough free parking. No policing of those who jump through red lights.
Not enough parking
Not relevant as I don't drive.
Often congestion within town centre due to deliveries/lorries. Not enough accessible parking spaces, traffic calming is effective.
Ok
On the whole the parking is adequate. One real difficulty is if you need to use a car to get to the station, and then to leave it there for any length or time - say overnight.
Parents continue to park outside JLB primary school on double yellow lines. School have asked them to stop but to no avail. I have contacted council on numerous occasions and informed police but both said they are too stretched to do anything to support. If the parking warden or police attended once or twice a week and gave out parking tickets this extremely dangerous practice could be stopped overnight.
Parking and road layouts in Helensburgh are terrible. Inadequate parking areas, and those where vehicles are allowed are heavily policed by over-zealous parking wardens. The new road layouts at Sinclair St & East/West King St & East/West Princess St only serve to cause congestion at peak periods. It's a regular occurrence to sit on Sinclair St for up to FOUR traffic light changes, due to the narrowing of the roads & traffic unable to pass cars waiting to turn right. Needs a major rethink.
Parking around town is a joke
Parking availability seems reasonable compared to other similar urban areas with some free. Unfortunately parking for cycles at all the train stations seems so inadequate compared with that offered at many other stations on the network.
Parking can be expensive in and around Helensburgh if you require to park for more than two hours. There is free parking available but it can be a distance from where you have to attend a meeting and is not always easy within a busy working schedule. The A82 is constantly too busy with the volume of traffic increasing year on year and the road unable to allow that volume of traffic to move through many areas. e.g Arden Roundabout, Arrochar and Tarbet
Parking can be limited, it's the other road users that is the problem.
Parking fees put visitors off coming to Helensburgh. Not enough advertising of local parking areas! Stop traffic using West Princes Street as a track, make it pedestrians only. (Garelochhead response)
Parking has improved over last few years with improvements to free parking for allocated time. Following completion of CHORD junctions at traffic lights are now too narrow which results in queues of traffic when someone is turning right
Parking in central Helensburgh is awful. Did you intend to encourage people to do "the big shop" in Dumbarton or is this the logical choice given local parking charges?

Parking in Helensburgh is bad
Parking in Helensburgh is not great. Unfortunately I don't have an alternative suggestion. It's just not great and needs looked at.
Parking in Helensburgh is inadequate and very expensive
Parking is deplorable costly
Parking is not easy since the 'modernisation' of the town centre. I constantly worry about being longer than an hour, especially if I bump into a friend and would like to have a cup of tea with them. An hour is not enough if I have a hair appointment, any suggestions?
Parking is very crowded
Parking on hill at Hood Court is problematical
Parking on yellow lines
Parking options are very limited and there are also very limited signs stating what the parking regulations are in each area.
Parking restrictions are not properly enforced.
people don't park in spaces, cars parked on corners - more enforcement needed
Plenty of parking in Helensburgh provided you don't expect to get parked right outside the shop or office you are going to. Many drivers in Helensburgh expect that and will park anywhere whether there is a space or not.
Poorly highlighted parking bays (grey on grey) for those with visual impairments such as colour blindness. Specifically an issue on Colquhoun street outside Bank of Scotland. Limited access to 'free' longer stay parking close to town centre. Pushing locals towards shopping facilities out with the area.
Private vehicular traffic is given priority over pedestrians. Compared with many places on the Continent crossing places for pedestrians are almost non-existent.
Residents in Sinclair street cannot park during the day to access their properties & also the new layout does not offer sufficient parking.
Ridiculous planning implemented re upgrade of town centre, narrowing of junctions at Sinclair Street and Princess Street and King Street in particular caused traffic build up as anyone wanting to turn right is held up until traffic heading straight through clears, this results in many cases of "Amber gamblers" and frustration for road users and pedestrians. This has been pointed out countless times on various forums but the council have, as usual, ignored public opinion. The parking in the town is prohibitive to inducing visitors and locals to park and shop locally. Lack of decent sized signage and inconsistent traffic parking offence decisions as well as overzealous wardens fining people for parking slightly out with the white lines on the seafront "free" parking area but ignoring blatant illegal parking by some shop owners as well as totally ignoring some streets altogether. The general consensus among my friends, colleagues and peers is that the whole enforcement of parking infringements or offences is biased, illogical, anti-tourist and works entirely against the idea that we welcome visitors and locals to shop locally.
Should charge to park on main streets in town to encourage use of car parks
Some clown decided that the junctions across Sinclair St at King St and Princes St are reduced from 2 lanes to one. In busy time this leads to utter chaos.
Terrible, the worst drivers.
The Chord project, whilst it has improved the looks of the town centre, has, and does, provide a traffic nightmare, with abandoned vehicles parked on pavements, loading & disabled bays. In general the parking policy is ambiguous, with badly signed, or no signage at all. Not all streets are properly (or consistently) lined.
The parking arrangements within the town are limited and there are not many free spaces around town. The free section of the pier carpark however, is extremely valuable and useful. The new

layout of the traffic lights in the town centre (widening of the pavements and reduction in the road width) have caused unnecessary delays for those turning right etc. (Garelochhead response)
The parking in Helensburgh is fine - it is too many people who don't want to walk more than 1ft that park like idiots that are the problem.
The road layout in Helensburgh town centre is ridiculous. Re-instatement of filter lanes at traffic lights would improve. Pavements do not need to be so wide. Parking is also terrible in Helensburgh. No long term parking in easy reach of the station, particularly for people with mobility issues but don't qualify for a blue badge. Parking to access town centre shops is very restricted and spaces in Sinclair St are too narrow making them dangerous. All car parks should have 2 hours free.
The roads are not suitable for the volume of traffic. Traffic to the base is ridiculous and I can't believe A&B council is allowing a 700 space car park to be built at the base which only encourages car use.
The shared vehicle, pedestrian and cycle access previously noted.
The town is a joke with bad parking by drivers, people who are not registered disabled can face a long arduous walk from car parks so easier to go out of town for shopping
The traffic along the A82 all the way north is heavily congested during summer months. Encouraging people to travel to the nearest train line (Helensburgh or Balloch) where a Community Bus that travels to Luss? Also perhaps commission one of the local commercial ferry/boat operators to ferry people between Luss and Balloch during the summer season. Anything to discourage people from parking in the streets of Luss is a positive outcome for the area.
The traffic at end of school in Helensburgh is horrific. The biggest problem being that cars are now forced into single file on the roads off Sinclair St, since the new pavements went in and narrowing the road.
There is no congestion in Helensburgh area there is no need for overpriced parking in town centre there does need to be parking for those using train into Glasgow if there was better and cheaper parking by station more people would go into Glasgow by train rather than car
There is nowhere near enough parking spaces for the traffic that frequents Helensburgh.
There are now fewer parking spaces in the town centre of Helensburgh after the redevelopment
There are too many cars parking on the streets instead of a designated car park. This leads to narrow spaces for cars and bikes to manoeuvre through and restricted sight lines which can be particularly dangerous at junctions. There is a lack of an actual car park at the west end of the town with nothing between the Pier and Kidston. I would like to see the middle of town pedestrian only with no cars allowed. There is not enough parking at the Victoria Halls for events either with cars clogging the main routes again. There are traffic calming measures in place but this effectively leads to more cars taking other routes and speed bumps tend to lead to more pollution with cars slowing down and then speeding up again. Perhaps cameras would be more beneficial.
There is a sweet shop near my area that many people park in awkward places that make it difficult to go the junction leaving space for other cars.
There is adequate parking in and around the town centre of Helensburgh. However, some drivers park their cars on pavements and seem to think that's OK so some monitoring/parking enforcement could be useful. The space for on street car parking on Sinclair Street is too narrow and the pavements too wide - a better balance could benefit both car drivers and not be detrimental to pedestrians.
There is lots of town centre parking but for disabled access it can be impossible to get on- street parking at times
There is significant congestion in the centre of town.
This area is good however if we lose the free parking on back of pier this will cause issues

Too many disabled parking bays
Too many people parking in disabled bays.
Too much parking on corners, especially around Argyll Street, West King Street and West Princes Street makes visibility for other car drivers very poor and therefore dangerous.
Too much traffic on west king Street and with more new housing it is going to get worse. More noise and air pollution. Being a long straight road it could do with traffic calming measures.
Too much traffic.
Town Centre traffic is calmed due to the new surface. This is now a pleasant environment. Currently adequate parking. Misuse of disabled parking spaces is a problem, including on occasion in Council car parks.
Traffic is busy everywhere these days but measures undertaken by the council of extending pavements into the road at traffic lights, means traffic can't turn right easily leading to worsened queues of engine running cars.....not good for health or environment.
Traffic not a problem but there should be more free parking to help businesses.
Traffic scheme in town a joke if someone turning right at lights then all traffic stops since pavements upgraded, town centre i.e. Colquhoun square should be pedestrianised, it was shut for renovations, people would adapt and it would be safer and introduce a proper cafe culture to the town and would be better and safer during events. The new lights by the park were only put in to pamper to the few people that use Victoria halls car park it only holds 20 cars, they serve no other purpose but to stop traffic, the double yellows in place around the lights down west Montrose St should extend all the way, as when an event is on in the halls that busy thoroughfare to the base becomes unpassable blocking up Sinclair St as well as cars can't turn right
Traffic/drivers in Helensburgh is a mess and I'm surprised there have not been more fatalities. If the town was policed properly, people might start to show compassion to their fellow residents.
Very limited parking for town shopping resulting in parking on main and residential roads. Blockages caused when lorries try to unload. With so many new housing developments coming this will only become much worse. There will be a further loss of parking with new pier development.
Very little free parking signage very bad parking wardens very target driven
We do use our car to travel down to the town and back up. I am disappointed that the Main Car part at the Swimming pool and the Pier will be foreshortened for both cars and Tourist Buses. I would like it to be open for a greater number of tourist/day tripper buses as this brings visitors and money into the local shops, thereby keeping the town vibrant and alive. Particularly appreciative of the free 2 hour parking in the town and the parking allocation around the shops. The traffic calming mounds between St. Josephs and Logie Baird Primaries are particularly high, it would still be a slowing process even if they were lowered slightly.
While car parking is reasonable the roads are frequently blocked by delivery wagons. The bottom end of Sinclair Street and the Coast Road in particular.
Why do we have to pay - doesn't encourage people to come to the centre
Within the space available the parking is good. However Sinclair Car Park is not signposted at its entrance. Generally the folk of Helensburgh ignore parking restrictions in Sinclair Street causing congestion. A parking attendant in Helensburgh Central would earn his keep every hour.
Yes good access parking for the size of the town, for shops and amenities.
Yes, there is a large free parking area at the pier and reasonably priced parking elsewhere.
You need to be able to park so that people can use/support the local shops but there is not enough parking in the town centre. The limited parking on Princes Street is not well sign posted so people are being given £30 parking fines because it's not clear what the conditions of parking in that area are. This is not the way to encourage people to come into and use the area by penalising them! There are some traffic calming measures on streets that don't have much traffic anyway such as Montrose Street East so it doesn't help everyone only those living on that street.

Q4. Streets and Spaces: Do the streets and public spaces create an attractive place that is easy to navigate?

172 responses in total – Average Score of 4.4							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
11 responses	9 responses	27 responses	35 responses	43 responses	27 responses	19 responses	1 responses

Comments

50% bad, 30% good, 20% ok.
A few poorly maintained buildings especially on the sea front. Maintenance of roads, pavements and grounds is not the best.
A lot of this is done by the community eg beach cleans, gardens in the square council do very little in this area!
Apart from upper and west Helensburgh, clearly blessed with good architecture and high income dwellers, much of the rest of the town suffers from inadequately maintained Victorian (some earlier) tenement buildings which detract markedly from the otherwise attractive location. Clearly the authority needs to take active steps to fully audit which buildings do not meet the criteria of both appearance and public safety.
Area not kept clean by Argyll & Bute, especially town centre and front
Attractive but could be improved.
Attractive compared to places around us but could be better.
Attractive since town centre improvements.
Attractive streets in upper Helensburgh due to planting. However as car parking moves from the town centre these will become more congested.
Attractive, shopping could be improved
British rail recently cut all trees including large mature trees by the road side more should be done to screen roads from residential areas.
Buildings are a disgrace
Buildings feel bland and un-unique
Buildings in the centre of HELENSBURGH are in poor condition and the town centre is not a good place to walk around because of shops placing A bounds on pavements. In our rural communities, the pavements are in poor condition which does not encourage people to walk. (Garelochhead response)
Centre and front of Helensburgh is good however there are areas that look very run down and could benefit from upgrading. Bins on front need to be changed as it is so easy for the gulls to get stuff out, plus there are not enough bins to take rubbish when weather is nice which gives the place a don't care look
Chord work in Colquhoun Square and on front beginning to look very shabby.
Colquhoun Square too busy and unsafe cars go through too fast, pedestrian it.
Colquhoun Square was reconfigured at vast expense, with no visual improvement. It was prettier and had more greenery before. The paving material is very slippery in wet weather, and the 'outdoor museum' has hardly any 'exhibits' - and those that are there have little merit.

Could be more green areas. Lots of building looking dull. Street lighting often does not work.
Direction signs to various points of interest around the town (out with hill house and victoria halls) would be beneficial for those visiting the town. Fully functioning pier in Helensburgh for Waverley access as well as pontoons similar to Oban for those visiting by boat on holiday for the day. Encouraging tourist interest to the local area and bringing employment to the area.
Easy to get around
Efforts have been made to achieve positive improvements to the town centre, people seem to have mixed views about this with no consensus. These developments however are diminished to an extent by the failure of private owners to properly maintain some buildings which contributes to environmental incongruence.
Empty shops, boarded up fronts, lots of scaffolding
Far too many buildings not being maintained - the square is attractive.
Focussing again on Luss, allowing street parking detracts from the experience of walking around the village and enjoying the streetscapes and historic beauty. In Helensburgh designated parking areas on the waterfront are functional at best although unattractive to the eye. Parking areas on the periphery of these places with community buses to ferry people to the town centres could alleviate congestion and help retain and maintain the character/charm of these villages.
Generally good, improvements needed around pool and leisure area
Good access throughout the town.
Helensburgh and the surrounding area has some lovely buildings and most of these are in a good condition the area of the town is pleasant and welcoming
Helensburgh front is still a dismal mess despite the millions spent/wasted
Helensburgh generally performs well in this category, although there are some issues that I find problematic: 1) The 'pavements' of many Helensburgh Streets are not 'paved' and this contributes to the common practice of pedestrians walking along the roads, often with little regard for their own safety or for the convenience of drivers of vehicles using those roads. However it has to be accepted that some people will walk along busy roads even where one of the pavements is smoothly surfaced, which defies explanation! 2) Cyclists frequently use surfaced pavements in the town instead of the roads which they should use. Often they are near silent, and many, more often younger cyclists, give no audible warning to pedestrians. I have from time to time been narrowly missed by one such rider myself. A campaign to remind cyclists to be more responsible for their use of roads and pedestrian areas appears to be desirable. Equally outside the town cyclists frequently do not use cycle paths where these are provided, and they then become a serious danger to themselves and other road users. A campaign to draw this to the attention of selfish cyclists would also appear to be desirable. 3) The decision to limit the width of all the roads at junctions in the centre of Helensburgh when the town centre redesign was undertaken causes other traffic to be held up waiting for right-turning vehicles to clear the junction. This is neither good for vehicles operating within time constraints or for the environment, due to vehicles having to remain stationary for unnecessary periods of time with their engines idling, something now recognised as being bad practice.
Helensburgh has had local area upgrades over the years, places could still be improved.
Helensburgh is a pretty town.
Helensburgh is a very attractive place to live and work.
Helensburgh is an attractive and, at present, vibrant town to live in. It is sad to see the number of commercial buildings that are becoming vacant. I live in hope that these will be brought back into active use again. For visitors there are a number of landmarks and references to public figures and historic events, this is positive. The main Colquhoun Square is attractive and we often find that people enjoy sitting or dining there. Visitors often look with interest at the living museum in the square. I particularly like the variety of shops within the town, especially the independent traders, as many towns have the 'same old - same old' shops which does not differentiate one town from

another. It would be great if places such as the empty Santander building could be repurposed into another life, as this is at the cross roads in the heart of the town. I do not feel the town needs another supermarket. It has ample provision in this field, as it has; Co-op, Waitrose, and 2 Tesco stores.
Helensburgh is an attractive town but out with the redeveloped town centre the roads and pavements are in a disgraceful state
Helensburgh is improving, but it has a way to go. It does not take advantage of its prime seaside location enough. It pales in comparison to other seaside towns that manage to create a classy retreat such as the East Neuk towns (I do not want a seaside funfair town)
Helensburgh is one of the most attractive towns I have ever lived in. The tree-lined streets are beautiful and give a sense of space and peace.
Helensburgh Waterfront development needs to be progressed as quickly as possible
Hermitage park is a good start but has been a building site for too long.
Hermitage Park is now an excellent open space.
I try to walk through Hermitage Park every day on my way into the town. I really appreciate having it so close to where I live. I also go to Levensgrove Park in Dumbarton about once a week. These parks are a great resource and now well-tended. Very grateful for them.
I would say the town centre is quite ugly as nothing matches.
It is an alright place to drive through
It's a nice place to live, looks ok generally, BUT! There are dangerous buildings that have been that way for years, with some effort at safely securing them, however, they look really ugly with worn boardings & scaffolding encroaching on the main streets. Helensburgh pier is a disgrace, who ever heard of a Clyde seaside town with no access to the sea!
Lots of nice green spaces in Helensburgh, seating to sit and watch the world go by. (Garelochhead response)
Many attractive buildings, green spaces, parks and woods, with the seaside setting and hills to the rear make Helensburgh an attractive town, especially in good weather. Unfortunately there are some derelict/ badly maintained buildings on East Clyde St which give a rather depressing view on entering the town.
Many buildings in need of repair. Empty shop units.
Many improvements required the pier and ferry services needs to be reinstated
Many of the shops are now charity based outlets, others lie empty, presumably due to high council tax. Very unappealing. The front of Helensburgh & sea front is marred by dog fouling both on the grass park areas & shore. I doubt there is ever a dog warden in this area as it's always full of dog excrement.
Many street and town signs in Helensburgh are shabby or totally devoid of lettering.
Mostly the town is very good. The pier MUST be repaired and enhanced asap, it is embarrassing that it has fallen into disuse.
My big bug bear is the road through Colquhoun Square as far too many people don't even make an effort to adhere to the speed limit.
Need more variety of shops, too many charity shops.
New cobbling/tiling in town centre covered in chewing gum, seagull mess and litter. Waste bins from businesses permanently on streets, especially bottom of Sinclair Street
Now chord has made living in the centre a challenge less parking and narrow roads pavements a night mare if you have mobility problems very up and down
Not enough for children to do. Could use some buggy friendly walks other than the front
Not well kept enough, need to clean public spaces more.
Parking is an issue.
Pavements and access are good.

