



Reputation Tracker Survey

Quarterly Report

October to December 2019



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1.0 SURVEY OVERVIEW

- 1.1 Respondents were asked to say whether they agreed or disagreed with various statements relating to West Dunbartonshire Council. It should be noted that 'Don't Know' responses have been removed and so the base for each individual question is lower than the overall sample size of 300.
- 1.2 The first five questions are key satisfaction questions and are replicated consistently year on year. The five general statements measure the *Perception of the Council* and ask residents to express satisfaction, or otherwise. These results are shown in section two below.
- 1.3 Following on from this, respondents are asked to express their degree of satisfaction or dissatisfaction with a range of Council services and aspects of service delivery. The results for these areas are show in section three below and arranged by service areas. The trend is shown against the previous Quarter (July 2019 to Sep 2019).

2.0 OVERALL PERCEPTION OF COUNCIL AND SATISFACTION WITH SERVICES

- 2.1 The trend is shown against the previous Quarter (July 2019 to Sep 2019).

Trend



74%

I am satisfied with the way West Dunbartonshire Council runs things (base: 292)



65%

West Dunbartonshire Council services are value for money (base:280)



68%

West Dunbartonshire Council takes account of residents' views (base: 251)



62%

The Council communicates well with its residents (base: 268)



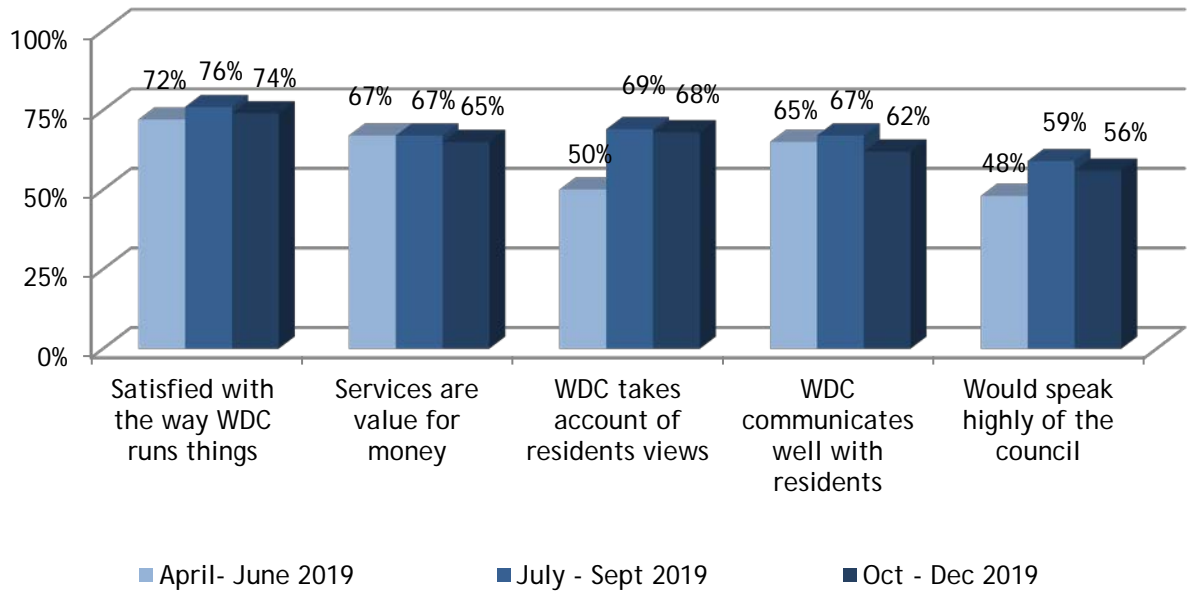
56%

I would speak highly of West Dunbartonshire Council (base: 287)

