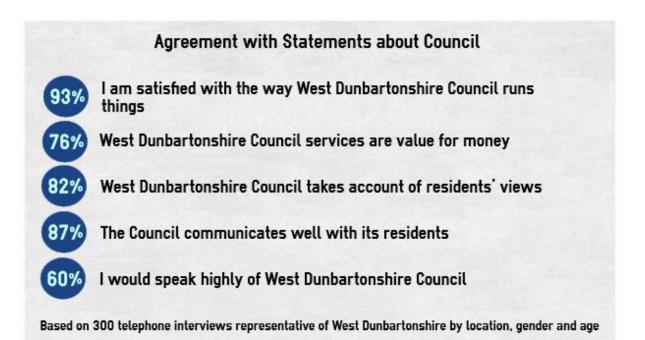




West Dunbartonshire Council Reputation Tracker - Oct-Dec





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



Theme	Question / Statement	Measure	Oct-Dec 2018
Local Community Centres	Which of these community centres have you used in the past 6 month or so?	% using a community centre in last 6 months	8%
Community Safety	Overall, how safe or unsafe would you say that your local area is as a place to live?	% safe	91%
Anti-Social Behaviour	To what extent would you say that anti-social behaviour is an issue in your local area?	% major issue	8%
Anti-Social Behaviour	How satisfied or dissatisfied were you with the service provided when you contacted the anti-social behaviour helpline? Only asked of those that have ever made contact with anti-social behaviour helpline.	% satisfied	70%
Anti-Social Behaviour	Overall, would you agree or disagree that the Council and the Police are dealing successfully with crime and anti-social behaviour in your local community?	% agreement	79%
Council Services	Satisfaction with Council Tax Service*	% satisfied	80%
Council Services	Satisfaction with Council Contact Centre*	% satisfied	50%
Council Services	Satisfaction with Housing Benefit Team*	% satisfied	66%
Education Services	Satisfaction with Early Education and Childcare Centres / Nurseries*	% satisfied	100%
Education Services	Satisfaction with Primary Schools*	% satisfied	95%
Education Services	Satisfaction with Secondary Schools*	% satisfied	89 %
Education Services	Satisfaction with Additional Support Needs Provision*	% satisfied	100%
*Only asked of those that have contacted or had any experience of in the last 6 months.			