Quite a lot of litter in some places but generally ok.
Really, have you walked around the town recently? Bins are overflowing all over, cars parked on pavements or corners all over the place.
REASONABLE SIGNAGE. LOCAL KNOWLEDGE USUALLY ASSISTS VISITORS TO FIND LOCAL AMENITIES ETC
Relying on public to clear weeds from green spaces like Colquhoun Square is unacceptable. Litter on Cardross Road during the school week is unacceptable. Not enough litter bins for kids to deposit polystyrene packaging from the Curry Club in.
Resurfacing not complete, bins for dog dirt not emptied.
Roads and pavements across the town are in poor condition. Many street signs are unrecognisable.
Some businesses in Helensburgh could do with considerable improvement but we also have some outstanding landmarks, parks and natural landscapes
Some parts are a little aged. But overall the town is kept to a high standard of cleanliness and safe feeling.
Some places are bad.
Some shop fronts need updating to make a prettier town people would love to visit.
Space in the centre of town is at a premium and think more could be done to improve the exterior of some buildings along the front.
Streets aren't well lit
The area provides excellent natural space, views and accessibility for walkers.
The buildings that are falling down, bring down the area.
The changes to Colquhoun Square have been beneficial in encouraging people to use the square and make it an attractive place to sit or walk through. Derelict buildings on main roads cause traffic/pedestrian issues and are very unattractive so this doesn't score so highly for me. The surface on the front from roughly The Commodore Hotel to Kidston requires resurfacing. Not sure if this is the correct place for this answer but the number of vacant shops is worrying and unattractive.
The Chord project in Helensburgh has created a safer and more attractive environment.
The green lined streets are very attractive and create a nice environment. We have many nice buildings which contribute to the attractiveness such as Hill House. Some of the buildings in town however have been neglected over the years and require some maintenance. Many have had work done recently.
The improvements down the front has made a huge difference to the look of Helensburgh for the better. However, Helensburgh Pier is in a poor condition and needs to be rebuilt to allow the Waverly to be able to pick up passengers to broaden horizons of the beautiful scenery within Argyll and Bute. (Garelochhead response)
The improvement in Colquhoun Square and the seafront along parts of Clyde Street near the pier are the standard required from King Street up to Victoria Hall.
The look of the buildings along the front could be improved
The parks in and around Helensburgh are great, but please empty the waste bins on an 'as needs' basis rather than 'occasionally'.
The paving in the town centre, particularly Colquhoun Square is very dangerous in winter when icy. The new Hermitage Park is not attractive to people without children and has been left with nothing to tempt adults in. No putting, tennis or bowling.
The recent upgrading of the centre of Helensburgh as part of the CHORD project has dramatically improved the town, albeit the programme over run seriously adversely impacted many local shops and the economy. A&B Council and especially councillors (names removed) arrogant approach to the new swimming pool development will by their own planning departments

admission result in a "ugly big shed" being built instead of a cost effective attractive building focused on the town centre of which the town could be proud.

The seafront was updated and this adds to the attractiveness of the town. I just wish that the further development planned for the seafront and Pier would get started as we need to renovate the Pier so that the Waverley can dock and we badly need an affordable, modern, large Sports Centre so that kids and teenagers have somewhere to go and do something positive instead of sitting around in train stations and parks, vandalising them because they are bored. The Helensburgh Community Council needs to be told to start working WITH the Council instead of constantly raising objections to everything the Argyll and Bute Council is trying to do, so that more can be done in the town otherwise the HCC should be disbanded. They should be catering for everyone's needs in the town both young and old not just the older population. There should be more things for kids to do in the town because at the moment there isn't, and this is why to some extent there is so much anti-social behaviour going on. Not everyone wants to sit in a park all day. There isn't enough to do at night in Helensburgh. Some of the buildings/closes on the Seafront and a couple of streets back are in such bad condition that they should be demolished and new homes built. I had a lot of problems trying to find an affordable home that was in decent condition. Helensburgh badly needs more affordable homes and the current housebuilders in the area are building homes that are being sold for £250,000 + which is out of reach for a lot of people. People think that if you live in Helensburgh, you must have money and this is not the case for everyone. Yes there are very expensive homes in the towns but also less expensive ones too and some people are having to use food banks to get by. Lastly, there are too many TALL trees in the town which block people's views of the seafront and coast from their homes. I cannot see the little bit of coast I used to because a tall tree is now blocking it in the summer and when you drive down Sinclair St the trees are blocking the view on either side of the road. More and more trees are still being planted and people are not consulted as to whether they want a tree in front of their homes or not. Trees block out light and should not be planted so close to people's homes.

The space allocated to traffic means that pedestrians have relatively little room to move about. Signposting for strangers is poor, many streets are unidentified.

The town centre would be much more attractive if it were pedestrianised. That new council building is ugly and I'd like a carbuncle on the beautiful old school building.

The town is what it is and does not need change except maintenance.

There has been improvement in the town itself and that plus local volunteers planting trees etc. has improved the place generally.

There have been some improvements but things like the refurbishment of Hermitage park are a complete nonsense. Is it £5 million being spent? The work is incomplete and it appears unlikely that it will ever be much of an improvement on what went before. There is still Japanese Knotweed in there, rhododendrons run wild, only some of the paths are properly finished and will wash into gullies, as they were before work started. The new building is unlikely ever to be an attractive proposition to any business trying to make use of it, if it is ever finished.

This has improved in recent years but Helensburgh seafront is still a mess. The shored up buildings at the bottom of Sinclair street are not an attractive first view of the seafront as you arrive in town. We still have many buildings which need upgraded and finished e.g Riva and some in a poor state of repair

This is a pleasant urban size and has a core of handsome buildings.

This is reasonable. Too many empty shops but that is hard to resolve.

town centre and west side good, however east end of town could be improved

Town centre especially the square has been a great improvement. Raised slabs at crossings that warn people with vision issues are very dangerous to folk with mobility issues trying to cross them.

Town centre has a pleasant environment with places to sit.

Town pavements are an eye sore and dirty, the park is always being damaged Duchess wood also suffers damage both areas and Kidston park, suffer from dog owners not picking up mess left by their dogs, where do the dog wardens hide? To many eateries and not enough general shops no gents out fitters Walking past any shop you are met with a wall of smokers not a comfortable area

Ugly scaffolding at front

Vandalism and anti-social behaviour simply must be addressed. If the "softly, softly" approach doesn't work, is it time for "the big stick"?

We have a lovely town, with beautiful buildings and amazing views over the Clyde. We need to stop the closures of shops in the town.

We live by Duchess woods there are 3 issues: 1 large trees in woods could fall on our house one is covered in ivy and could be diseased. 2 dogs frequently came into our garden from the woods and we had to erect a fence at some expense to prevent this. 3 because there is no sign at the top of Duchess Park indicating there is no access to Duchess woods many people try and access our garden trying to get into the woods, some have even climbed over our fence.

We think It is beautiful here

Weeds growing pavements and roads not being swept means a lot of dirt and leaves has accumulated at kerbs which is stopping rain water draining away.

Well the depends if you are well off or if you have been dumped in social housing where the area is not maintained to the same standards at the more well of area of Helensburgh

Years of poor planning control mean that what was obviously once an attractive town centre is now eyesore after eyesore.

Yes, Helensburgh is lucky to have an attractive man made landscape.

Yes, town centre has been recently upgraded and looks good. Lots of tree lined streets and greenery around the town and surrounding areas.

Q5. Natural Space: Can I experience good quality green spaces?

172 responses in total – Average Score of 4.9							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
7 responses	9 responses	16 responses	27 responses	41 responses	41 responses	30 responses	1 responses

Comments

Access is also reasonable. The mobility scooter hire I have seen in the media is a good idea for people who would struggle to access Hermitage Park, as parking for this is non-existent and it is quite far up the hill.
Access to countryside is excellent. Footpaths directly from the town lead over into the National Park and into the surrounding hills and countryside.
All very well having tree lined street but they do not reduce the traffic noise or air pollution at street level. The green space on the road verges is anything but good/safe for wild life given the manic obsession of the Council and public have for grass cutting. All this manicured landscape is a dead zone for wildlife.
AN EXCEPTIONAL AREA OF RURAL, OUTDOORS AND GENERALLY NICE AREAS TO VISIT AND SEE. CONGESTION CAUSED ON BUSY DAYS, ROADS CAN BE BUSY, AREAS SUFFER WITH INCREASED LITTER, ASBO AND ROAD CRASHES (INC FATAL) DUE TO INFLUX OF VISITORS FROM ALL OVER SCOTLAND, GB AND EUROPE
Open space areas are full of dog excrement. I've even had dog walkers depositing dog waste in my garden. Suggest a higher profile dog warden system. In fact any dog warden presence at all would be a bonus!
As with almost everything in Helensburgh...attractions exist but the public don't know about them...publicity is shockingly bad. Does the council even have a Tourism team?
Beaches poor condition.
Beautiful countryside is accessible and often visible from all points in the town.
Bus stops not sheltered
Closure of Duchesse Woods an issue.
Colquhoun square difficult for access. (Garelochhead response)
Council could keep roundabouts, flowerbeds etc in a better state - planting wildflowers would be beneficial to bee and insect populations.
Disabled access to green spaces could be better
Duchess Woods
Duchess Woods are closed (Cardross Response)
Duchess woods require a lot of work at the moment. There is a large problem with dog fouling in a number of areas
Duchess Woods requires more investment.
Duchess Woods, (if the 'Friends of Duchess Woods could stop interfering with it) round the reservoirs, the hillsides around Helensburgh, Ardmore point and Glen Fruin all provide nature walks. Unfortunately Hermitage Park is still a building site years after the 'upgrade' (nothing wrong with it beforehand)

Duchess woods is close by. The sea front is well kept although the rubbish could be cleared after storms around the pier area (that also needs rebuilding, it's a disgrace).
Excellent opportunities in and around Helensburgh
Fortunate where I live due to ability to walk to the water or through the woods to the hills.
Good beach but unclean.
Good fresh area and good areas to walk around Helensburgh
good natural spaces however too much dog poo that is not cleared up
Good quality natural space in Argyll? I don't see how it can be improved upon.
Good walks in area
Helensburgh does have a lot of green space and trees. Duchess Woods is also an asset. It is a shame about the mindless vandalism though.
Helensburgh is lucky having streams and rivers, green space alongside paths and roads, around the town also giving space and freedom along the river Clyde front promenade.
Hermitage park left to ruin by authority and only improved following take over by local group ran by members of the public. Poor investment of outdoor venues by local authority. Limited 'free' play areas for children/teenagers to exercise i.e. football/basketball/skateboarding/riding bikes. Local authority should be engaging with the local schools (primary and secondary) to encourage the children to take care of the outside spaces in their home town. This encourages respect for the area as well as allowing development of essential life skills. Walk ways next to the Clyde are often littered with rubbish, not helped by the mass of seagulls in the area. More frequent collection of rubbish from town centre during summer months/periods of good weather. Also introducing fines for anyone caught feeding seagulls.
Hermitage park too high up the hill for easy access
Hermitage Park is a disgrace - left like a building site and about to be overrun by Japanese Knot weed! (Portincaple comment)
Again Hermitage Park is a local open space that's in a dreadful state and apparently abandoned and half completed (Portincaple comment)
I enjoy walking along the waterfront and appreciate the natural beauty of the views and scenery. Pity about all the rubbish on the shore.
I walk as much as possible on the streets in Helensburgh with the grass verges and tree plantings. This is a wonderful aspect of the town. I am not able to get out into the country, but of course we are surrounded by it and I enjoy the views.
In and around Helensburgh provides residents and visitors with the natural beauty of the shore front, the wooded areas of Hermitage Park, the Skating Pond, Reservoir and Glens to; walk, run or cycle.
Increasing density and popularity of the Loch Lomond area is placing increased pressure on the natural environment and experience. Enforcing strict reforestation on commercial development would help preserve the fragile ecology. Increasing the natural spaces between buildings where trees and greenery can be encouraged go a long way to greening the residential and commercial areas that are continually under pressure.
It is already quality natural space with public accessibility.
It's ok because of the park.
Looking forward to seeing completion of the work in the park. It's a great space and very accessible. Flower beds and tree lined streets also make the town attractive.
Lots of good places around. I suggest skating pond needs to be cleared as plenty of wildlife spaces available and this is an eyesore
Lovely parks and walks on the town and outer fringes. However, vandalism and anti-social behaviour blights the effort of good minded people to improve the town, particularly recently in the Hermitage Park and Duchess Woods.

Natural space is not well maintained are is subject to dog fouling. I'm aware of few natural spaces.
Natural space.
Need signage for James Street Park
Never see the council doing any tree planting!
New park could be good but install CCTV and prosecute vandals
Not as much for families
Not as much for families, there used to be a putting green.
Not enough space at the beaches.
Not since Duchess Woods have been closed and the work on Hermitage Park is unfinished.
Note enough spaces at beaches.
Once again if you live in the West End of Helensburgh you are provided with tree lined streets. With beautiful cut verges, well maintained paths. If you live in Kirkmichael the only thing the street is lined with is rubbish. What a shame for the families who deserve to live in a beautiful area but don't just because they are poorer.
Park is a mess currently but improving. Difficult to get to Luss and other natural places. Woods are good.
Perfect location to many open areas on foot or a short drive
Pleasant coastal path to Kidston Pk. with plenty of seating Hermitage Pk. much improved thanks to enthusiastic volunteers Duchess Woods well looked after, again thanks to volunteers. Town Square pleasant to sit in in good weather, lots of seating, grass, shrubs, trees and flowers. Access to beach easy, though Council should take responsibility for keeping it clean.
Please get on Hermitage Park
Rail travel to beaches required
Roadsides on outskirts of town full of rubbish and litter, try going for a walk along Glen Fruin, or past the amenity site, filth and squalor surround the town.
Safety of Duchess Woods closed to the public and nothing being done to make it safe. Bottom of Drumfork Road leading to Cardross Road is narrowing due to the fact the trees have not been cut back or verges cut. The bin there which is often filled with dog poo bags is not emptied enough.
Sandy beach would make a difference
Shandon overlooks the Gareloch and is a very good quality natural space.
Sometimes
The area provides both natural as well as deliberately created public spaces for the population, albeit some of the latter are much better looked after than others. Clearly the east of Helensburgh has less provision than elsewhere in the town and there is a clear need to improve Craigendoran station, access to it and, in particular, to ensure its accessibility by a growingly older and therefore less physically able population than in the past.
The council have recently closed a local wood on "safety" grounds - yet taken no action to deal with the reasons which gave rise to the concerns.
The improvement of Hermitage Park (due very largely to the fantastic efforts of The Friends - not the Council) should be praised. However due to Council mismanagement of the project it is now over a year late, not complete and there must be doubts if the pavilion will be the central feature it was intended for the £500,000 spent on just that.
The litter is dreadful in the area. Not enough bins anywhere in Argyll and Bute in public spaces and the ones we do have are not emptied enough. Most green spaces are ruined by the litter and it's not always necessarily because people are lazy there's often lots of rubbish piled around the one token bin. There also needs to be more effort made for beach cleans all the way along to the top of Gareloch not just the odd token areas around Helensburgh town or Rhu
The park at Victoria Hall is long overdue completion so perhaps when complete, my score could increase.

The question of maintenance causes the low rating.
The rural nature of most of Argyll & Bute, and the sensitive design of Helensburgh with regard to such issues, especially the green nature of many of its roads with many trees in parks and gardens as well as along the road verges, makes this a particularly notable feature of our area, thank you.
The sea shore at Helensburgh and all around the peninsula is requiring endless volunteer groups to try to tackle the litter. Is there no way of putting some kind of boom in place to catch the litter before it hits the shore line. Duchess woods is a good natural area but the tree felling above Rhu and Helensburgh is making access to the Highlandmans way tricky for walkers and for dog walkers in particular. The log lorries are disrupting village life daily. This is to continue for 17 years.
There are a variety of opportunities available although access is not always straightforward with implications for some. Again maintenance can be an issue; the skating pond at the top end of town is a good example which is now an eyesore. Conversely the adjacent reservoir area has seen real benefits from ground improvements, pathways, down to volunteers.
There are beaches but they are not clean. A sandy beach would make a difference to the town centre.
There are lovely walks and very quickly you can be in the hills. The new park will hopefully give a good space in town for those less able to walk long distances.
There are nice walks but suffer from lack of funds to maintain
There are plenty of beaches, woods and parks.
There is a lot of work going on with this but there is a huge potential to enjoy natural spaces in Helensburgh, it's somewhat unfortunate that there are a few people who work against this!
There is Hill House, Hermitage, East end and Duchess Parks and Loch Lomond practically on the doorstep so a lot of green space. The green belt needs to be shortened so that there is more space for new homes.
There is waste ground down the front.
This is ok
Train journey required to get to the beach.
Until recently made regular use of Duchess Woods to walk dog and for leisure. Shocking that it has been allowed to deteriorate to this extent.
Vandalism in Parks and woodland beaches filthy doesn't attract visitors
Walking in the park I am bombarded by loud music from personal trainers with groups of people shouting and grunting.
Waste ground down the front
Waterfront is accessible but should have railings
Waterfront is not clean
We are a 'frontier town'- on the very edge between the Highlands and the central belt. Seafront walks, Duchess Woods, Ardmore peninsula (when it's not swampy) Black hill- all beautiful areas with pleasing aspects.
We are very lucky as anywhere in Helensburgh is only 5 -15 mins away from some green space
We have the waterfront area and Hermitage Park, Duchess Woods (when we are allowed in) and some lovely walks in Helensburgh.
Within the town there are several pleasant places. The trouble is that there is little attempt at maintenance. Volunteers clean the beach and weed the beds in Colquhoun Square, The skating pond had a lot of money spent on it some years ago but from day one after completion it was abandoned to the extent that it is now a swamp.
Wonderful outdoor spaces to be enjoyed by all
Work on walks etc. has significantly improved this aspect
Yes, plenty of places to walk freely and experience nature, whether that be along the waterfront or more inland, plenty of parks and greenspace within the town as well.