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

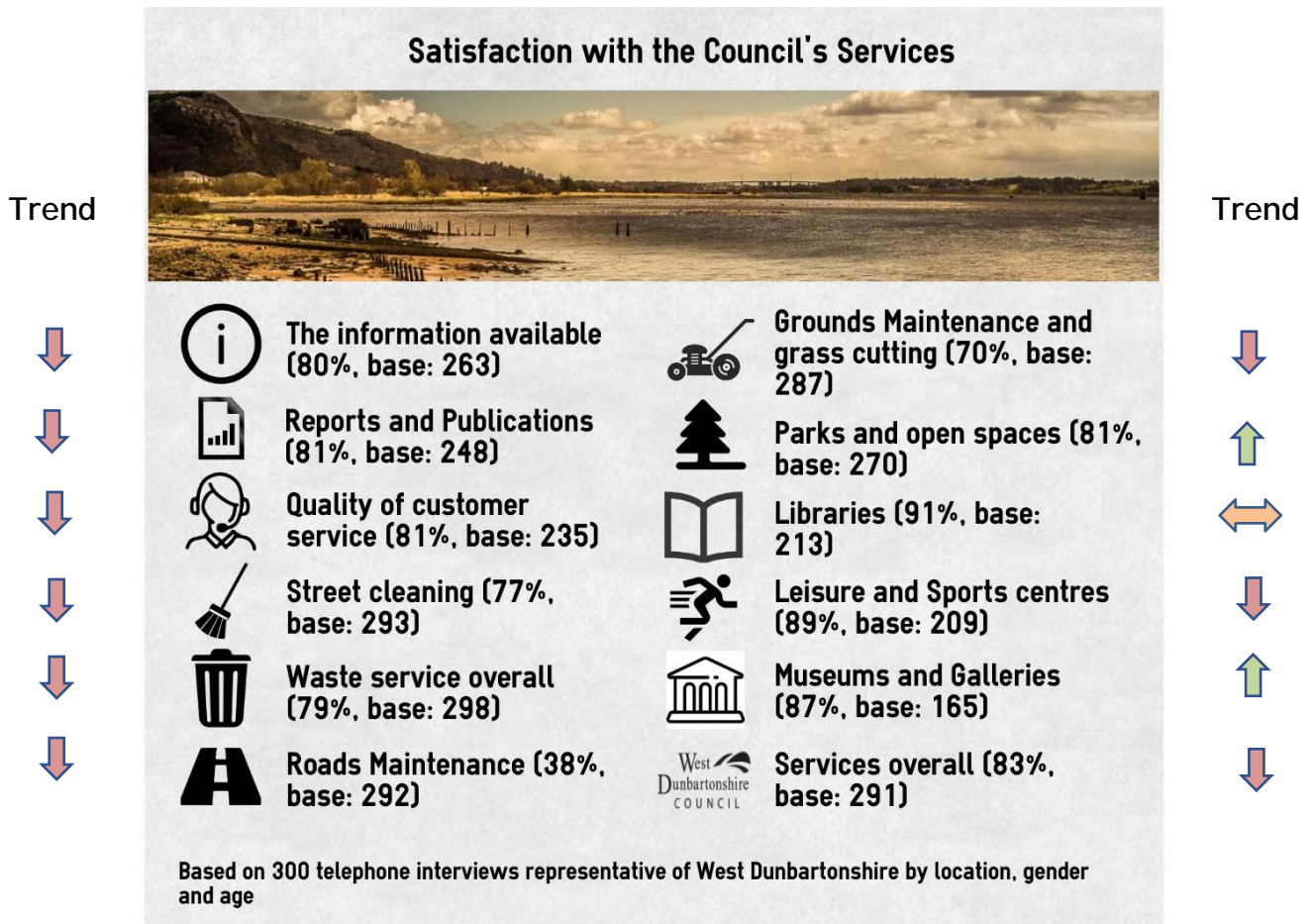
2.2 The graph below illustrates levels of agreement with statements for October to December 2019 and compares this to the previous 2 quarters (Q1 April-June 2019 & Q2 July-September 2019).

% levels of agreement compared to previous 2 quarters



3.0 SATISFACTION WITH SERVICES AND SERVICE DELIVERY

3.1 The information shown in the illustration below details the overall satisfaction level for each service and service delivery area from the survey, with the base included for illustrative purposes. Trend is shown against the previous quarter



