

West Dunbartonshire Council Reputation Tracker - Jul to Sep 2018

Agreement with Statements about the Council

- 75%** I am satisfied with the way West Dunbartonshire Council runs things
- 62%** West Dunbartonshire Council services are value for money
- 63%** West Dunbartonshire Council takes account of residents' views
- 67%** The Council communicates well with its residents
- 49%** I would speak highly of West Dunbartonshire Council

Based on 300 telephone interviews representative of West Dunbartonshire by location, gender and age

Satisfaction with the Council's Services



- | | |
|---|--|
|  The information available (89%) |  Parks and open spaces (75%) |
|  Quality of customer service (90%) |  Libraries (96%) |
|  Street cleaning (79%) |  Leisure and Sports centres (87%) |
|  Waste service overall (83%) |  Local community centres (92%) |
|  Roads Maintenance (35%) |  Services overall (89%) |
|  Grounds Maintenance and grass cutting (71%) |  Council's website (91%) |

Based on 300 telephone interviews representative of West Dunbartonshire by location, gender and age

Statements about the Council Generally

Statement	Measure	2017	Jan to Jun 2018	Jul to Sep 2018
I am satisfied with the way West Dunbartonshire Council runs things	% agreement	90%	48%	75%
West Dunbartonshire Council services are value for money	% agreement	91%	49%	62%
West Dunbartonshire Council takes account of residents' views	% agreement	59%	37%	63%
The Council communicates well with its residents	% agreement	69%	41%	67%
I would speak highly of West Dunbartonshire Council	% agreement	74%	33%	49%

Satisfaction with the Council's Services

Service	Measure	2017	Jan to Jun 2018	Jul to Sep 2018
The information available from the Council on its services	% satisfied	92%	76%	89%
The quality of customer service that you receive when you contact the Council	% satisfied	98%	81%	90%
The street cleaning service	% satisfied	73%	72%	79%
The waste service overall	% satisfied	97%	90%	83%
Roads maintenance	% satisfied	31%	24%	35%
Grounds Maintenance and grass cutting in your local area	% satisfied	-	-	71%
Parks and open spaces	% satisfied	-	-	75%
Libraries	% satisfied	91%	97%	96%
Leisure and sports centres (delivered through West Dunbartonshire Leisure)	% satisfied	-	-	87%
Local community centres (delivered through West Dunbartonshire Leisure)	% satisfied	-	-	92%
The services you receive from West Dunbartonshire overall	% satisfied	98%	70%	89%
Community health and social care services	% satisfied	92%	90%	-
The Council's Licensing Service (which regulates local pubs, off-licences, taxis and so on)	% satisfied	97%	71%	-
Leisure Centres and community centres delivered through West Dunbartonshire Leisure	% satisfied	96%	92%	-

Selected Other Monthly or Recurring Questions

Question / Statement	Measure	2017	Jan to Jun 2018	Jul to Sep 2018
Roads Maintenance				
Aware of how to report a roads maintenance issue to West Dunbartonshire Council	% answering yes	-	-	49%
Aware that responsibility for maintenance of the A82 trunk road that goes through West Dunbartonshire lies with BEAR Scotland, under contract to Transport Scotland	% answering yes	-	-	22%
Satisfaction with experience when reporting a roads maintenance issue to West Dunbartonshire Council	% satisfied	-	-	81%
Contact with the Council				
Access to internet at home or elsewhere	% answering yes	-	-	88%
Have you ever used the Council's website?	% answering yes (amongst those with internet access)	-	-	65%
Overall, how satisfied or dissatisfied were you with the Council's website?	% satisfied	-	-	91%
Satisfaction with Council Tax Service, Council Contact Centre and Housing Benefit Team				
Satisfaction with Council Tax Service	% satisfied	98%	83%	91%
Satisfaction with Council Contact Centre	% satisfied	96%	92%	88%
Satisfaction with Housing Benefit Team	% satisfied	96%	90%	100%
Satisfaction with Education				
Satisfaction with Early Education and Childcare Centres / Nurseries	% satisfied	100%	100%	100%
Satisfaction with Primary Schools	% satisfied	100%	100%	96%
Satisfaction with Secondary Schools	% satisfied	99%	100%	96%
Satisfaction with Additional Support Needs Provision	% satisfied	97%	81%	100%