Yes, the Seafront, Duchess Wood.

Yes, there are several good places to stop and enjoy the environment without parking restrictions. The peer area it is only one of them , If this is changed as seems likely in the new plans then this is likely to be very much influence on the centre of the town which will die going to people not easily being able to stop and access local facilities.

Yes.

Q6. Play and Recreation: Can I access a range of places for play and recreation?

172 responses in total – Average Score of 4.3							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
12 responses	17 responses	21 responses	36 responses	38 responses	30 responses	17 responses	1 responses

Comments

What has happened to the completion of Hermitage Park? This is a fantastic area for many but it lies unfinished. (Cardross response)
Apart from the new play facilities in Hermitage Park there is little for leisure. The pool is inadequate and the proposed replacement is very disappointing. My own children had to access tennis etc. via private clubs, which not everyone can afford. The putting green on the front was used all summer in the past. There is little to tempt visitors to stop, or return, now. Even the shops are closing fast!
Availability of play facilities and the state of maintenance varies hugely with, again, the east part of Helensburgh providing significantly less play facilities than other parts. An opportunity for the community to acquire the currently available area around Craigendoran pier would make for a useful start.
Could be improved but Kidston is good.
Easily accessible parkland and playing fields are becoming more important than ever as people live in more densely developed domes such as Helensburgh. Open areas in Helensburgh are limited and generally not sufficient for the growing population.
Good for younger kids up to 6/7 but for older kids, there needs to more places to play.
Good new playground in Hermitage Park, well maintained temporary skateboard park needs to be made permanent as it's used by a wide age group and is both safe and popular Sailing, swimming, tennis all available, also several fitness clubs. Parents worry about traffic- more safe cycling routes needed
Grass at Kirkmichael needs to be cut more, nothing for young people
Great to see children playing in the new playground in the park. It's also good to see children and families using the playground at Kidston. The playing fields in East King Street are well utilised and it was good to see the space packed at the recent pipe band event.
Great work done by the Friends of Hermitage Park and Friends of Duchess Woods, also local activists working on their own initiative to clear up the flower beds on the town square and clean the beaches, the council being nowhere to be seen.
Helensburgh has a good number of sporty venues, Hermitage academy playing fields are also utilised. Golf and tennis can be expensive as is everywhere, council pay on venues like the past could be useful
Hermitage park is a great place but building site for too long. More things for the kids would be great i.e. school holiday clubs etc.
Hermitage Park is an incredible asset for the town.
Hermitage Park play ground has been renovaded and is well used. There could be more facilities for teenagers. There is a lack of indoor play areas - there used to be an old corrugated iron

<p>building in East Princes Street which had badminton courts which was demolished to make way for a car park. It would be nice to have an indoor climbing wall / skateboard park and place for a youth club. Blairvadach Sailing Centre used to provide sailing courses for young people at a reasonably affordable price, but I believe this has been stopped due to cost cutting. There are tennis clubs and golf clubs and sailing clubs around the town but these are not accessible for non-members. There are also stables outside the town - which provide 'riding for the disabled' run by a voluntary community group.</p>
<p>Hermitage Park still a mess, it looks like an ad hoc unfinished car park. Not what was promised in architect sketches.</p>
<p>I am not qualified to answer this question being of advanced age and semi invalid.</p>
<p>I don't have children so don't feel I can answer this question adequately.</p>
<p>I like the James Street park for sitting and chatting. Helensburgh is pretty laid-back and there are always opportunities to chat and enjoy the countrified atmosphere with others of my own age who are out and about like me</p>
<p>I sail, ergo there is little room for improvement.</p>
<p>I simply cannot understand why it has taken so long to erect a relatively straight forward rectangular building (pavilion) in Hermitage Park (now approaching two years!). We are now in mid- May and the landscaping has not even started yet. Perhaps it will be progressed by late autumn, which is no good as it then cannot be used until spring 2020. I also understand that this "eco-friendly" building is situated on top of part of the Millig burn and it requires a pump to operate 24/7 to prevent the rise of the water level through the pavilion. How can this have happened!?</p>
<p>I'm unaware of any public facilities.</p>
<p>Kidston and Hermitage good places to take grandchildren, not sure what relates to teenagers though?</p>
<p>Limited activities for play i.e. only Kidston Park which is outside of the town centre</p>
<p>More facilities and attractions are needed for children and young people.</p>
<p>Most play areas in Helensburgh rely on volunteers for maintenance not due to cut backs in council spending.</p>
<p>My grandchildren love to play and forage on the 'beach'. It would be fantastic if that area could be cleaned and made more accessible.</p>
<p>My kids are getting a bit older now but provision seems ok.</p>
<p>My opinion on this is that elderly/adult population has a good number of clubs/organisations/talks etc., to take part in. These are spread from day time for retired adults, to evening talks and events for working population. Children have some clubs and activities too, there are also a number of good swing parks and the skate park to enjoy. It is the teenage population which do not have much choice in this field, unless linked to sport or religion. Some teenagers would probably respond to have a hub which could allow them to meet with access to internet game playing etc.,</p>
<p>New Hermitage Park is excellent - the committee have done very well. Some kids' recreation space, in other areas would be a benefit as Hermitage Park is not easily accessible for everyone.</p>
<p>New play area in Hermitage park helping. Improved skate park for bigger kids would help</p>
<p>No space for teenagers - no skate park all parks are geared towards the 0-10 age group.</p>
<p>Not enough</p>
<p>Not enough for kids in Churchill and Kirkmichael</p>
<p>Not enough for kids in Kirkmichael</p>
<p>not enough for young people</p>
<p>Not enough for young people.</p>
<p>Not enough in Kirkmichael and Churchill</p>

Not used
Nothing for kids.
Nothing for older children to do and very little of interest indoors for anyone. The pool is boring, no slides or wave machine and there is no indoor play nearby. We live in Scotland not Ibiza 9/10 it's raining so have to drive at least half an hour away to get to anything fun
Nothing for teenagers
Nothing for youth, a community centre is needed.
Once again if you live in and around the aspirational areas around Hermitage park or towards the sea front towards Rhu it is beautiful. What have they got in Kirkmichael, Churchill ?
One rather small town park, and that's about it.
Only Hermitage Park
Only Hermitage Park.
only if you can get parked as I have mobility problems Helensburgh has very little parking since CHORD
Park at Churchill Square is limited, there is a lot of vandalism at Hermitage park.
Parks are few and far between in lower west Helensburgh. Would love to see an outdoor gym somewhere like Kidston (similar to that in the park at Dumbarton Meadow Centre)
Parks seem to be plentiful
People blame all teens for the small minority who vandalise Hermitage Park. The only places for young people in the town are Costa and Subway.
Please finish Hermitage park Get on with the swimming pool/front development
Plenty of parks.
Pool and leisure centre need significant improvement
Pool is a disgrace and everything else run by good local people
Poor access to free play areas for all ages. Play parks for younger children fine, however no access to free football/skateboard/basketball areas out with the pay to play locations ran by the local authority (Hermitage Academy/Lomond school). 'Football' fields at east king street park often over grown - littered and numerous dog poos. Local authority engaging with youths from schools into the design of areas and involving them in the upkeep will encourage youths to take pride in their local area.
Poor facilities
REASONABLE OVERALL
Revitalised park is a positive. There is a range of open spaces in the town.
Rosneath park is not grass cut regularly and has no drainage so is often an overgrown bog, and when it is cut the cuttings are left lying The Rosneath public grass spaces do not have the grass cuttings collected so make is very unpleasant to walk on as when dry it is unpleasant to walk on and when wet it is a mess of wet grass stuck to footwear and dogs. This is despite the Council having very expensive new lawnmowers which can collect grass and there being ample space for the grass to be left and mulched or could be taken away. It is just poor practice and laziness and useless penny-pinching. When you visit Lamlash the sea front is immaculate simply because the lawnmowers collect the grass. The Rosneath green spaces picnic tables were rotten/damaged/vandalised and la damaged for many years and instead of replacing them they were disposed of but the Council were happy to install private memorial benches which are no use for picnics. Very few families use the picnic areas or park as they are not pleasant areas any more.
My health issues limit my ability to enjoy recreational activities in public spaces.
Shopping is expensive

Surrounding green spaces are welcome and for children the refurbished park play area is a real asset as is the swimming pool and the local cinema. The town also provides a number of clubs for various interests. The beach area is disappointing.
Swimming pool needs considerable improvement
Swimming pool needs redevelopment. The current council plans are boring and won't improve things, need to reconsider swimming pool plans
Teens kicked out of play park and moved along as classed as 'too loud'.
The area lacks these type of facilities for all ages
The new Hermitage park area is lovely. However there is not sufficient other facilities to support recreation for children. Particularity safe spaces for young children to gather and engage in sports activities for example football, biking/scootering etc. Current provision is dependent on the weather. The Levensgrove park in Dumbarton provides a sporting area with astro turf which is not as impacted by bad weather as an example. You are also required to travel to access larger indoor sporting facilities which provide access to indoor recreation for children.
The new Hermitage park should improve amenities, however, even during construction it's full of drunk/drugged teenagers. Fast becoming a no go zone.
The only scope for recreation is walking, mountain biking and nature watching.
The playing facilities in the park are great but time taken to complete, Kidston play area well used but dog warden needs to be more visible
The problem of vandalism devalues the open spaces particularly Hermitage Park
The skate park is good although generally lack of amenities for young people.
The swimming pool project has been a total catastrophe and even the charges to use it are not in line with what it offers (or doesn't offer)
There are adequate play and recreation areas. Parking can be an issue around Hermitage park. (Garelochhead response)
There are football pitches and parks available for free use.
There are many clubs in town covering many hobbies and sports. A full sports centre would be good on the pier rather than just a swimming pool with a gym. The area needs more facilities for families which can be used during wet weather. Some clubs rely on the private facilities at Lomond Sports Hall which are not available anywhere else in town.
There does not appear to be anywhere in the immediate vicinity for children to run and play ball games.
There is a leisure centre with pool and outdoor sports fields, however, there is always scope for additional sporting activities in any area.
There is nothing to do unless you do sports.
There needs to be free public toilets at Kidston park and at Hermitage park. There needs to be a youth centre in Helensburgh that is open till 9 at night 7 days a week so the youth have some where to go
There seems to be splendid provision. I have only grandchildren but they enjoy coming to the town.
There used to be Gogglebox now there is nothing for kids.
There's very little in Helensburgh. I don't have children but I did have a gym membership however I cancelled my membership as the cost was disproportionate to the facilities on offer, the gym and classes need a lot of investment
These issues are often discussed but progress is at the pace of a cart horse. Local interest groups deserve much of the credit e.g., James street play area and what can you say about the crawl to complete the upgrading of Hermitage park, or the new leisure centre on the front. Dearie me.
Total lack of any of these services unless you drive to Helensburgh and then what's there is substandard. Again major issues for disabled users. Beach at Helensburgh is a disgrace and does

not encourage anyone to use it. Total lack of things to do on Helensburgh Esplanade what happened to the putting, carnival, play equipment for children once people get here there is nothing for them to do other than eat, drink and wander round fairly useless shops. Towns with piers capitalise on having it Helensburgh let's its pier crumble into disrepair until it is completely unusable and it nothing more than a health and safety risk! (Kilcreggan response)

Tower great but expensive

Used to be more for kids.

Vandalism in the park

Vandalism in hermitage park is a problem (Garelochhead response)

Where are these places for play and recreation?

Yes Hermitage park or Kidston.

Yes, Hermitage Park, Kidston Park, the cinema.

Q7. Facilities and Amenities: Does my place have the things I need to live and enjoy life? This could include shops, schools, libraries, health services or places to eat and drink.

172 responses in total – Average Score of 4.2							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
17 responses	24 responses	14 responses	34 responses	39 responses	29 responses	14 responses	1 responses

Comments

90% - bad football pitches.
A bigger space for Grey Matters is needed
A decent sized well priced supermarket would be advantageous, at present I tend to shop in Dumbarton as there is far more variety. The town could also do with a modern hotel, which would help encourage visitors to the area
A health centre that is more of a sickness centre - a good place to catch an illness. Mostly good GP's and nurses, let down by appalling back-office services.
A swimming pool in need of a upgrading..... Shops closing all over the town and the banks closing too.
again you need to have more free parking to use the amenities the council has turned Helensburgh in to a parking fines and revenue cash cow since CHORD was completed no one voted for less parking and fines
All facilities are close to us
all round lack of accessible facilities for all age groups
All the above are good with the exception of a decent sports facility run by the council.
Almost
Apart from public transport links.
Are there ever enough of these? Where it's possible and appropriate to add more publicly accessible facilities then we should all find a way to make this happen.
Average facilities for town this size but LOTS of eating places
Council offices shouldn't be shut at lunch
Dearth of public access to flexible indoor sports and recreation spaces. Poor decision making by A&BC in saddling Helensburgh with a conceptually out-of-date "leisure centre' to be positioned on the most exposed corner of the most exposer urban site in the inner Clyde. Just how successful can that become?
Expensive gym fees. No town information centre. Public bathrooms are always shut.
Fairly good award winning eateries but could be better. why no McDonalds all other towns even Balloch has them, and please encourage Nandos into the town to break the stranglehold of Mulan and his empire
Frankly I feel A&B Council are a major bar to local amenity improvements. Sadly the GP service in Helensburgh is very poor with result that people will often travel to RAH A&E instead.
Generally good but run down of services at the Vale of Leven Hospital a concern, particularly given the awkward location of the hospital in Paisley

GENERALLY OK
Good facilities for the size of town
Good facilities lie outside the area but are good.
good local shops, schools, library, medical centre, restaurants, most with disabled access
Good quality restaurants. Some empty shops and also Santander sitting empty creates a bad impression of the town and can bring down the look of the place.
Good. Well done Helensburgh
Great selection of restaurants, a magnificent effort done by the Tower Cinema owners, however there is a lack of variety of clothing shops in the town. Nurseries, schools are excellent. The proposed swimming pool is yet another example of the council not listening to what the local people want, a minority of people, members of the swimming club and older locals who do not want or recognise that the up and coming generation want a pool with flumes, activities to encourage families to come from not only the town but far and wide. The opening times of the pool are also ridiculous for a family with working parents who have free time at the weekend only. They shut for staff training at ridiculous times, close early afternoon, hold or provide time for private birthday or celebration parties excluding any uninvited guests! You find this out on arrival with your family and friends and are pointed to read a small 6x4 notice on the front door that the pool is closed for up to an hour! The staff in general are off handed, in some cases, particularly at the pay in, almost rude, as if being asked any questions was not part of their remit. We went with visitors to the town and not one single pleasantry was passed, or a welcome, barely looked up from taking the money and seemed put out when being asked about the use of floats or rubber rings etc. Very poor show. However. The proposed pool is the real problem. Go to the pool any day of the week and it is almost empty. This is not what the local or up and coming generations want. The council are so out of touch, listening to the influential few as opposed to the majority, AGAIN.
Great we have a proper sized supermarket
Health centre buildings now far below standard of other towns, although the doctors and staff are excellent. The unspeakable sea front swimming pool remains, Helensburgh Central grubby inside and out, leaking roof, dark and dingy offices and waiting room.
Helensburgh full of charity shops. Garelochhead, Clynder almost nothing, Rosneath just a Co-op, Kilcreggan OK
Helensburgh has a lot of good facilities and amenities
Helensburgh has good all round amenities, indoor or covered venues are needed because of the Scotland weather, there is no sheltered shopping areas, wet weather affects the shop sales.
Helensburgh is fine in this regard, but publicity is extremely poor. Need to do more locally and into Glasgow / wider to attract visitors.
Helensburgh is very well served for my requirements. The plans for a new swimming pool look encouraging. There is a wide range of shops although too many betting shops to be healthy. It is also disappointing to see so many vacant shops. Lots of good eating places, coffee shops, etc.
Helensburgh remains well served in all these amenities, which is why it remains such a pleasant place to live. Long may this be true!
I cannot use the library as it is so noisy, with loud talking going on all the time. I appreciate the Victoria Health Centre, which saves some of those long trips to Alexandria, Glasgow and Paisley for medical appointments. The staff are very good and friendly. For such a small town--almost a village, I think Helensburgh has quite a wide range of amenities. Thankfully it still has a branch of the Bank of Scotland, where the staff is also very friendly and helpful. I appreciate an office of the Citizens' Advice Bureau, which has helped me work out some of the problems I have had to face from time to time. I am able to see my MP easily and attend a number of meetings and groups in various venues in the town. The Tower cinema and especially its Wednesday Senior lunches with the film are very much appreciated.