COMMUNICATION, CULTURE COMMUNITIES AND FACILITIES

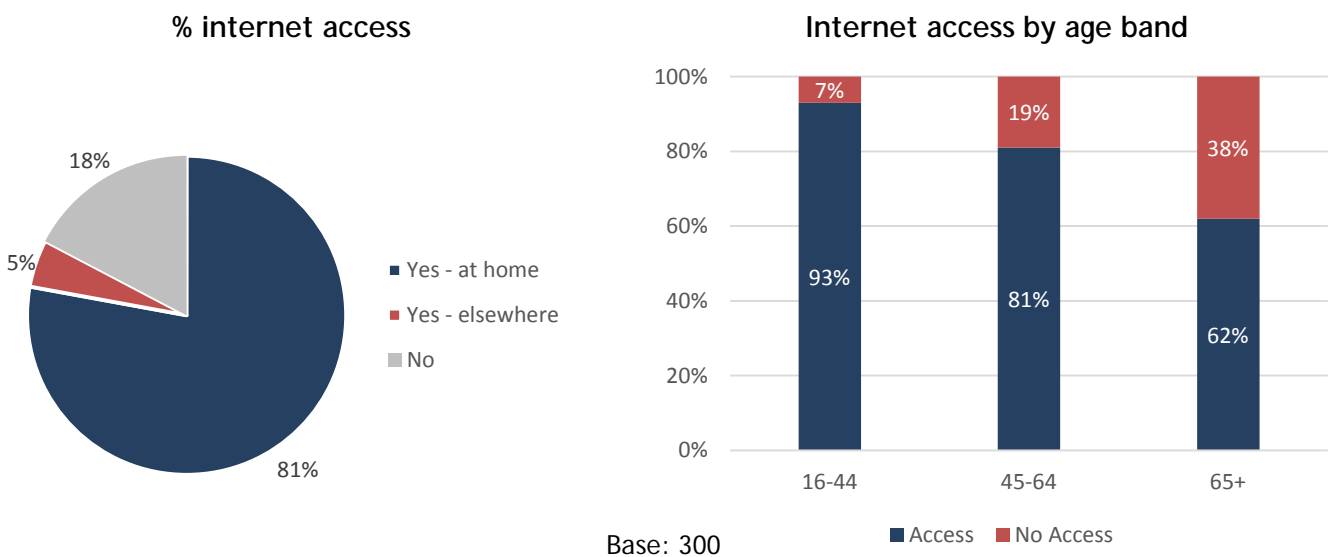
3.2 The table below details performance of communication, culture and communities and facilities services for October to December 2019 and compares to the 2 previous quarters.

% satisfaction levels compared to 2 previous quarters.

Communication, Culture and Community Services	Satisfaction 19/20		
	Q1	Q2	Q3
Information available on services (Q3 2019 base: 263)	91%	88%	80%
Libraries (Q3 2019 base: 213)	93%	91%	91%
Quality of customer service (Q3 2019 base: 235)	84%	84%	81%
Contact centre(by telephone) (Q3 2019 base: 49)	89%	82%	82%
Council Website (Q3 2019 base: 146)	91%	92%	89%
Reports & Publications (Q3 2019 base: 248)	93%	83%	81%
Museums & Galleries (Q3 2019 base 151)	96%	86%	87%
Services Overall (Q3 2019 base 278)	92%	88%	83%

3.3 More detailed questions were asked in relation to **Accessibility of the internet**, with 82% of respondents confirming they have access to the internet. The lowest levels of internet access are in the over 65 age band with only 62% of over 65 respondents having internet access.

Figure 3: Internet Access



3.4 The spotlight on **usage of the council’s website** shows 58% of residents have used the website, of those, 89% were satisfied with the website. This is a slight decline of 2% from the previous 12 months