I think the town is quite nicely balanced. Obviously supermarkets have had a major influence but there is a choice which is excellent.
I think you could have breakfast, lunch and dinner at a different establishment every day of the week within a 1/2 hour drive of where I live. Can't speak for schools, nurseries and libraries. I have no complaints regarding GP access. There are too many charity shops.
I'm thinking of an article in the Helensburgh Advertiser several weeks ago. Controversial letters concerned with the fact that Live Argyll were charging seniors the full charge for use of the swimming pool facilities. (Garelochhead response)
Improvements have been realised in effecting a sort of mixed economy of amenities within the central area; statutory bodies can only do so much here and local communities have a major role to play in self-help and organisation. The new civic building could be better utilised as a hub for disseminating information about local groups, services etc.; its main function as a staff office means the focus can be too narrow and front desk staff should be trained and encouraged to engage with the public as a conduit to accessing local services and where they can be found.
Inadequate access to fitness facilities i.e. swimming pool/play area. Outcomes of the recent public consultation of the new swimming pool was ignored. Suggestions for a soft play area / flumes / baby pool with smaller slide etc. / more adequate fitness rooms / hall large enough for netball etc. All were ignored and would have encouraged those to stay in the local area as well as bring people out with the area to Helensburgh. Discount for local authority employees when accessing gym/swimming pool - same as West Dunbartonshire council.
It could be better for teenagers but think it's quite good for young children and older people.
It is great for me but for younger kids and teens there is little.
Library should be open every day and run by volunteers.
Lots of good restaurants but sadly lacking in recreational amenities. Those we do have, such as the Tower and Hermitage Park are there because of private individuals and charities. The council has totally ignored the people in planning the new leisure centre which will have no soft play, flume etc. that would have attracted families. The state of the pier is a disgrace and the council should be ashamed of themselves for allowing it to get like this. It could be a valuable recreational asset - sailing, the Waverley etc.
Many shops closing due to inability to pay increasing rates. Facilities like the Victoria Hall too expensive to hire by local groups even if they are charitable organisations-cheaper not available unless organisation is not charging entry price. This is resulting in groups using church halls at £12-20 per hour comptroller £56+ per hour. Surely this is resulting in local government halls being underused!
Meets my needs.
Mixed availability and capacity of shopping and leisure facilities. There is now excellent catering and restaurant/coffee shop provision, if far too many licensed premises, but basic shopping facilities at reasonable prices are limited. The pier could surely be developed to enhance the area as a possible destination choice for people coming from elsewhere but is currently sadly neglected with no plans for that to be changed in the foreseeable future.
More needed for mental health, there is nothing apart from Jean's Bothy. The library needs to have better opening hours. Staff at the swimming pool are nice.
Most amenities are good. Shopping for household items and clothes however is very restricted. We now have many good restaurants and cafes in the town.
My GP surgery in Garelochhead went 2 years without a GP, relying on locum support.
No bins
No child friendly inviting places to eat. No decent shops, all overpriced. No big supermarket. Too many chemists and charity shops. We very rarely shop in town as there's nothing there that meets our needs

Not enough entertainment, especially for young people. The swimming pool is mediocre and the gym is expensive.
Not enough entertainment, mediocre swimming pool.
Not enough for kids in Kirkmichael.
Not enough for young people in Kirkmichael.
Not enough public toilets.
Not enough public toilets. Bin collection isn't regular enough
Not enough recycling bins.
Nurseries provision is going to drastically suffer due to the new free hours all providers are having to give. The pier needs to be dealt with now, before it deteriorates even further. It is an asset to the town and should be saved.
On the whole yes.
Public toilets are terrible.
Public toilets are worn down and need maintained. The new plans for the pool will allow competition.
Re health, our medical centre is excellent, very well organised and quick to provide appointments. I can take part in a number of clubs/activities to suit my age and lifestyle. These are within the town centre and easily accessible. The Argyll and Bute supported activities, such as Library and swimming pool are both easily accessible and well run. Staff within the Library are worth mentioning, as they are so pleasant and helpful.
Shopping is limited - too many pubs, restaurants and charity shops nothing to entice any other shops in.
Shops are closing on a monthly basis. The library opening times have been reduced. GP surgeries very good. Loads of eating places. Schools and nurseries in place.
Shortage of meeting places for groups, associations and societies. For the past five years a group has been attempting to set up a Men's Shed in Helensburgh but has still to locate suitable premises and I feel has received little or no assistance from A & B C
Should be public toilets at the Co-op
Swimming pool is in need of major work. Shops consist of charity shops & hairdressers
Swimming Pool is of poor quality. Plans for new pool are ridiculous and against what the public want, it is planned to be built on a high risk flood area and will be even more difficult to access. Improved facilities in other areas would also benefit - better range of shops and facilities for young people as currently there are none.
Swimming pool needs improving
That is something we have in abundance and from own perspective, using social services, I have only been let down by one division and that is the 'Social work dept'. We are very fortunate for the things we have in town and around.
The facilities and amenities meet my needs. It would be nice if there were more independent shops in Helensburgh as it had in the past. The preponderance of charity shops is a bit dispiriting.
The only reason for not scoring 7 is the limited shops. (Unless Bookmakers and Charity Shops are your thing)
The public toilets are terrible
The sports centre is very small and inadequate and expensive. It is cheaper to go to Dumbarton and use their larger Sports Centre than use Helensburgh. The same for shopping, I use Dumbarton for a lot of things or go to Braehead or Glasgow City Centre. There is not a complete cycle route from Helensburgh to Dumbarton and it is too dangerous to ride on the main road with cars travelling at 60+ miles per hour.
The swimming pool is far too expensive for some families.

The town centre would benefit from a greater variety of shops. It would be good to have more big name high street retailers in the town.
The town sports centre is dated but this is going to be rebuilt.
There are shops but wish there was a bigger Tesco.
There is perhaps an over-provision of restaurants. They are excellent, but seem to be out of proportion to the size of the population. The existing supermarkets seem to be adequate, particularly now so much ordering on line is used. There is a scarcity of specialist shops. For example there is no health food outlet. Clothing is also limited - but maybe that is because I personally don't care for modern mass-produced "fashion"!
There isn't any
There should be public toilets near the Co-op.
There used to be a putting green, would be good to have it back.
Things are improving, but I often go into Glasgow for various groups and theatre nights. So I would love to support more of that in Helensburgh.
Too many new houses putting more pressure on health service hospital ran e.g. too far and would be hard to access without a car. Not enough Police patrols
To practices are under pressure it all right for the council to allow new buildings of houses but the over load of the existing service is terrible To many eateries not enough general mix of shops Smoking at doors of shops and pubs needs to be addressed to much second hand smoke and it does not encourage a customer to walk through this to purchase goods
Toilet facilities are in very short supply for visitors and are often in a disgusting mess if there's any kind of event happening in the town
Toilets in Helensburgh are not open long enough in summer, and Rhu you never know when they will be open.
Unknown - do not use many facilities
Used to be a putting green, would be good to have again.
Very good at present, attracting a few more small shops would be great
We are fortunate to have an abundance of restaurants.
When I am about the town with my child, there is limited appropriate toilets. The Pier ones are disgusting.
While Helensburgh might not suit young people looking for nightlife, there are plenty of restaurants and shops in Helensburgh.
Will depend on what happens to swimming pool and pier should be maintained so that crafts (including the Waverly) can berth
Would like an Aldi, pool and snooker club
Yes, cinema and swimming pool, a lot of cafes and charity shops and local shops.
Yes, plenty of shops and cafes within town centre.
Youth and family centre needed. New pool with slides and fun area not what has been designed so far. The pier needs to be fixed for the Waverly to arrive and other boats

Q8. Work and Local Economy: Is there an active local economy with good-quality work opportunities?

172 responses in total – Average Score of 3.8							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
24 responses	12 responses	26 responses	57 responses	25 responses	22 responses	5 responses	1 responses

Comments

A new business park should be created to the east of Waitrose.
A small business park might encourage jobs, Base is depended on too much for local employment
Additional options for apprenticeships in the Helensburgh area not just Lochgilphead within the local authority. Admin posts usually only options available. Input of previous suggestions - ensuring all work carried out in the local community is undertaken by local companies. (unless unavoidable due to speciality of the work)
All things mentioned in your "think about" section are lacking. For decent work opportunities you have to go to Glasgow. I would love to be able to get a job which paid a reasonable salary more locally but that is not available here.
Am now retired but job opps limited
Apart from Naval Base Clyde, nothing.
Apart from public services Helensburgh is a commuter town.
As long as there are eateries it would seem this satisfy There is a severe lack of choice in the local area
Can't really rate this as now retired but know both myself and husband had to work several miles away as there weren't enough opportunities locally for our professions
Closing of bank branches is definite downgrade Closing of Logie Baird was not good for economy
Don't know, the fire service have started a young firefighter's organisation, to help kids learn life skills, trauma, first aid working environment and business skills, for all who have an interest.
Don't know.
Employment provided at Faslane and Coulport is important but I feel there is less social contact with naval personnel than in the past. Apart from the Base, there are few opportunities locally for jobs, therefore, many commute to Glasgow.
Faslane and subcontractors should be encouraged to recruit locally first
Faslane creates a false bubble. Outside of this there is very little productive/non-Public work and tradesmen are expensive and hard to find
Good employment opportunities due to Naval base. Easy travel links to Glasgow also opens up opportunities
Helensburgh is within relatively easy reach of Glasgow and commuting (when the train service is operating properly) helps work/life balance.
Helensburgh needs more businesses, start-ups, innovation, and policies to encourage and handshake such enterprise.
I am fully retired. My understanding is that Faslane is the primary employer, which I am not too happy about, as I don't like radioactivity close to dwellings or water--having lived abroad for a

while, and learning of the problems of radioactivity there. It looks as if tourism is the other source of income here. That is fine with me.
I am not qualified to answer this question
I am not up to date with local opportunities for; training and Further Education. I do not believe that an FE College comes into Helensburgh with outreach sessions, nor have I seen evidence of Training Managers within the town. Many activities/charity shops express a need for volunteer help, I do find the Helensburgh Advertiser helpful in find out which activities could be seeking helpers/members. Many places are now very aware of open access within the building and this is being addressed.
I am past the age of employment and have no experience of the provision of "work opportunities".
I am retired and can't judge this area.
I am retired so I do not have an immediate need for employment. I do see shops closing down and know that this is not a local issue and needs governments to make opening small businesses much easier.
I AM UNABLE TO CONTRIBUTE AS I DO NOT HAVE ACCESS TO STATS SUCH AS EMPLOYMENT RATES ETC. SOME SMALL BUSINESSES SEEM TO DO OK IN GENERAL. A LOT OF CLOSED SHOPS IN TOWN CENTRE CONSISTENT AS TO THE DEMISE OF THE HIGH STREET SHOPS SEEN ACCROSS COUNTRY
I do not work in the area so cannot comment
I don't have any views on this.
I don't plan to stay here to work when I am older.
I have rated this as 1, because the shops are closing in Helensburgh and bigger shops, i.e. Tesco and the coop are laying off people, Myself as a single mother can only work within school hours so there is very little in Helensburgh, Luckily I am employed elsewhere.
I think that there is a thriving local economy although like many things it could possibly be better. I'm retired and no longer dependent on work, I'm glad to say.
I think the job opportunities within Helensburgh itself are very restricted. A lot of folks work out with the town and commute.
I think the local economy is in reasonable shape although in the previous question, I raised concern about the number of vacant shops which will have resulted in loss of jobs for some staff. But these also present opportunities for local businesses to start up and grow. I believe there are opportunities for people to gain skills. I do not know if local services are helping people to find and keep work as I don't know anyone who has sought their support.
I think there are limited opportunities locally, however, Helensburgh within a reasonable commuting distance to the central belt.
I work in Glasgow so don't know enough about this to answer the question adequately.
If the base disappears so will Helensburgh and the surrounding area
If you want to work in the base or schools, all the council jobs stay in Lochgilphead ,Dunoon, Oban or Bute even although Helensburgh will have the largest population in the area
I'm retired, but I believe without the Faslane Naval Base, Helensburgh's economy would collapse.
job club would be good
Limited opportunities in local area if you can't get something in the base.
Little apart from the Naval Base but good opportunities there.
More could be done to support single parents to work. More childcare is needed out with the hours of 9-5. Childcare should also be available for those who are looking for work, it is difficult to focus on job hunting with children to look after.
More local jobs needed.
Most people in Helensburgh commute to work.

mostly retail and restaurant jobs Lots of volunteering opportunities
Nice place to live but not enough work opportunities.
No applicable as we are retired
no parking for visitors means no jobs for locals
No work for young people.
No, very difficult to find work, especially for young people. The base is good.
Not currently looking for employment but I've never found a job in Helensburgh that would suit me
Not enough jobs for young people.
Not enough opportunities
Not enough opportunities for work, it would be good to have a sports shop.
Not enough opportunities for work.
Not enough work locally, have to head to Glasgow.
Not enough, used to be more
Not in this financial climate
Not many opportunities. Area reliant of Navy for employment.
Not much work.
Nothing without the base
Now retired but did work locally.
Nowhere to work
Rates are making small local shops almost nonviable
Really, if you want to be a carer you should be fine, but good quality work would be a struggle
Rely heavily on the naval bases
Shops seem to be struggling. My work send me all over the UK on assignments, I don't work in the county. Opportunities in IT do seem to be scarce.
Thankfully we have the Naval base nearby, however, other than that there is only "service industry" jobs.
The area is limited in its work opportunities and the local trades people do a good job but there should be more done to encourage a more different variety of shops other than charity shops and cafes
the base
The base at Faslane is a provider of employment within this and the surrounding area, however, it is evident that there is still a lot of unemployment within certain areas of the town.
The base or the council is it if you do not want to sit on a train for 2hours a day and work in Glasgow.
The main employers are HN Naval Base and ABC - I haven't seen a job advertised in Helensburgh for some months - if the base closed the local economy would be non-existent
The public sector and MOD dominate. The town acts as a dormer town for commuters to the conurbation.
There are job opportunities for young people, however, I wouldn't stay here after I finish school for work.
There is always room for improvement but our closeness to Glasgow and regular train services makes it a good place to live and raise children
there is always the base for work but very little else apart from shop work for school leavers
There is little quality work. In Helensburgh, the council should encourage more businesses to settle which would encourage youngsters to stay in the area. What we don't need is more navy jobs that do nothing for the local community!!

There is not enough and there used to be more.
There is nowhere to work for young people apart from one place where there is a waiting list. I'm out of this town ASAP.
There seems to be very little in my line of work, IT.
There used to be a contract company that provided casual well paid work, more opportunities like this are needed.
This area is too reliant on the base not enough opportunities for school leavers
Too many charity shops allowed in town and betting shops in prime retail space. It's tacky. I don't know about employment opportunities.
Too many shops closed
Transport is a barrier to accessing work, no industry here
Used to be more contract/agency work which was brilliant.
Very sadly the above question appears to be a very poor attempt at humour. There are very few opportunities for good quality employment - which neither national (i.e. Holyrood) or local government are even attempting to address.
Work for teens is mainly in hairdressers and chip shops.
Worrying about shops rapidly closing in Helensburgh, reducing chances of employment, the town is not thriving.
Yes if linked to education or MOD but other job opportunities are further afield and a commute by car due to unreliability of public transport.
Yes, Faslane is one of the biggest local employers, alongside Argyll and Bute Council and MoD

Q9. Housing and Community: Do the homes in my area support the needs of the community?

172 responses in total – Average Score of 4.1							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
12 responses	20 responses	17 responses	46 responses	43 responses	24 responses	9 responses	1 responses

Comments

A lack of affordable housing
A lot of damage and vandalism
A positive feature ... for those who can afford it.
All builders are interested in profit and framing as many houses into each site Affordable houses the prices are too much for a young person to get started Not enough affordable rental property in town area
ALWAYS ROOM TO IMPROVE HOUSING WHETHER IT IS STREAMLINING/FAST-TRACKING EVICTION PROCESSES FOR ASBO TENANTS, IMPROVING OVERALL QUALITY OF HOUSES ETC
As a dormitory town we have a wide range of housing both owned and rented
As with everywhere in the UK, house prices and rents are far out of kilter with incomes.
Could be better. I feel that the placement of large homeless families through the council into rented accommodation beside other private owned houses causes resentment. People have strived and work hard all their lives to buy a house in a nice quite area and pay heavy rates for the privilege and then a family subsidised by the council are placed within the community. The result is NIMBY attitude and can cause friction.
Definitely room for improvement within some social housing areas where there is clear evidence of run-down buildings that desperately need upgraded or replaced.
Flats directly across from Hood Court are very run down looking and unwelcoming. Makes it look like an unsafe place to walk around.
Generally yes, as far as I know.
Good mix of housing
good new developments
Good new housing.
Good range of housing in the private sector but seems limited in the public sector.
Helensburgh and its environs are expensive places to buy houses. There should be more social housing and/or affordable homes.
Helensburgh is often a good choice for people whom can own property with a good range of housing size and type at prices which compare favourably with similar locations around Glasgow. The availability of 'social housing' seems relatively good but whether the area has sufficient accommodation (of all types) for the changes in population is more difficult to assess.
Helensburgh is very overpriced
Helensburgh needs affordable homes for families that are nothing to do with Housing Associations. The only homes built in the town are housing association or expensive developments. We desperately need some middle ground building.

Housing is good here but could do with a lot less traffic
Houses range from huge mansions to small flats Social housing tends to be situated away from privately owned housing, leading to a "them and us" feeling
Housing is good. Too many new homes are being built and it is effecting private sellers moving on.
housing is not affordable, all facilities are at the base so they stay there
Housing prices are a joke in this town not enough smaller bungalow types being built as builders don't make same profits. What is called affordable for first time buyers needs looking into prices far too high for starting out
I am fortunate in being able to meet my own housing needs. However am uncertain if there is sufficient social housing or emergency accommodation available locally.
I am in temporary accommodation at the moment
I am not in a good position to judge this.
I believe housing is a positive feature with a good mixture of housing to suit different requirements and different ages and stages of life. However, I do not know what the waiting list for community housing is like so cannot comment on whether there is sufficient housing for people who require it.
I do not know the answer to this question. It is difficult to give rating as there is no provision for "Don't know"
I think there is a vast different types of housing in the area large and small, blocks of flats in areas look rather rundown, good if people in these houses could have a chance of single housing, detached or semi-detached.
It is ok but a bit run down in places.
Judging by the overload and work need in welfare rights and housing backlogs for homeless people, things really need to improve.
Lack of suitable affordable housing for those wishing to make first steps on the housing ladder.
Less densely packed homes with more garden/permeable areas surrounding homes will ensure a quality of living that all residents of all ages will enjoy and benefit from. The design of housing estates in and around Helensburgh are overwhelmingly concrete without relief that trees and greenery provide. Encouraging lifestyle over developer profits should a major concern that impacts the whole community.
Limited affordable housing but generally ok
Lots of empty houses in Churchill, some are boarded up. Not enough suitable housing.
Lots of new housing development in Helensburgh
Mismatch of accommodation type/quality to the demographic of the inhabitants. Many larger homes under-occupied, but few good-quality homes available for 'downshifting'. More new-builds on periphery require further improvements in traffic infrastructure- parking and public transport.
More adapted houses needed
More affordable houses needed
More affordable housing is required. First time buyers are limited in the area. Additional social housing in Helensburgh is required and improvements to the social housing stock in areas of deprivation.
More affordable housing required for first time buyers and those near retirement age for downsizing. Very few properties in the area that are available without an excessive price tag attached.
More ground floor flats are needed and better security.
More ground floor housing needed.
More houses for single people
Most housing developments are in the private sector and beyond the reach of individuals on modest incomes. New social housing stock remains inadequate and is often not well situated.

Where new resources are built the range is not reflective of need, e.g. absence of specialist units for disabled or elderly (active) to encourage social mobility, downsizing or accommodation for singles. This is a national problem of course but where land for development becomes available the public authorities should get first shout.
Need for more good social housing
New housing being built should ensure they are suitable for our ageing population. Larger door entries (wheelchair access) limited stairs (external and internal) walk in showers/wet rooms as standard. More OT/Physio friendly, future proofing homes and saving money to the government in the long run.
No, more people must be encouraged into the area and the housing is totally inadequate for that. Really if you did not have the old navy houses you would have no place for people.
No opinion
No, housing is not a positive feature of the area for reasons that I outlined such as: Poor repair state of current housing stock Not enough affordable homes being built New homes currently being built are out of a lot of peoples price range The green belt restriction means that there is no land to build more and this should be addressed. There is a saying that 'people in Helensburgh don't like change' and this attitude needs to change! The town needs to evolve as its now 2019! A lot of younger people are leaving the town as they cannot find jobs and housing in the town and you are left with older people. Helensburgh will turn into The Villages, a retirement community in Florida, USA the way things are going and this is not good. Young families need to be able to settle and grow here too.
No. Council needs to spend more money maintaining council properties around Old Luss Road, Drumfork Court, Nursery Street, East Princes Street, Kirkmichael etc.
No. Helensburgh was once had some of the best housing stock in Scotland, and although there remain many impressive houses in Helensburgh generally the housing stock should and could be improved. However in comparison to the likes of Dumbarton the A&B Council have been a block on new housing developments.
Not a good range of affordable housing
not affordable
Not enough adapted housing for those with disabilities. I have had multiple strokes and have been placed in a third floor flat.
Not enough adapted housing to suit needs, after having a stroke.
Not enough social housing and housing on lower budgets
Not good for single parents, they should get more recognition.
Not known. Affordable houses for first time buyers should always be a priority
Not sure as much local housing may be beyond the reach of first time buyers.
Not too aware of rental market. I know that some private landlords have properties for rent and there is a contingent of Argyll and Bute Community Housing properties, both houses and flats. The town has a good number of flatted properties to buy/rent and a number of houses with a wide range in price, therefore supporting many buyers onto the property ladder. I can foresee that we will be happy to live in Helensburgh until ... whenever.
Seems to be plenty of houses and house building but prices are on the high side
Social landlords don't adhere to housing standards. Not enough affordable housing - 2 year wait list.
Some of the MOD estate needs refurbishment.
Still need more affordable homes for young people
The area looks run down in certain areas ' lots of work to be done here!
The houses are way too expensive

<p>The poorer area of Helensburgh are not good in the social housing sector. There are areas of Helensburgh that equate to Priesthill in Glasgow on the index of Social Multiple deprivation something the council should be ashamed of. Young families are having to move out the area as the prices are now sky high because the navy are now buying them to settle. It's easy for them they get a loan for the deposit from the government. Build starter family homes, semi and terraced houses put sections on them to keep local born people in Helensburgh.</p>
<p>The range of property available is probably inadequate. There is virtually no opportunity to down-size in a central location.</p>
<p>The small number of residences here are all privately owned and legacies of old estate or farm buildings.</p>
<p>There are a lot of older people in Helensburgh, and that applies to where I live, though I do see some young families and middle-aged people coming and going to work. On the whole most of the buildings seem a bit run-down, and the place I live is very much so, though it has been quite nice place in the past, I think.</p>
<p>There are some new houses which is good</p>
<p>There is a good variety of homes at different price points. There are several retiral complexes as well to allow people to downsize and stay in Helensburgh. I would prefer there not to be any new developments as it spoils the character of the town.</p>
<p>There is not enough affordable housing. Also the facilities required to support the increase in housing in the area are not in place.</p>
<p>There is a lot of building going on in the town and I am not in a position to make judgement</p>
<p>Too few homes available, to rent or buy.</p>
<p>Too many developments granted permission to build homes with small rooms, making things difficult for families.</p>
<p>unknown</p>
<p>very few social housing that is affordable - the private rented sector is expensive this being supply and demand - the buy/sell market is vibrant</p>
<p>Very good</p>
<p>very poor standard's in town centre area due to lack of investment basically town centre is wasting away</p>
<p>We need more affordable quality housing for people on low incomes.</p>
<p>Yes - 80%. There is rural housing provision and old folk's homes.</p>
<p>Yes.</p>
<p>Yes. Empty flats and houses in Rhu should be used positively to house People without creating a ghetto</p>

Q10. Social Contact: Is there a range of spaces and opportunities to meet people?

172 responses in total – Average Score of 4.7							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
7 responses	16 responses	9 responses	33 responses	46 responses	44 responses	16 responses	1 responses

Comments

A lot of clubs for leisure activities, but not always easy to join if you are on your own. Many are expensive, especially sports. Quite a lot of indoor spaces. A range of churches available for different denominations.
Again I think so.
Although there is the Community Advertiser displaying some groups there is not enough and people can be isolated if they don't go to church or don't have young children in common with others.
At the moment we meet enough people walking and having dogs it a common link to start a conversation no matter age differences
community halls, church halls etc. are accessible and there is a wide variety of local meeting groups -
Considering the number of; clubs/organisations/events and talks that occur throughout the year, Helensburgh has a LARGE range of spaces and opportunities for adults to meet people. Not sure if teenagers who do not want to belong to Guides or Scouts or Tennis etc., have much opportunity for this. This could be an area for improvement.
Difficult because of disability
Don't know about others just myself.
Fairly good range of places.
For certain ages, certainly. However, young teenagers (say, 11- 18) are barely thought about- much less made provision for.
Good local opportunities exist
Good opportunities
Great to see places open up such as the recovery café but we need more.
Grey Matters is fantastic
Group activities are to be found in plenty in nearby Helensburgh. Within my street there is only neighbourliness.
Groups are expensive, not enough for young people. Churches do quite a lot
Helensburgh does have a variety of meeting spaces. Bars, restaurants the cinema, library etc.
Helensburgh excels in community works
Helensburgh has a range of social activities for all ages, demographics and interests.
I actually don't know of any....
I am a scholarly academic, and I do find a lack of groups where I feel comfortable. I very much like Helensburgh Heroes, but it has apparently closed. Most of the stuff is focused on local things,

while I am more of a globalist, Of course, I spend most of my time on my books, so I do not have a whole lot of time for socializing.
I am not sure
I don't feel there is a lot to do for a childless professional in her early thirties in Helensburgh. Lots for mothers and lots for older women though
I think that the youth forum is the only thing really.
I think the town is quite well provided with meeting places in the form of cafés restaurants et cetera. Ease of parking is a very major factor in this
I think there are a good number of places for people to meet and greet. There are also a wide range of clubs and social activities to suit a variety of tastes and hobbies. I think the markets in Colquhoun Square encourage the community to get together, also events like the annual Fireworks Display and the Christmas parade.
I would like to see a more diverse range of groups that would challenge our consciousness and the bigger picture for humanity and our planet.
I've not met anyone through clubs etc. as there is nothing here to suit me
Jean's Bothy makes such a difference, important to link existing activities.
Lack of leisure facilities again makes this difficult for all age groups.
Local authority gifting area of land to develop a men's shed for the local community would be extremely beneficial and reduce social isolation in our elderly population.
Lots of charitable organisations providing support.
lots of events well publicized
Lots of good voluntary groups and social options but Council facilities very poor.
Lots to do.
Lots going on in Helensburgh, sometimes people just don't look out for what is available. Lack of community halls makes it difficult. (Garelochhead response)
More needed
more needed for mental health
More than sufficient cafes and restaurants.
my neighbourhood of Kirkmichael does not have an indoor community space
no covered areas or shelters all removed by councillors our square turned in to easy maintained hard standing by an out of touch council who cannot even look after the flower beds they put in
No idea.
No real answer to this as down to individuals and their preferences. On the whole there are enough places and. groups of varying composition to satisfy. More recently volunteering has been highlighted and encouraged a welcome initiative.
Not beyond pubs.
Not enough for young people.
Not enough.
Not many.
Not much beyond than pubs
Not much, outside of pubs. Many opportunities for women and very few for men. If football wasn't promoted as an obsession other sports would fill the need and be more able to provide new opportunities to meet and exercise.
Not really anything for young people to do to meet people outside of clubs.
Open spaces, pubs, restaurants are plentiful.
Plenty of cafes and bars. There are also parks, walks, cinema and sports centre and events are held in community spaces such as the new Civic building.

Plenty of cafes and pubs Lots of clubs, e.g. photography, dance, keep fit, art, gardening etc. Church halls well used Poor provision for meeting in inclement weather
poor
Police Scotland Youth Volunteers
Reasonable
Support the creation of more self-help groups such as Men's Shed
Tell me where you go
The Community Advertiser gives anyone who's interested the opportunity to get out and meet like-minded people.
The community has a wide range of opportunities and facilities particularly suited to people of middle-class origin and incomes, e.g. churches, musical societies, arts and crafts etc. while it is questionable whether there is a sufficiently varied range for people of different social class and or ethnicity.
The seafront is a good spot for the summer which allows people to meet and spend time together as well as Hermitage park before work commenced on same. In the winter such availability is poor. Although increased use of the civic centre is beneficial. (Garelochhead response)
There are a few, this could be looked into for the need of the community and for the range and need of people living in the community
There are groups such as the youth forum and places to socialise like Costa.
There are lots of active clubs in Helensburgh
There are lots of community groups in the town and places for them to meet. The Community Advertiser includes a calendar of events and meetings which is always very full.
There are several restaurants, cafes etc. The number of pubs has decreased significantly over the last few years and very little nightlife for younger generation. Lots of community groups, clubs, sport activities etc. taking place on regular basis
There are spaces for people in specific areas, and for people with certain medical conditions
There are very few spaces of this nature, particularly affordably.
There is the golf club and bowling clubs but aside from that I am not sure of other regular events in Helensburgh.
There seems to be very good provision for support and opportunities for companionship for those who need it. The difficulty lies maybe in making information about these assets clear and persuading people to make use of them. The delightful new community garden in William(?) Street is always empty when I pass.
Think there is a lot
This depends on self-help and in that respect we have good public facilities
UNABLE TO COMMENT ON THIS DUE TO MY JOB NATURALLY HAVING INTERACTION WITH PUBLIC
We have the youth forum and summer programme.
Yes
Yes I would say plenty of places to meet if you are local and know where to find them.
Yes, a lot of different clubs for older and younger generations.
Yes, lots of clubs.
Yes. Organised by a number of excellent local organisations and churches.

Q11. Identity and Belonging: Does this place have a positive identity and do I feel I belong?

172 responses in total – Average Score of 4.8							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
8 responses	13 responses	13 responses	28 responses	40 responses	44 responses	25 responses	1 responses

Comments

Active local community
Anti-English feeling
anti-English, night time can be anti-social
Being born here I feel I belong.
Being part of the navy community I often feel like an outcast and not welcomed by locals and local businesses
Definitely.
Don't know how you manage this. Unless you were born in the town you are always considered an outsider. I have lived here for many decades but still get the impression that unless you have lots of family in the town you are not local. Goodness knows how the Navy community feel.
Don't think incomers ever feel they belong
feel a strong sense of home
For the most part but frustrating when historical aspects of the town- the pier etc. are not maintained and therefore being closed resulting in the Waverley not being able to berth. The town does not have adequate swimming pool and moves to replace it over the last 20 years have been thwarted by incompetence and frittering away cash/grants. Council do not promote local history. Tourist information centre is closed. How will tourists find out about history of the town? Maps of places of interest are not on display in Helensburgh.
Friendly
generally welcoming
Good identity not sure about belonging.
Helensburgh centre buildings and shop variety is a bit rundown apart for the new square
Helensburgh has a positive identity but it is resting on its reputation a bit too much.
Helensburgh is a rundown old town and there is nothing to be proud of. (Garelochhead response)
Helensburgh is untypical of many Scottish towns; people born here have a strong local identity but there is a wide divergence between the affluent and less well off. There are many involved local citizens who selflessly give of their time to help or support others. Modern lifestyles however work against well integrated neighbourhoods with connected individuals and passivity is reinforced by the nature of local government and the absence of transparency and accountability in decision making so many believe they have no influence.
Helensburgh used to be very prestigious, however due to anti-social behaviour in the town & station, in particular, the image has suffered a lot.
However, Hermitage Park has been ruined and is no longer a place which attracts visitors.

I am happy here. The town is unique in its beautiful layout. The people I encounter are friendly and helpful. There are few inadequacies. One maybe is the Public Library which has the most helpful staff, but seems to provide little local information about the history of the town, in fact about the history of anything. But I fear that is because so few people bother to read these days. Their provision for children seems to be splendid.
I am not sure people feel connected to their neighbours and community. A lot of groups are connected to the church and this creates a divide for people who are not religious.
I feel this is a town of multiple sub-communities, from the wealthiest "Bearsden-on-Clyde" to the poorest via those who struggle just to exist, the isolated naval community, and the homeless.
I believe Helensburgh has a positive identity with attractions for a range of ages and tastes including the John Muir Way, the 3 Lochs Challenge, the Hill House. But it's always great on sunny days to see people sitting at or walking along the front. They also provide passing trade for the many takeaway shops and ice cream sellers.
I belong to Helensburgh but I feel our councillors have destroyed its centre and are in the process of destroying the pier by neglect while spending vast amounts on vanity projects
I feel I belong to Helensburgh and the town itself has in general a warm and welcoming atmosphere
I feel part of the community
I find older people in the town can quite often be rude.
I grew up in this area and am very glad to be back in Scotland after a long sojourn abroad. I am impressed at all that goes on here, from my reading the monthly Helensburgh Community Advertiser. I cannot go on the walks because of a knee problem, and most of the events are so very local in focus I that I don't make time for them. I am probably too cosmopolitan.
I liked living in Helensburgh but I don't feel part of the town.
I sometimes feel I belong here, however, people can be quite musty.
I think so but more could be done. I think there is little for the teens.
I think there is a strong sense of community in Helensburgh.
I used to but no longer feel I belong.
I view the history positively but I don't feel this is shared by the community as a whole. too many positives go unnoticed however the negatives are allowed to thrive and are shared
I would move tomorrow to a cheaper living area but as we are still fit enough and have great neighbours all round but council tax needs looked at seriously based on income not price of property we worked hard to afford to live here but we also have to maintain so each time the council wants more money the punish the council tax payer of course that's the easiest way
I'm an insular individual and can't comment.
IMHO- the above is TWO queries: yes, it has a positive identity- or rather, Helensburgh has several identities. I feel that I belong to some of them- but some are either unattractive and/or hermetically enclosed
It could be much better. Look at the shop fronts in Helensburgh would you say they have a unique identity? Why can't we make more of the resources we have, water, and seaside resort. We need a massive media campaign to promote the area but decide on the identity and get all businesses to sign up to improve it. Have you been to Largs, Gourrock, St Andrews lately this town need energy and leadership
It used to have. Please fix the pier.
It would be better if there was more organised events that people could get involved in. I would like to do some gardening of the street areas such as tidying or cutting but don't feel able to do so.
Local community very passionate about the area, however consistently feel let down by the local authority when collective views are ignored. E.G public consultation of swimming pool. Closure of local police station out with hours saw drop in confidence of the public.

LOCALS ARE VERY PROUD OF THEIR HOME AREA, I ONLY WORK IN THIS AREA BUT UNDERSTAND THIER PRIDE AND AGREE
lots of history but too many delays on improvements i.e. the pier
More ways to interact would be good, Helensburgh does hold a few fiestas and fates in the area,
Most people are really nice and helpful.
Neutral...there is no publicity.
Nice vibrant town but petty crime has got worse over past few years for some reason!
No good news stories or upbeat happenings. Always reporting on crime and corruption and bad things. I feel the Council now spend most of their time protecting their pensions and writing unintelligible meaningless management-speak like the email and start of this survey
No I do not like this town, the people are unfriendly.
Not enough support from the community during times of crisis.
Not enough.
Not really because there is nothing to do.
Older/general public have a negative opinion of young people.
Personally I have no problem with meeting people due to my activity in clubs and social ability. I have no knowledge of help being available from the local authority. A drop-in facility with easy parking and a T-bar would be welcome regarding it was open most of the day and most of the days of the week.
Poor sense of community. Very conservative (small c)
Quite a lot of local/community activities
Quite good
The answer to most of the questions posed opposite is NO.
The history, heritage etc., is known and celebrated, this is excellent. The large variety of groups help people to be involved and to meet others. Many take on the mantel of 'we are all in this together' and I feel this reflects the welcoming and happy feel to Helensburgh.
The identity has been lost by councils cutting down on everything.
There seem to be more young families now - a very positive change.
This is a positive of the area
Town is becoming very run down in many ways and no matter how many consultation about buildings etc. no one listen to alternatives
Two fundamentals of a sense of belonging to a community are quality of the environment and friendliness of the people. Quality creates a level of happiness and happiness translates to friendliness. Therefore maintaining the quality of the surroundings and preserving heritage is key to my sense of belonging.
When my family moved to Helensburgh a few decades ago, it was a thriving community with strong commuting links into Glasgow. Sadly especially in recent years Helensburgh has come to identify more as a retirement town rather than a town to attract your families.
While all the various clubs (including those to which I belong) will claim to be friendly and welcoming, an admittedly limited and subjective 'audit' of family and friends indicates that a clear image of snobbery, snootiness, and its associated characteristics tend to dominate. Given the dominant influence of its archly upper middle-class population, that may be inevitable but the adverse impact on incomers cannot be disregarded.
yes
Yes but increased advertising of the area's history should be done
Yes there is a sense of belonging but also due to high employment levels at the nuclear base there is also a high turnover of people as they move around the country with their jobs in the MOD. Therefore there can be a detachment from neighbours and children at school as they move on.

There are no obvious prejudices amongst the community and generally people feel welcome and a sense of belonging.

Yes. It has an interesting history and lovely landscape.

Yes. Very lucky to live here.

Q12. Feeling Safe: Do I feel safe here?