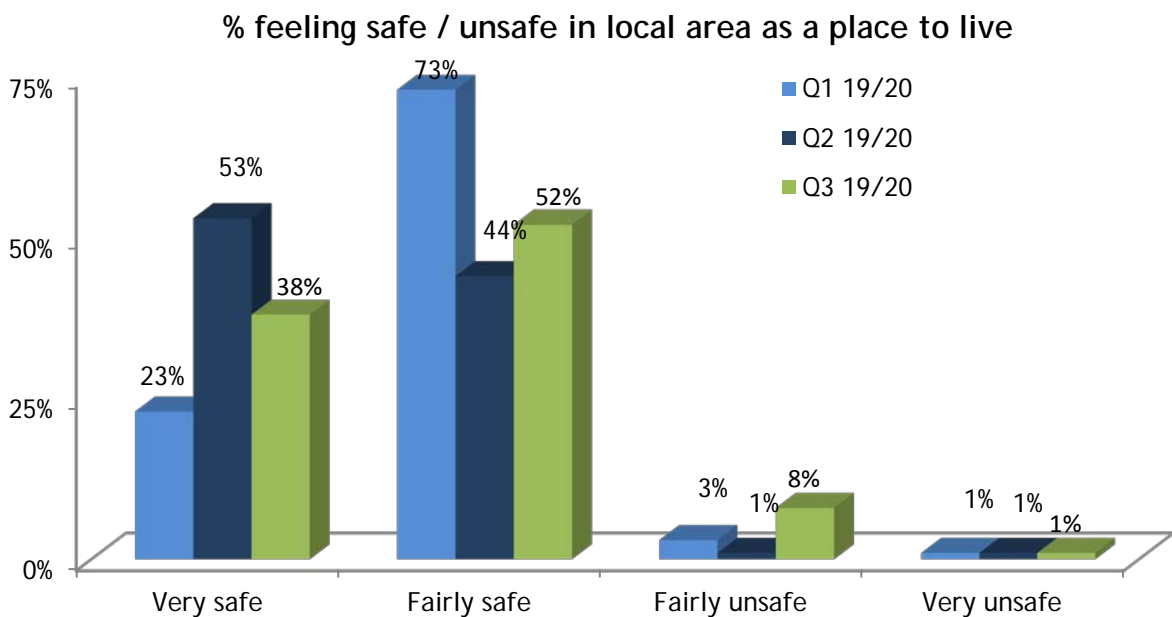
ENVIRONMENT AND NEIGHBOURHOOD

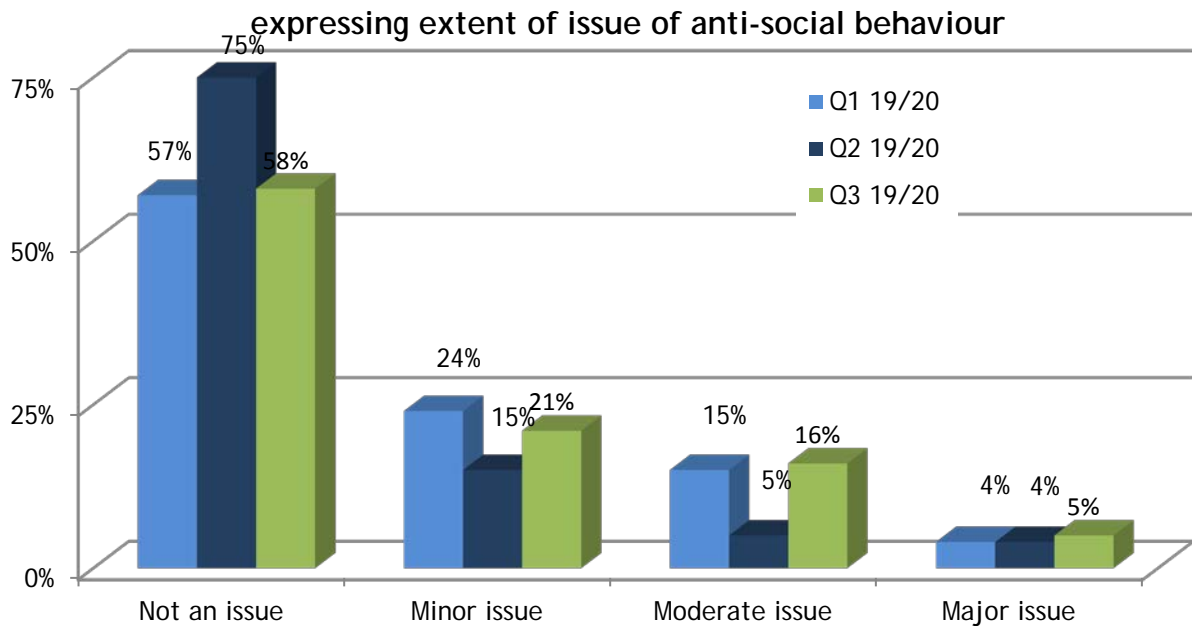
3.5 The table below details environment and neighbourhood services for October to December 2019 and compares this to the previous quarter.

Environment and Neighbourhood Services	Satisfaction 19/20		
	Q1	Q2	Q3
Street cleaning (Q3 2019 base: 293)	70%	88%	77%
Waste services (Q3 2019 base: 298)	81%	87%	79%
Roads Maintenance (Q3 2019 base: 292)	32%	63%	38%
Ground maintenance and grass cutting (Q3 2019 base: 287)	82%	74%	70%
Parks & open spaces (Q3 2019 base: 270)	85%	87%	81%
Leisure & sports centres (Q3 2019 base: 209)	87%	90%	89%

Housing And Employability

3.6 Additional question were added to the survey in October 2018, focused on community safety. The table below shows the results for October to December 2019 and compares this to the previous 2 quarters.





EDUCATION

3.7 Satisfaction with education services for October to December 2019 is shown in the table below, compared to the previous quarter. Only those respondents who have current or recent contact with education services are asked to give a view on the service to ensure the results are based on experience of the service.

Education Services	Satisfaction 19/20		
	Q1	Q2	Q3
Early Education and Childcare Centres / Nurseries (Q3 2019 base: 34)	97%	97%	94%
Primary Schools (Q3 2019 base: 70)	93%	99%	89%
Secondary Schools (Q3 2019 base: 44)	96%	89%	100%
Additional Support Needs Provision (Q3 2019 base: 5)	100%	100%	100%