172 responses in total – Average Score of 5.0							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
9 responses	5 responses	10 responses	33 responses	43 responses	46 responses	25 responses	1 responses

Comments

I think the issue in Helensburgh with the unsafe buildings near the laundry and Arnold Clark garage has been handled really badly especially for so long. I think the number of youth gangs going round Cardross and Helensburgh is on the increase with graffiti on the path at Cardross Park. (Cardross response)
60%
A lot of youths now migrating hanging around with an increased presence of drugs so this is getting worse!
Again, Vandalism, Anti-social behaviour, drunkenness, seemingly widespread drug use financed by burglary.
All Areas do feel safe, I think seeing your community help, presence, on the streets and at venues makes the community feel safe and gives reassurance, e, Fire service, Scottish police and ambulance service, Public have always felt safer when interacting and bonding with the service,, Which makes the public bond with each other,
Almost always. The seafront late at night not included
ALWAYS ROOM TO PROVIDE FUNDING FOR MORE POLICE
Antisocial behaviour from the flats across from Hood Court and the run down flats across from Hood Court make the place feel unsafe. Flats need some paint work at least.
Be nice to have regular bobbies on the beat.
Can't really comment. I don't have a base to judge.
Certain local teenagers are spoiling Helensburgh town centre for everyone else and causing a lot of trouble.
Closure of the police station overnight saw a drop in public confidence. Increase in antisocial behaviour specifically around the train station and hermitage park. No local police see the offenders leaving before they arrive, further dropping confidence from the public. Increase to CCTV would be reassuring and assist the police with their enquiries. Especially around the local train station, main town centre and Victoria halls/hermitage park.
Community policing. EG on cycles needed
Do not like to be in town after dark
don't know
Don't want to go out at night in Helensburgh as it is full of drunks and is dangerous. (Garelochhead response)
Drug users everywhere you go
Far too many people have use where I live as an easy access, walkthrough. Mainly drunk people leaving nearby pubs, and loitering teenagers, causing disruption and vandalism.
Feel safe at present but perhaps will feel more vulnerable as I age. Driving in the town is more difficult now due to the sheer number of parked cars and the speed of some drivers.

Generally feel safe
Generally ok, however getting a train or bus in the evening can be a nightmare, due to drink/drug fuelled teenagers and above.
Generally safe
Generally yes, but the down grading of the police service in my opinion is as a result of the ill informed decision to create Police Scotland has increased safety concerns in recent years.
Getting bored now, the Council should have a benchmarking system and performance improvement department maintaining all these matters.
Good
Good but my family have experienced people trying to sell drugs
good low crime rates but the new park is becoming an issue for vandalism
Have had experience of people's kindness when someone is in trouble e.g. involved in an accident.
Have you looked at the crime rate here, that would answer your question
Having read and talked about the problems with Hermitage Park, and noticed graffiti on road signage, it is a pity that disorderly conduct is coming to the fore. Probably this is a case of a few spoiling for the majority. A number of empty properties with some in need of repair are cropping up and this brings down the brightness of the town and could with further decline make the town feel more downhearted and shabby, thereby discouraging visitors. We moved here from a town in Ayrshire which had no banks and the only ATM's were with 2 supermarkets, this created difficulties with shop owners and shops began to close, bring the town into a far less happy place to live.
House break ins, cars damaged, violent people hanging around the town and streets
I do feel safe, even walking from the station alone late at night.
I do feel safe, however, some streets could be better lit, i.e. East Abercromby Street from Sinclair Street to the railway bridge close to Easterhill Road. Only one side has a pavement which means walking on the road. Car speeding is also a problem and makes pedestrians feel unsafe. It is becoming worse on all roads but particularly in residential streets. Some speed limiting or more traffic police visible would help this.
I do mostly however there are often large groups of youths hanging around streets at night which is often intimidating for a woman on her own. Further down my road last night there were youths pushing themselves down a hill in a shopping trolley
I feel fairly safe in Helensburgh although I seldom out down town where some incidents occur due to excessive drinking.
I feel quite safe here
I feel reasonably safe but then I do not go out at night.
I feel reasonably safe here, with the exception of access to emergency health care. If emergency health care were required this is a major concern as this is not easily accessed from this area.
I feel safe generally
I have never felt threatened but then I do try to be sensible. Yes there is a certain amount of drunkenness but there is everywhere. Here even the inebriated are courteous!
I won't walk through the park for instance myself. There is anti-social behaviour across the town which needs to be tackled which is off putting. I walk a lot during the day but am certainly a bit more reluctant in the dark. Helensburgh suffers from problems like any other town which does not make it right.
Improved street lighting has meant a greater feeling of safety.
In 30 years I have experienced no social trouble.
In certain parts of town one feels uneasy, but like all towns we have a small minority of disaffected youths.
Just as well. Never see any Police and all the stations outside of Helensburgh are gone.

led lights don't give enough coverage
more police visibility needed
More so than Rosneath
Mostly but there are sometimes drunk people wandering around the town centre later in the day.
Mostly.
My wife and I are in an age group regarded as vulnerable. I see very little Police activity in Helensburgh and there is regular serious and violent crime.
I feel that there are people hanging about the station on a nightly basis, also Colquhoun Square. Vandals in the parks and Duchess woods. Underage drinking at various well known haunts in the town which the "local" police seem to have no knowledge of or interest in taking action against. Severe lack of police on patrol on foot or in vehicles. Not safe to venture out in the late evenings for some of our elderly members of the community.
no - single mothers are vulnerable
Not as much as I used to. Things are getting worse.
Not really, there are gangs.
Not where I live.
Occasional stories in the press about youths in the parks, but personally always been pleasantly surprised with the good behaviour and politeness of the kids around the local area.
On a Personal level, I feel safe both indoor and out, but cannot answer for others
On the whole, yes. However there has been an increase in anti-social behaviour recently within the town and very little presence of police
On the whole, yes. I did have a nasty experience with some people on King Street E shortly after I came here. Just out of basic common sense, I avoid walking home in the dark past the railway station, and as much as possible I am never out alone after twilight. I notice from the local papers that most crimes are committed in the small hours of the morning, when I am thankfully asleep.
Parts of the town are no-go areas after dark, especially the area around the Co-op/rail station.
police station closed more less police run down centre area with new uneven pavement's at great cost no improvement likely as we still have to pay for CHORD
Rarely, there are many drunk people.
Safety is a major concern the town has increased in population and decreased police force Distance to hospitals disgraceful
Shandon feels very safe.
I feel that single mothers are vulnerable.
Still comes down to lack of policing to watch over such a wide area to make any body feel safe With the general lack of respect nowadays without more patrols it will get worse
the biggest issue is drinking in the streets or in Hermitage park and the train station - policing will always be minimal here as the crime rate in larger cities is far worse
The extreme East and West sides of the town seem to have undesirable people who are involved in drugs and violence. As long as I stay away from those areas I tend to feel safe.
There are sometimes in the evenings particularly at weekends when I have been out with my wife and there have been a few occasions when there have been young people shouting and being rowdy and abusive.
There can be a lot of anti-social behaviour in certain areas but police have their hands tied when they don't get to court
There is an alleged drug dealer on my street so I don't feel safe.
This is a low crime area
This probably depends on your age and location but having brought up 3 children to adulthood in Helensburgh, personal safety has never been an issue.

Train station locks the waiting room so are forced to stand next to people leaving the pub.
Unfortunately nowhere feels as safe as it used to be.
Usually, but not always since we've been burgled once and also suffered minor vandalism.
Vandalism is still a problem especially in Hermitage Park
Vandalism of cars and trees and in Hermitage Park is common place. More CCTV and police in the beat required.
Where I stay I feel safe however if I stayed in Kirkmichael I wouldn't feel so safe it needs policed more. I can feel a bit intimidated if there are a lot of drunken people about. Maybe if the MOD police patrolled the town I could feel safer.
Would walk about alone at night but feel safe
Yes a person can feel safe walking down the street, there are CCTV cameras within the town centre as well as cameras on various commercial properties. Crime rates are low and antisocial behaviour is addressed by both the council and police.
Yes although we don't go out late at night
Yes within the village. No when out at night in Helensburgh which can be very unpredictable. Again lack of leisure facilities leaves young people hang about in the streets at all times of day and night.
Yes, I walk home alone at night.
Youth issues at the train station are worrisome as is unwanted activity in Hermitage park and duchess woods.

Q13. Care and Maintenance: Are buildings and spaces well cared for?

172 responses in total – Average Score of 3.8							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
21 responses	17 responses	32 responses	38 responses	32 responses	25 responses	6 responses	1 responses

Comments

Litter is awful, everywhere you look. It's a cultural sickness, you never see it in any other country. In addition when the wind blows bins over nobody cleans it up. I think the Council spend all their time and resources writing documents and planning meaningless strategies rather than doing actual physical work on the streets. There is enough money to do the basics in terms of the environment, cleaning, roads and litter but I feel the Council take £20m to top up their pension deficits at the expense of the people's living environment and standards. I think there is endemic corruption at the Helensburgh dump and don't understand how commercial refuse is freely allowed.
Again run down flats across from Hood Court not good.
As far as I can see.
As it is a sea side village town, happier, nice, housing should be built and tight un-kept blocks of flat s areas should look to be eventually removed.
bins not being emptied
Building maintenance is for property owners however there is a problem with unadopted private access road maintenance where responsibility is not defined or has been ignored over the years as the old estate was broken up. Planning Consent and application thereof should have been more strict.
Building on Clyde Street has had scaffolding up for over a year due to lack of stability. This resulted in Road being closed. Action needs to be taken to find the owners and demolish the building for public safety.
Buildings are not being maintained. We see streets in Helensburgh being closed due to dangerous buildings. The housing association houses are looking dilapidated due to lack of maintenance and gardens not being maintained. The area is an eyesore. (Garelochhead response)
Buildings falling apart and roads are not maintained.
Certain buildings like the old council building near the railway station near to used soon.
Certainly NOT, and somehow the state is worsening- perhaps it is merely becoming much more noticeable when compared to the recent positive improvements. However, the local housing/retail landlords/ owners should be ashamed by the impact of their neglect. This is a civic disgrace.
Clean up volunteers go a long way toward this rating.
could always be improved especially the roads
Council maintenance in general is not the best.
Councillors love to open new places with lots of photo-opportunities. Councillors cannot be bothered to maintain them, however - how else would the town pier be now unusable? Litter and dog mess are major problems - only the refuse collection service is a bright spot. Recycling facilities seem good but recycle rates give the lie to their value.

<p>Dog mess is something which is hard to eradicate, but the town is not too bad for this. I believe that dog mess is less problematic because the streets are kept clean, there is ample disposal points for rubbish and people, in the main, use them. There will always be litter, but hopefully this will not increase. Parks etc. are well kept, with soft ground areas and lots of equipment, well done. Some spray painting which will hopefully not increase onto buildings, therefore CCTV could be expanded to help control this. Good recycling facilities from both our uplift from the house and with the Community facility, which is well run and has helpful and friendly staff.</p>
<p>don't know</p>
<p>Even when you done up the square, you then asked people to upkeep it on their own. Why doesn't the council upkeep the places they put in. Hermitage park is a prime example, there has been diggers in there for a few years now and it still looks well unfinished. Main gates have been inaccessible for months.</p>
<p>EVERY YEAR THE CONDITIONS OF BUILDINGS BECOMES EVIDENT, BAD WEATHER SEES CRUMBLING WALLS, ROOFS AND BUILDINGS BEING LEFT IN SUCH A DANGEROUS CONDITION THAT ROADS GET CLOSED AND PARTNERSHIP WORKING IS REQUIRED TO RESOLVE</p>
<p>Flower beds have been very neglected recently, council has no money to maintain Litter is a problem, also some vandalism- broken young trees, smashed car windows Good regular rubbish collections and recycling</p>
<p>Generally the buildings in the town are cared for but due to high rates there are a large number of businesses that start up, last a few months then close resulting in their premises lying empty for fairly long periods. Dog mess is still an issue. The large number of dogs being walked in Duchess Woods certainly add to this. The mess may be collected but the black plastic bags are not disposed of and lie around lining the paths.</p>
<p>Generally yes but there is a fair bit of vandalism, particularly in Duchess Woods and the park.</p>
<p>Getting better but down on the front the new swimmers pool is needed and if it is a mega pool ie slides and waves it will attract many from Glasgow and hence pay for its self as well as boost area</p>
<p>Graffiti is a problem, Kirkmichael is a mess.</p>
<p>High roofs in Town are a hazard in high winds due to age and condition of buildings.</p>
<p>Housing not well maintained.</p>
<p>I do recycle but I would like more public information about what happens to the items we separate and recycle. No one I know has a clue what happens to our waste. If we were told that something positive comes from say recycling garden waste, eg it is made into compost which we can buy back to use in our gardens, as they do in Canada.</p>
<p>I think the effort to maintain is being made, but finances are dipping. Both private and council.</p>
<p>I think we need to be realistic about available money. As users of these facilities, we need to look after them and play our part.</p>
<p>Important the town centre looks good, a few old building need sorted</p>
<p>In general the buildings are well looked after</p>
<p>Kirkmichael is neglected, graffiti is a problem.</p>
<p>Kirkmichael is neglected.</p>
<p>Litter in the streets is a big problem that I see through Scotland. The Litter along the A82 leading to/from Luss is increasing. Maintenance of the facade of commercial buildings in and around the "High Street" in Helensburgh is very poor and offers a dirty and tired appearance to visitors and residents alike.</p>
<p>Litter, vandalism and dog poo are all issues here. Due to Council cutbacks the grass is not cut as often and we wait for the Park to be opened. Recycling etc. is strongly encouraged.</p>
<p>local resident associations are no encouraged and should be - recycling is good - rubbish collection is what it is</p>

Look at the state of the roads in and around the town, or the litter and rubbish in the town itself and the surroundings, especially if the town is busy in good weather and holidays. Sea front and pier area poorly maintained, an embarrassment to residents.
Majority.
Many buildings appear abandoned and vandalised.
Many of Helensburgh centre buildings are in poor repair and makes the town look scruffy.
Most of the time, in most places.
Mostly yes however some of the roads need a lot of attention
Much property is neglected. Recycling facilities are good if you have a car. Maintenance of public assets has largely been abandoned.
Must building are in good care. The building at the bottom of Sinclair Street, East Clyde Street has been propped up for months and months. Take action, compulsory buy or order the work to be done ASAP.
My impression is that the town is well cared for by the local authority in the form of tennis at Cetera. I don't know about responsibilities for landlord at Cetera, a local effective residence Association May well exist. A similar association for owner occupiers might be well thought of
No
no council ££ to look after the CHORD mess they built so no chance for the rest
No money appears to be provided for maintenance of public assets and roads have been regularly closed for repairs to dangerously derelict privately owned premises.
No, a lot are run down.
Not enough maintenance and again a lack of respect for anyone just leave dog dirt and litter all around parks and streets
not really
On the whole the town buildings are well cared for. The streets are less than perfect, but then they are everywhere. There seem to be an adequate number of litter bins, but they are not used enough. My one real complaint is about disgusting dog owners, who dutifully collect their pet's excrement in little bags and then throw these onto the grass verges or stuff them into hedges. Dog poo bio-degrades, plastic bags do not. I would like to see a real drive to cut down on the use of plastics. Supermarkets should not be allowed to provide plastic bags it is hardly rocket science to take your own.
Once again West End , well maintained East end ,no one cares the councillors don't live there
Outside the town centre the pavements and roads are in a poor state of repair in Helensburgh
Park areas are well maintained and I am aware that volunteers look after various areas of greenery, planting shrubs and trees etc. There are recycling facilities, not much litter and vandalism is minimal.
Pavement grass cutting is reliant on tenants as the service provided by the council is inadequate
quite a few buildings need repairs in town centre
Refuse collections can be an issue.
Roads and pavements
Roads are a disgrace. Volunteer groups have to clean beaches, maintain shrub beds in Colquhoun Square.
Roads are not properly maintained, gullies never emptied, footpaths need regular repair - this is a major issue!
Room for improvement
Rubbish needs to be removed from the pier area after storms.
Sadly many buildings in Helensburgh are falling into disrepair as evidenced by numerous street closures in the last 2 years because of unsafe buildings in central Helensburgh

Some are and some aren't.
Some houses and shops need facelift
Some of the buildings around Helensburgh are poorly maintained and this is most noticeable when one of the main roads in the town is shut off for months at a time due to an unsafe building. The main council office in Helensburgh also has some aspects that seem poorly taken care of - the blinds and air conditioning system being the most problematic.
Some of the older buildings do not appear to be well cared for in the Conservation Areas. Some of the MOD estate is in need of refurbishment.
Some of the roads could be maintained better. Generally ok though.
Some pavements are in very poor order
Some poor buildings on Clyde Street
Street surfaces looking shabby especially the work done under the Chord scheme
Streets dirty, footpaths a joke for elderly and disabled community
Take the opportunity - don't wait to be given
The area of and approaches to the Hermitage Academy are very badly littered
The building where I am living is seriously run down with endless blocked drains, leaks from the roof that come down to the ground floor and cause flooding and mould in my storage area. There is no care for the garden areas, where large trees with large dead branches urgently need to be pruned. Most of our residents are older, though one or two can still do some work, but not heavy stuff like tree pruning. It is not a good idea to have four different landlords, including several ACHA flats in the same space. Various repairs keep falling through the cracks, and those of us who are not ACHA tenants are not listened to or given notice of various actions going to be taken. A ramp that helped me a lot was removed without any notice and a proper handrail has not been installed. This makes it difficult for me to bring in my groceries. It would be much appreciated if all of us could know what is going to be done so that we can plan ahead.
The civic centre is a particularly and unusually attractive building which has hosted a wide and interesting range of activities outside its primary objective as a council office. Most other provision, whether Live Argyll or private tends to look significantly old and uncared for, e.g. the Victoria Halls and the Tower centre.
The Council scores positively in terms of its refuse and recycling services and during winter works hard to keep roadways passable. There is disengagement however in responding to wider issues of public concern. Officials and departments are anonymous, where are they located, who is the relevant manager for a specific service? A town manager is required who can respond to valid concerns like dangerous parking, maintenance of public property, parks, leisure facilities etc. The civic centre offers a poor service on this front with citizens regarded with real suspicion should you enquire. The function of area committee's needs reappraisal, not just administrative but open to more public engagement, regular updates on issues, publishing reports where appropriate.
The grass is no longer cut in many places and there are no flower beds anymore. Not good.
The town has lost its shine in recent years. Volunteers are required to maintain flower beds, grass is left too long between cuttings, Hermitage Park is unwelcoming, compared to what it used to be, unless you have young children. Friends with children have said that they preferred the old playground. The front has lost its putting green. The Square has lost its identity. Road signs are largely unreadable.
There are always problems with dogs mess particularly in duchess woods and the sea front. The park refurbishment is a magnet for the vandals. The only way of preventing it is to fence it off and have night time security guard with dog!
There are plenty of bins on street and in public spaces. Recycling and refuse collection is very well organised and the civic amenity site at the top of Sinclair Street is an excellent resource.
There does appear to be good facilities in the area in all the categories mentioned.

There have been three road closures (one extended) due to dangerous buildings.

There is a derelict building on Clyde Street, near the junction with Sinclair Street which is a complete eyesore. It has been like that for many months and nothing has been done about it. Every road in the town seems to have pot-holes. Hermitage Park has been a building site for many months and there seems to end in sight. The town dump is well organised and laid out - it is easy to dump garden waste or material for recycling.

There is a shortage of Council money to look after the green areas of the town centre and I believe that some volunteers have been cutting the small hedges etc. in the town square. I would like to help out but don't know where to start and don't want to step on anyone's toes so I do nothing. I think if the community was more involved in keeping the areas tidy it might help them to take responsibility more.

They are however rely heavily on locals, any council aspects eg graffiti / vandalism seem to take a while to repair.

Too much litter and 'outsiders' making it worse, especially in stairwells.

Town centre is run down

Town often dirty. Local walks are covered with dog mess. Bin collections should be more frequent. A bin for garden waste would be a godsend.

Unfortunately there have been several episodes of buildings being condemned as dangerous and have had restrictions and untidy looking facades around them for months at a time. In fact one building has been in this state for much longer and it is on the main road into town, not a good look!

Very mixed. Several older larger buildings empty and unloved e.g. Blairvadich, and old hotel/home on the seafront both empty

well kept apart from the beach

Well maintained in the town centre.

Q14. Influence and Sense of Control: Do I feel able to take part in decisions and help change things for the better?

172 responses in total – Average Score of 3.4							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
32 responses	31 responses	25 responses	31 responses	23 responses	23 responses	6 responses	1 responses

Comments

A and B council make effort to include the community to say their piece, I do not feel the A and B council ever listen.
A&B Council don't seem to listen. Example includes plan for new swimming pool. No changes made to design despite consultation.
Absolutely not
Apart from communications with the council I am not aware of other possibilities
Apart from this survey - no.
Central government in Edinburgh has largely destroyed local democracy
Certainly appears to be difficult and uphill task. Many have stated "Why bother, the Council never listens"- a case in point being the Seafront Development. A huge and mediocre building with poor facilities, in the wrong place and liable to wave and overtopping damage. Truly an insane decision-making process made against clear professional warnings.
Certainly not! I feel that A&B Council (both officials and Councillors) behave arrogantly and often against the wishes of the community.
Communication with the public is poor overall which fuels frustration. Not all local Councillors hold surgeries for constituents. The interplay between the community council and the Council as a conduit for expanding a wider consultation on topical questions should be highlighted and developed. Citizens are seen as passive recipients of provision and council tax payers are not regarded as stakeholders. Digital consultations have their part but face to face engagement is also vital e.g. recent public meeting on health. The Council website is useful but fails to give proper information about where local services are actually located, telephone numbers etc.; there is a self-protective element to this it appears. The right questions are not being asked in many cases.
Community Council do very good work and have plenty of communication with the local community.
Continual problems over bin collection are hard to resolve, traffic changes made without trials, poor gritting of pavements in winter continues, Council seems to do what it wants, it seems to have a policy of engagement after the event rather than prior consultation.
I feel that the council are not interested at all in the public's opinion. The new swimming pool is case in point. The pier is another. The perception is of self-serving corruption. I have no sense of control or influence
Council don't listen
Council never seem to listen to the opinions of people that live here
Council seems to ignore points raised by local people, e.g. not repairing the pier; not providing long promised cycle path

Despite there being plenty of 'consultations' regarding 'improvements' - people can only really comment on a limited list of options. There never seems to be an option to vote to leave things as they are rather than waste money on vanity projects.
Do not feel I could contribute very much.
Don't get a say, petitions to object to Pier and town changes not listened to.
Don't get a say.
Due to my lack of knowledge on how to engage or the profile of groups in the community
Generally yes, surveys like this give me good opportunity to register my concerns and allow me to influence appropriate development.
Generally yes.
Genuinely don't know if able to contribute and if so, listened to.
Getting listened to in this town would be very hard therefore not worth trying This survey if read is like other maybe the only way a&b will consider comments
Grey Matters provides opportunity for input.
Happy to complete this survey but does it really make any difference? How do I see what difference it is making?
Having had some dealings with the council in the past I feel it makes no difference what people say or do the council have a preconceived idea on projects and will make sure that their way is the action that takes precedent over anything anyone else.
Hopefully survey views will be published and followed
Hospital distance is not acknowledges with access difficult with personal transport
I am pleased to receive your regular state of the situation in the country and feel that you do take notice of replies-indeed-such as this one
I attend youth forum and community planning group.
I do not think people were listened to when we 'modernised' the town centre. I don't know anyone who is happy with the parking or traffic flow. E.g. junction of Sinclair Street and West Princes Street.
I don't wait for the opportunity to have my say, I take it.
I feel the council have no interest at all in the opinions of people like myself. They'd do well to remember that Helensburgh is the biggest town in the region and therefore the biggest source of revenue. More should be put back into the town.
I fill in the questionnaires but I have never been asked by Helensburgh Community council for my opinions on anything. Why do they not consult with local people before deciding what is best for local people?
I regularly complete questionnaires etc. for Argyll & Bute Council so feel able to contribute to consultations. Public meetings are usually well advertised or promoted so that people are able to attend.
I work and have kids so time is always a challenge
If I don't feel able to take part in decisions, this is probably my own fault. But I am old and tired. What I would like to see is greater effort to involve young people in decision-making. And by young I mean 20- 40 year olds. School children seem to manage to make their views felt very well!
If I was passionate about something the opportunity is there to get involved
if this would not be a pointless exercise
if you don't belong to a community organisation it is hard to be canvassed for your opinion but if you want your opinion to be heard that much there are ways and means
In working with a number of problems since I came here two and a half years ago, I have contacted the CAB and my MP on a number of occasions in order to address some pressing issues. I never get a response from ACHA, though they are the factors of the building. Fortunately, most of my neighbours are very friendly and some are ACHA tenants, so I do get some insight into what

is going on, but never any answers to queries that I have. I am a retired professional with quite a bit of experience in managing property and housing, more out of necessity than otherwise. The managers of my rental, McArthur Stanton, have advised me to bring all of these issues to their attention in the first instance and that is what I am now doing. It would be great to see more sharing of information around the bat. Then I would be much more prepared for what happens. I could not believe that ramp was being taken down and I knew nothing about it.
Is anyone truly listened to by those in positions of power? If they were, perhaps turnout in elections would reflect that.
I've never known the council to change their decisions due to public concerns!
LIMITED ANSWER IN THAT POLICE ATTEND COUNCIL MEETINGS AND ARE MET WITH SAME COMPLAINTS OF SPEEDING VEHICLES, PARKING, YOUTH ISSUES ETC. I CAN ONLY IMPROVE THESE ISSUES WITH MORE POLICE OFFICERS, CURRENTLY NOT ENOUGH OFFICERS, VEHICLES OR EQUIPMENT TO MEET COUNCIL EXPECTATIONS
Listen sometimes, sometimes don't
Little attention paid to views on redoing Colquhoun square which has been spoiled
Local councillors only pay lip service to any complaints raised with them.
Maybe if the councillors came round and asked us at the doors, they could get our input.
Mental health is a barrier to participation
Much of Council business appears to be conducted in secret.
No account is taken of the views of local people.
no community consultation meeting often take place during the working day
No, because the party with the most councillors isn't able to lead.
No, I don't think the council listen to people. The new swimming pool is a perfect example.
No. I feel the general public in the town are not listened to. The pool and the "face" on the council offices two points to show this. Do the council even monitor local Facebook or online sites, nobody anywhere wanted that face on the building, a local councillor being the "chair" of the committee voted in favour for it after a 'draw' by the committee votes. How out of touch is he. Likewise the pool, steamroller tactics.
Nope as you did not listen to what the Helensburgh community said about the swimming pool at all. Disgraceful. Would be better if Helensburgh where a council on its own
Not at all
Not enough importance placed on the views expressed by the Community Council e.g. the Pier head Development (Garelochhead response)
Not really I try to contact council but don't feel they always deal with problems
Not well encouraged, more plain English, less jargon.
Often public meetings take place during the day on a working week therefore not everyone can attend. I like online surveys but not everyone has internet access.
On the whole the local authority are not interested in what people think.
Only because of the youth forum.
Pavements non-existent in some parts of the town, not good for elderly disabled
Petitions about the pier have not been listened too.
Public consultations are often ignored for the pre-arranged plan by the local authority. Private interests of councillors (land/business owners) usually have a say in the final decisions.
Reported problems to local housing organisations and to Argyll and Bute community, are ignored.
Services are moving on and trying to meet the proper services for the community needs, the community have to interact, and the services must provide more information what is available for the community.

The Community Council continues to represent the views of the public. However there is a serious disconnect between the HCC and the area committee. When the HCC voices a public researched opinion ABC does its best to rubbish the view if it doesn't coincide with theirs.
The residents and people trying to get improvements e.g. the proposed new pool, the repairs to the pier, the problems with the park and Duchess woods the proposal for a lagoon at the front I am afraid the council does not consider any of these as points need to be addressed. Even with all the complaints about dog fouling there is a good dog club in town but as usual can't get public premises to operate
There are opportunities but people don't take them
There are various opportunities for the community to have their say
There were very loud pleas for the pier at Helensburgh to be repaired yet nothing has happened. And when is the pool going to start? No, the council don't seem to listen. Perhaps control shouldn't have been usurped from the group with the most elected representatives.
This forum provides a means to contribute.
town meetings always advertised but same issues seem to arise all the time with little results
Very small population peripheral to Helensburgh.
We are, like this, asked to put our voice forward, but I have not seen evidence of the findings and the final decisions that could/would be made. I know there has been a lot of discussion and opposition to the new siting for the Swimming Pool and the possibility/ probability of a commercial outlet attached to this, with less bus parking and car parking available. Yet it will still continue and cost more, much more. Our medical practice is excellent, the Helensburgh Library is excellent. I cannot have input in compulsory education within the town, but believe this is well catered for.
We don't get a say
When I give my opinion I feel that it is ignored.
while some councillors try, I feel that others are so long in the job that they are out of touch ask how many eagerly attend their local community councils apart from just before elections
With some exceptions the distance of the LA HQ as well as the absence of regular consultation between councillors and their so-called constituents makes it difficult to believe any real attempt is made to ensure decisions made reflect genuine local interests and needs. The local community council is currently active and capable but it is clear that its influence on the LA is virtually nil despite the considerable efforts they make to consult local people about areas of serious interest, e.g. plans for more major buildings etc.
yes
Yes because of youth forum.
Yes but I feel like no one actually pays attention because we are young.
Yes through Youth Forum
Yes! I can easily express my opinion, but does anyone listen!

What are the main issues and priorities for change that you have identified?

<p>Actions to address climate change would include property & heating upgrading more renewable projects in the area use of waterways and a long term feasibility study for Faslane for the day we no longer hold nuclear weapons.</p>
<p>Facilities for the young people, activities in doors for children and young people. Enticing visitors to come and visit and enjoy themselves while here, and wanting to come back. Too many eating places and nobody to eat in them</p>
<p>Back to basics - sort out the budgets for making the place a nice place to live in before spending millions on social services, i.e. fix the problem rather than spending twice as much on the fallout. Ask the people for permission before taking millions to fund your own pension deficits.</p>
<p>- Essential work required at Helensburgh pier and introduction of a pontoon (similar to Oban) to encourage tourists. - Antisocial behaviour - local police/CCTV - Engagement with local schools with the local area - teenagers involved in the design of areas for them. - Local authority gifting area for a men's shed to the community.</p>
<p>- Improvements to local businesses and amenities, including swimming pool - Better road layouts for walking and cycling - Central hub to highlight local landscapes, history and businesses</p>
<p>1) Improve council decision making: involve the community. 2) A multi-use halls indoor leisure centre 3) if we wish to attract visitors and see town-centre retail flourish, we need a strategic solution to car parking issues 4) develop a way to include the naval community and families who come to live here.</p>
<p>1, Singular semi-detached or detached housing for people living in flats in the area, 2.Shops, amenities sport and social, available in all weathers. 3. Path, walkway, cycle paths available on all routes in and out of town. 4. Improved front Clyde river amenities, to hold events, sailing, boat racing, sand beach, canoeing, open water swimming, Harbour, sporting venues.</p>
<p>1. It would be great to have better hospital facilities on this side of the Clyde. 2. Concern as to how the redevelopment of the pier head might impinge on parking. 3. It would be good to have a council that actually listens to what we tell it. 4. Some poorly maintained buildings in the town centre and even some derelict ones.</p>
<p>1. Reduce anti- social behaviour 2. Positive action on for fouling. Is there even a warden? 3. Taxi fares too expensive, seemingly influenced locally by taxi owner(s) who may have conflicting interests in the council. I.e.; a 1.2 mile taxi ride is almost £6 after midnight & single fare to the Naval base (5.5miles) is £16. Completely unacceptable. As an example, from Glasgow to Helensburgh using Glasgow cabs (28 miles) is £23 which includes a boundary charge.</p>
<p>A and B council need to listen to the voice of the community. They have worked well in most things. They are doing a pretty good job under the circumstances they face, They have to step in regarding the atrocious situation with public transport (and I mean Abellio, not first bus)</p>
<p>A revamp of the Front is vital to attract more families and day visitors - reinstate the putting green! A rethink about Hermitage Park to make it the attractive place it used to be - what is that big concrete area for?! Bring back the putting and bowling. More maintenance is needed to make the area attractive to visitors.</p>
<p>Accelerated progress on public projects like the park and leisure centre. Improved communication with citizens, reappraisal of the role of area committee. Feet on the ground in the town centre; and active management to prevent dangerous parking, speeding etc. More social housing in the best locations. Developing the role of the civic building as a hub of information on local services and as a point of contact with local members and officials with surgeries and public meetings where appropriate.</p>
<p>Activities and facilities for young people.</p>
<p>Activities and space for young people</p>
<p>Activities for kids</p>

adapted housing and activities for young people
Affordable (non-social) housing Better train service Non-Council / base employment locally
Affordable housing for first time buyers Reduction in anti-social behaviour more facilities for younger generation
Anti-social behaviour
Argyll and Bute - the elephant and the mouse - council is too large and too underpopulated to deliver successful outcomes. The fact it voted against renaming itself "Argyll and the Islands", and getting improved central funding, rather says it all.
Better communication between the various entities who manage the environment I live in. I realize it is difficult when four different entities own this property, and various problems arise and action has to be taken. I am hoping that solicitors will keep me up to date so I can focus on other things.
Better cycling and walking routes. Remove cars from the town centre to give a safer and more pleasant environment Get people more involved in the area they live in to promote a keen interest and care for the town
Better cycling routes Better neighbourhood community centres
Better footpaths Better public transport Street cleaning Maintenance of public spaces Emphasis on Helensburgh, peninsula villages neglected
Better parking in Town for residents.
Better public facilities Listen to the public's opinion More for young people Bin for garden waste
Bring things in for young people and indoor play
Bus and train issues More suitable bins and more emptying of public bins
Care and maintenance of town streets, no regular cleaning plans. Filthy pavements not good for visitors
Clean up the area, plant trees, reduce cars on the roads done allow car park at base, get rid of nuclear weapons off Scottish soil!
COMMUNITY COUNCILS NEED TO BE REALISTIC WITH EXPECTATIONS, HELENSBURGH OFFICE COVERS A VERY BIG AREA WITH ONLY 5 OR 6 OFFICERS AND 3 OR 4 VEHICLES AT THE MOST. IT IS UNFAIR TO EXPECT SPEEDING INITIATIVES, ASBO PATROLS, AND OFFICERS TO BE VISIBLE 24HRS A DAY ON EVERY STREET IN AREA AS THIS IS SIMPLY FANTASY.
Continue smattering up the town. Repair the pavements.
Council should demand that all properties should be well maintained on the outside and failing that they should do it and charge owner. If all buildings in the centre of town are clean and well looked after the image of the town is vastly improved, resulting in more visitors, and more income for businesses. Businesses can then pay their council tax and there would be less charity shops.
Creation and regular maintenance of footpaths; Gully must be emptied at least twice a year; Road repairs should be undertaken by professional contractors and NOT council employees: Council tip should be landscaped and better organised.
Crime / youth support
Cycle/walking path to Dumbarton via Cardross Council to regularly clean beach Pedestrian streets in town centre
Deal with dangerous buildings to improve the look of the place. Encourage local employment opportunities. Maximise local bus services whilst retaining concession cards.
Decisions are made by officials and one or two councillors in my opinion. The public and the rest of the council are ignored.
Development creep should be resisted and ingress of non-agricultural activities into ex farm areas
Development of cycle paths between Helensburgh and Dumbarton.
disabled access, parking, raised/dimpled slabs at crossings
entertainment for young people

Facilities for the younger members of society
Facilities for young people.
Flats across from Hood Court and area around about it need some maintenance.
Free parking. I would like to see councillors who are not in it for them self's or their other jobs
From an outside perspective there seems to be too much petty bureaucracy.
Get the swimming pool sorted and a youth provision
Greater choice of activities for; non-religious, non-sporty teenagers. Maintaining full capacity commercial activity to keep Helensburgh vibrant, if possible independent retailers. Maintaining free parking for car users and ample day trip bus parking in the town, to encourage visitors, day tripper and hopefully longer stay holiday makers to the town to expand the economy. Maintaining the cleanliness and prettiness of Helensburgh, as if residents have a clean and hospital down, this encourages residents to keep this going. Discouraging banks to close.
Greater Council involvement in the development of the town of Helensburgh.
Helensburgh and surrounds require more care and attention, e.g. over issues of litter, rubbish, waste collection, the pier and swimming pool, traffic flow, Hermitage Park, and why on Earth is the planting and flora in Colquhoun Square left largely to volunteers, it should be a showpiece area of the town?
Helensburgh pier.
Helping the local economy to thrive and offer opportunities for individuals to work, volunteer and enjoy living in Helensburgh. More maintenance on road surfaces. Better street lighting and creation of pavements where required.
Housing buildings being maintained larger variety of shops
Housing for first time buyers and Young families starting out and stop putting all the social housing in the East if you want to have a mix. Sport facilities Reliable Transport Priority maintenance in social housing including grass cutting in gardens and verges lets be proud of all our homes Find a unique selling point using our natural resources for Helensburgh with all local business buying in to drive forward to raise the towns profile . Find good Leadership for Helensburgh, people without fear and with drive and motivation. Some that can do not someone that says they will do but don't
I realise that Council budgets are tight but money is often wasted on procuring the wrong items in my opinion. E.g. the public seats in Colquhoun Square would be fine inside a shopping mall but they are totally unsuitable for an open air location such as the square (particularly bearing in mind that we live in a somewhat damp climate). Visit Largs (North Ayrshire) and view what seats, flowerbed plants, etc. they manage to provide. On the prom in Helensburgh (the end nearest to the shops) people visiting the town have to sit on a concrete wall with no back support. Not very comfortable!
Improve cycle path on Sinclair st, put in good cycle path to Cardross (Dumbarton if possible). Improve the pier head. enforce 20mph speed limits and restrict size of vehicles in back streets
Improve maintenance of buildings in the centre of town
Improve pavements. Improve safety of people going about their business. Definitely improve transport!
Improve pavements. Keep Helensburgh clean. Improve all local buildings. Improve the waterfront and fix the pier.
Improve the look and condition of shops and properties in the town centre. Take a more active approach to managing the impact of Duchess woods on neighbouring households
Improvements on the front especially the pier. In a seaside town the front is the most important area when it comes to encouraging visitors to come to the town.

Improvements to the pier area and some of the shops on the seafront (currently this is an eyesore) Council spaces/rooms for hire should be the same cost to hire/use on a weekend as on a week day, e.g. for yoga classes
Increase surrounding green spaces in built up areas Clean up and enhance consistent and quality of presentation of commercial areas Eliminate parking in town and village streets. Make shared community transport more readily available between main commuter sources such as trains.
it just seems there is nothing for the poorer people of the town everything is more expensive for your normal working class compared to Dumbarton and Clydebank
Keep existing library open and free to use No further building on green spaces Provide car parking but due to shortage of land this may be an impossibility
local community centre needed better community facilities for recycling
Local health service need improvement. Needs to be less trips to Glasgow
Loitering, littering and people using resident parking bays.
Lots of traffic
Maintenance of outdoor areas such as walking paths and cycle paths.
Maintenance of roads, pavements and public areas requires to improve.
More cycling and running route, more walking routes would be great. We love it here.
More indoor leisure facilities for youngsters. The proposed pool development needs to be more exciting - water chutes, and flumes etc. - an extensive leisure complex would be nice - more like the facilities in Greenock. Increased leisure facilities would attract people into the town and would perhaps encourage them to spend money in the shops here. Fill the potholes in the roads.
More involvement and concern for the area from the council.
More money given to Helensburgh for improvements. The council to listen to its constituents for a change. The current pool plans to be drastically changed. Council money put into pier improvements. More police.
More recreation facilities for children More publicity on how to get involved in decision making about the local community
More support for those with mental health
My priorities are very selfish in that at aged 88 I am concerned with maintaining my independence and being able to access shops and facilities by car without parking being impossible. If the town is busy and parking is not available that's fine that's the sign of a nice town. I just go down the second time or third time when it will likely be less busy and easily accessed by me.
Need investment in Helensburgh to attract more business, not just tourism / catering either. The pier needs to be reinstated as a high priority.
Needs to be more cycle friendly, better litter control and the town needs some life (and cash) injecting in to it
New affordable housing especially along the seafront. Transport (train) improvements. More cycle routes and better advertising of the existing ones. Better facilities for young people to that they are not bored and being destructive. More job opportunities for younger people. More to do in the town at night. No more tall trees being planted! Helensburgh already has plenty of trees! People want to see views of the coast not trees blocking the view!
No complete cycle path between Dumbarton to Helensburgh. Street lighting faults not being addressed quickly enough.
Noticeable decline in the services provided by the Council due to continued reductions in funding from Scottish Government.
On road parking on markings on places out of the main part of town. Also road repairs and pavements.
Pavement improvements.
Pavements damage Overgrown gardens Lack of gardening bin

<p>Pedestrian and, especially, cycling lane provision needs to be improved, especially along Clyde Street and its junction with Sinclair Street, where cyclists are at particular risk from having no dedicated provision. A proper pedestrian/cycling route from the Churchill estate to Hermitage Estate would be particularly welcome and should enhance the profile of cycling and encourage its use. The east end of Helensburgh, especially around Colgrain and Craighendran, needs considerable investment to improve its appearance and provide appropriately for children and families. Craighendran station is unacceptably poor and needs to be modernised as a matter of urgency to maintain and, hopefully as carbon resource use decreases, promote and extend use of public transport.</p>
<p>Prioritise a mega pool to boost area</p>
<p>Public transport, particularly the railways need to be made more reliable.</p>
<p>Relax parking restrictions. Wider variety of community groups. Designated cycle tracks.</p>
<p>Repair the buildings.</p>
<p>Repairs to local roads and pavements. Restore local democracy</p>
<p>Roads Pavements Engagement with HCC</p>
<p>Roads, traffic, parking</p>
<p>Shelters required (especially on the front). Maintenance of flower beds in Colquhoun Square (Garelochhead response)</p>
<p>Speeding in dual carriageway in Colgrain. Cut back grass and trees on cycle paths so that origin width can be returned to and the majority of cyclists can use the cycle path. Replace litter bins in Helensburgh as seagulls regularly peck out contents due to design. More litter bins in housing estate and on Cardross Road near Hermitage academy Repair pier and replace swimming pool with a modern leisure centre with flumes to ensure tourism can thrive again.</p>
<p>Speeding traffic. Helensburgh pier needs immediate attention.</p>
<p>Stricter building control don't forget the older population who would like to down size can find very little on offer Doctors must receive more assistance to handle the increase of patients Police must be reinstated to full time Hospital at Vale of Leven must be revamped paisley too far especially with the road through Dumbarton</p>
<p>Taking owners of buildings to task on repair and maintenance (including empty buildings).</p>
<p>The basic issue is that the Argyll & Bute Council (officials, councillors and the Council Leader) appear to either not understand the issues (one might even say crisis) the area is faced with - or simply do not care and have no intention of doing anything about those. The most recent examples are the nonsense surrounding the new swimming pool "ugly big shed" and the state of the Helensburgh pier. I appreciate local authority spending cuts over the past 10 years have presented significant challenges, but all the more the need for significant positive action.</p>
<p>The condition of the roads is awful. Serious attention needs to be paid to the deteriorating conditions of the sea walls in the area, especially the Shandon section.</p>
<p>The local authority does not really care</p>
<p>The Local Authority needs to give greater attention to seeking solutions rather than finding reasons for non-action. Society needs to consider what expectations are realistic in terms of its preparedness to pay for them.</p>
<p>the need for improved transport, improved leisure facilities for all age groups, improved A82</p>
<p>The need to make the people of Helensburgh AWARE of the beauty of their town and of the opportunities to get involved. There are many social activities, including the newly set up U3A, which caters for a very wide spectrum of the desire for knowledge and understanding and provides splendid opportunities for social interaction for older people - who are after all a large proportion of the local population! Support for a real drive to control the use of plastic.</p>
<p>The pier, Pool, Parking, Policing, litter and fouling, smoking on street outside shops etc. by customers and staff. Cycle tracks being shouted for, cyclist should be made to use them</p>

This is not easy to answer, but perhaps to improve the quality of unadopted street verges and also the behaviour of cyclists in and out of towns. I also have concerns about car parking in some streets where cars are regularly parked too close to junctions, which can cause problems for other road users. Also the frequent habit of drivers who do U turns at junctions and on busy streets. This is completely unnecessary in a town built on a grid plan.

To get a better environment and make it more friendly.

Too late to change the pool or the face. Listening to the local people rather than going ahead despite consultation results. More police, more police initiatives, forget kids smoking, and catch the underage drinking anti-social vandals.

Too many empty disused council properties is Argyll live fully accountable for the money that it spends? Food banks - how can this be allowed to happen?

Traffic and parking - should add fixing of potholes please.

Upgrade of social housing to be fit for purpose. Better parking facilities within town centre and surrounding businesses. Continue maintenance of greenspace areas.

Vandalism in Hermitage Park. Need for more policing and measures of control. Difficulty in seeing oncoming traffic without moving out into road because of the grid arrangement of Helensburgh streets Lack of feedback re problems raised with local councillors and council

Waterfront improvement is taking FAR TOO long.

We need positive PR to promote the great town and surrounding area where we live. Tired of people talking it down, we have a good quality of life here in a small town, the town centre is vibrant and changes/investment in the last five years have given the town its long overdue facelift. We need the new leisure centre quickly and we need to address the pier saga and sort it. We must not lose the Waverley from next season onwards.

What actions could be taken to deal with these?

consultation on energy use, conservation & generation explore feasibility of use of waterways as alternative to road transport
Interesting things for people to do, sort the beach out stop dogs doing their business on it, clean up the rubbish. Fix the pier
- Engage with local businesses to make improvements - Stop properties remaining empty, encourage more enterprise - Push with plan for swimming pool, sports centre - Provide local hub to promote local history and landscape
- Local authority actually listening and engaging with the local community - Investment from the Scottish government regarding Helensburgh pier.
?merge with Highland Council?
1. Introduce and enforce material penalties for littering. 2. Advertise the pride we take in our part of Scotland and encourage everyone to participate in making/maintaining a clean environment. 3. Strict controls for greening in new residential and commercial developments. 4. Celebrate our heritage throughout the area by preserving and communicating our historical past and visionary future.
1. Action on night time anti-social behaviour. Especially in Hermitage park, town centre and the rail station. 2. Visible dog wardens, tackling instant dog fouling. Mostly in evenings 3. Urgent and INDEPENDENT review of taxi rates & charges. Not by council officials who may have conflict of interest in Helensburgh taxis.
1. Wider access to the Golden Jubilee Hospital. 2. Greater powers for community councils. 3. Greater powers for local authorities in dealing with derelict and poorly maintained buildings.
A community centre
A forward thinking council would be welcome instead of one that keeps battering us with their own ideas rather than ones that the community has selected. More recognition of the voluntary sector which is very vibrant in Helensburgh and a rethink on wasted resources.
Although initially probably an unpopular proposal short term but highly beneficial long term. A simple ruling by councillors with vision should be enough.
As I say, more readiness to communicate or to indicate where to go to get the information. It is also a nuisance to be told to go to some website for information. I am computer literate, but frankly I find British websites not all that informative. It is very important to be able to speak to a professional who can give you information and a response to the precise issue one is dealing with. I realize this is a big issue because I have been used to American websites which are far more user-friendly and always have a phone number if you cannot resolve the issue on your own. These remarks apply across the board for me in the UK, where I feel the enthusiasm for putting everything online has obscured many times the actual needs of the end-user.
Improving and looking into all aspects about the area, to make people feel better, enjoy life, learn, and be happier about themselves and to interact and help and feel good with their community, and area.
Ask local people what they would like and listen! Be willing to admit when you have made a mistake and put it right e.g. Hermitage Park and the Putting green on the Front. Maintain areas like Duchess Woods properly and sensibly. Think about what the town looks like to visitors. Our relatives have commented on the deterioration in the town's look and feel over the last few years since Chord.
Asking the young people what they would like to be provided in terms of recreational opportunities in their local area via the schools.
Better management of the health services
Better roads and pathways. Better maintenance of public areas and buildings A council that will listen to what the public have to say.

Break Argyll & Bute into 5 or more smaller authorities without the overblown number of overpaid "managers" that infest the place.
Build a cycle path. Repair lighting faults quicker.
Build the pool and hire youth workers
Close off access areas, employ a litter warden /caretaker and signs safe guarding parking bays for residents only or permits issued, fine those abusing parking bays to help pay for wardens.
Come away from town centre and have a look elsewhere. Also the emptying of litter bins more often
Conduct surveys within Hermitage Academy to find out what teenagers want from their town, they will be the adults of the future, give them a distinct say and then feedback your findings. Maintain road/pavement sweeping. Encourage; FE input/training managers/ retail to locate within Helensburgh.
Council improve their performance and get things done.
Council to follow through with action against vacant landlords. Showcase the area to bring new business in.
Council to prioritise and provide the funds for these projects. Raise council tax a small amount if allowed by central government
Current councillors to be voted out at the next elections to allow some new blood to hopefully make improvements for the better.
Disabled parking only at Sinclair street shops. Tram way of smooth slabs through raised slabs at crossings Better lowered kerbs where required
Don't know I am not an expert in these matters.
Enforce legal requirements to maintain buildings
Essentially there needs to be a culture change; effective communication is the driver in public engagement. The local newspaper frequently spotlights issues of wide public concern eg vandalism at Hermitage park but this is met with vague statements, no reports of precise actions or solutions are presented. An enhanced role for the community council is worth considering and could act as a vehicle for disseminating information to the public. Too much of the focus and energy of local officials is channelled towards furnishing data upwards to Edinburgh, not responding to the concerns of the communities they serve.
Extra buses to Vale of Leven and get rid of Scottish rail get new contract
Focus groups before decisions made, obviously not one before lights on Sinclair St or only users of Victoria Halls asked to attend. Council say Helensburgh a tourist town and is in Scotland top 10 but we don't make it easy for visitors with parking etc.
Force private property owners To better maintain their properties in the town centre Remove trees in Duchess woods that endanger neighbouring properties Place info signs at top of Duchess parks that there is no access to Duchess woods
Funding for more cycle routes
Get Argyll & Bute council to move on things instead of trivial rubbish.
Get the council to listen to the people
Have council leaders with vision, ability and the push to get some simple things done quickly.
Housing. Transport. Positive activities for teenagers to do in the town to keep them busy.
I have no specific actions to request.
I really don't know, sorry
Identify suitable parking areas, reduce pay and display parking.
If I knew that, I'd probably be Home Secretary.
Improve local infrastructure vis a vis safe cycle/foot path provision.
Improve pavements. Repair buildings fallen into disrepair. Clean much more regularly. Give shops a rent reduction to allow them to remain. Fix the pier and improve the waterfront.

improved policing and infrastructure
Increased funding and allocation of financial resources. A plan to address road/pavement maintenance starting with the areas which need it most.
Increased funding to Local Authorities, so services and facilities can be maintained and increased
Invest in more socially affordable housing - perhaps some private funding mixed with public funding. offer tax incentives for shops to thrive
Invest.
Investment in infrastructure
Investment in trains and staffing.
It's unlikely anything would be done Action is a forgotten word in this town NHS policing vandalism of public areas
Just do it stop messing around get things done
Listen to the people
Listen to the public and take action.
Listen to US!
Listen to what the population say
Local councillors to take local decisions for benefit of the town
Major marketing campaign. Involve all sectors from Children to Senior citizens and include the navy what do they need from the town as well. Use education to drive it forward with innovation in partnership with local business.
Make them a priority within plans
Money and a bit of thought for the people who don't have young families or aren't retired. We live here too!
More focus and expenditure on rural areas, better road maintenance.
More interest in the community
More police on the beat (walking)
More policing in park. CCTV camera coverage, name and shame perpetrators. Prevent vehicles parking right up to street corners as they block view of oncoming traffic
N/a
New leisure facilities, places for young people to go of an evening.
Open indoor play and youth club
Over to ABC to solve
Paint the flats, cut the grass, remove weeds from pavements, have a road sweeper vehicle clean the road. Make the area more welcoming.
Pavements repaired Tenants advised to address shrubbery encroaching over/onto pavement Supply of garden refuse bin
People who are given community service can cut back and maintain cycle paths and gardens in Colquhoun Square. Those on community service can pick up the litter dropped around Hermitage Academy and empty the litter bins there more regularly. Work more closely with community groups who are can fundraise to help with pier repair and maintenance. Listen to community groups and encourage groups to use council halls through reducing hall rents in line with other hall rents. In this way the physical and mental health of the community will be improved if there are more activities for the community to engage in.
Planning control should be enforced.
Please listen to the views of the local Helensburgh community rather than dictate from on high. They actually live in the town and use the facilities and generally have a good idea of what is preferable.

Principally improved public education efforts where possible, regarding courtesy by cyclists and vehicle drivers, and perhaps action by traffic wardens to draw attention to the dangers of parking too close to busy junctions in narrow streets?
PROVIDE MORE POLICE OFFICERS ON STREET, PROVIDE MORE POLICE VEHICLES AND EQUIPMENT, AND IMPROVE THE BUDGETS FOR POLICE TO ACHIEVE THIS.
Publicity, publicity, publicity! But sadly I have no sensible practical suggestions about how to achieve this. Perhaps something could be done via mobile phones, as most people seem to spend by far the greater part of their time staring at them.
Put all council services out to competitive tender
Have Councillors who care and are capable
Rethink how public services should be provided and paid for.
Sort out Scotrail. Arrest bad parkers (I didn't mention that before) the ones that feel they can stop a whole line of traffic so they can badly park.
Self-evident I would say. If you cannot work that out or see an answer you should not be in the council
Simple remedial work on the sea walls would avoid a much greater cost in the future. Actually do a decent job repairing the roads. It's the quality of the workmanship that's the problem not the amount of repairs.
Spend money on maintenance.
Spend money on road and pavement repairs. Restore local democracy by devolving power from Edinburgh.
Spent more money on them
Stronger police presence, fora to hang out!
Support affordable quality home building Speak to scotrail and get them to sort themselves out
Support local initiatives which sustainably enhance the community
The council needs to take control and responsibility. If they don't no one will. Get it sorted
the schools close in the summer people with kids can't take kids swimming as it costs a fortune if you have 4 or 5 kids Dumbarton Alexandria allow their kids in free we give them nothing
Treat all areas the same. parking lots more free parking our new pool to have a sports centre and be built away from the water's edge where it will be flooded
Two of these are out with my control. I could start a group of my own.
Unfortunately more money needed
Unfortunately, it all requires spending money.
Use Council powers to enforce safety of buildings
Use the rest of the Chord money more wisely than the first tranche.

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Please contact cppadmin@argyll-bute.gov.uk for further information.

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