



Reputation Tracker Survey

Quarterly Report

January to March 2020



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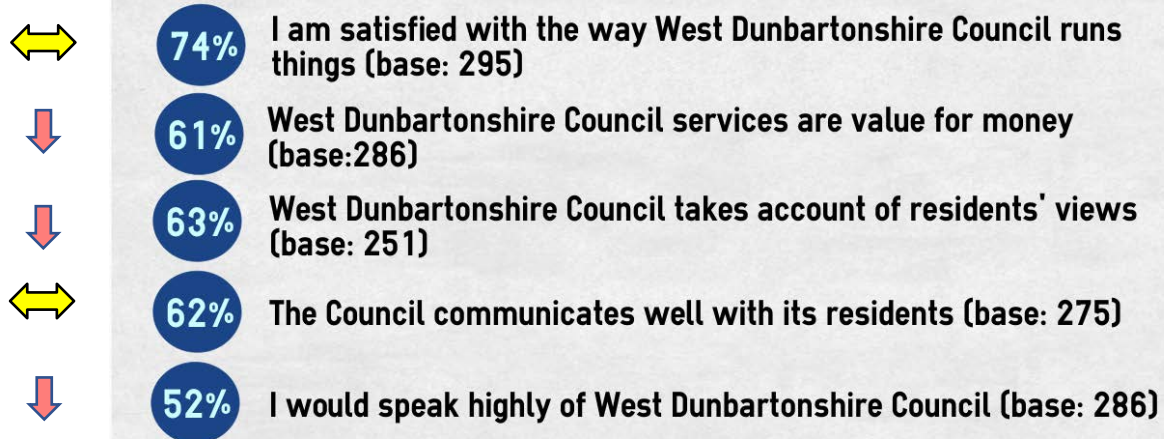
1.0 SURVEY OVERVIEW

- 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.

2.0 OVERALL PERCEPTION OF COUNCIL AND SATISFACTION WITH SERVICES

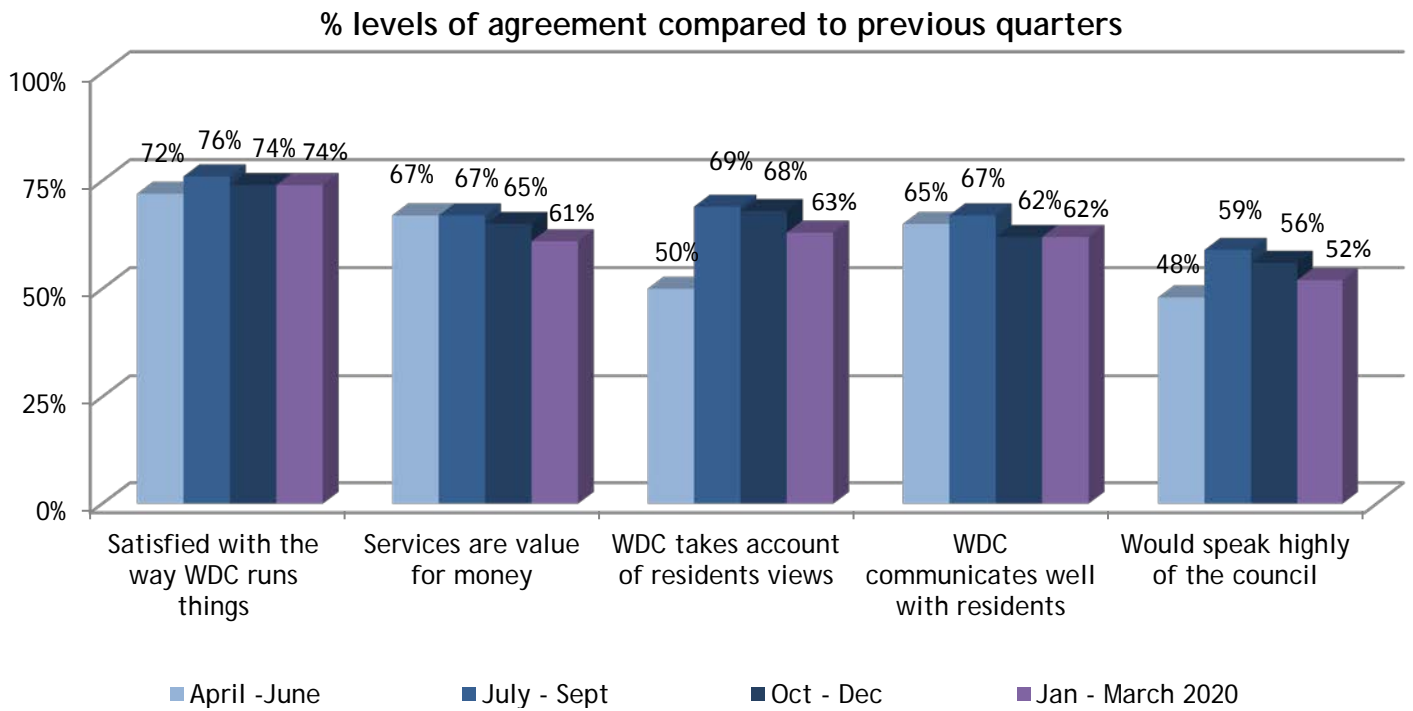
- 2.1 The trend is shown against the previous Quarter, Q3 (Oct to Dec 2019)

trend



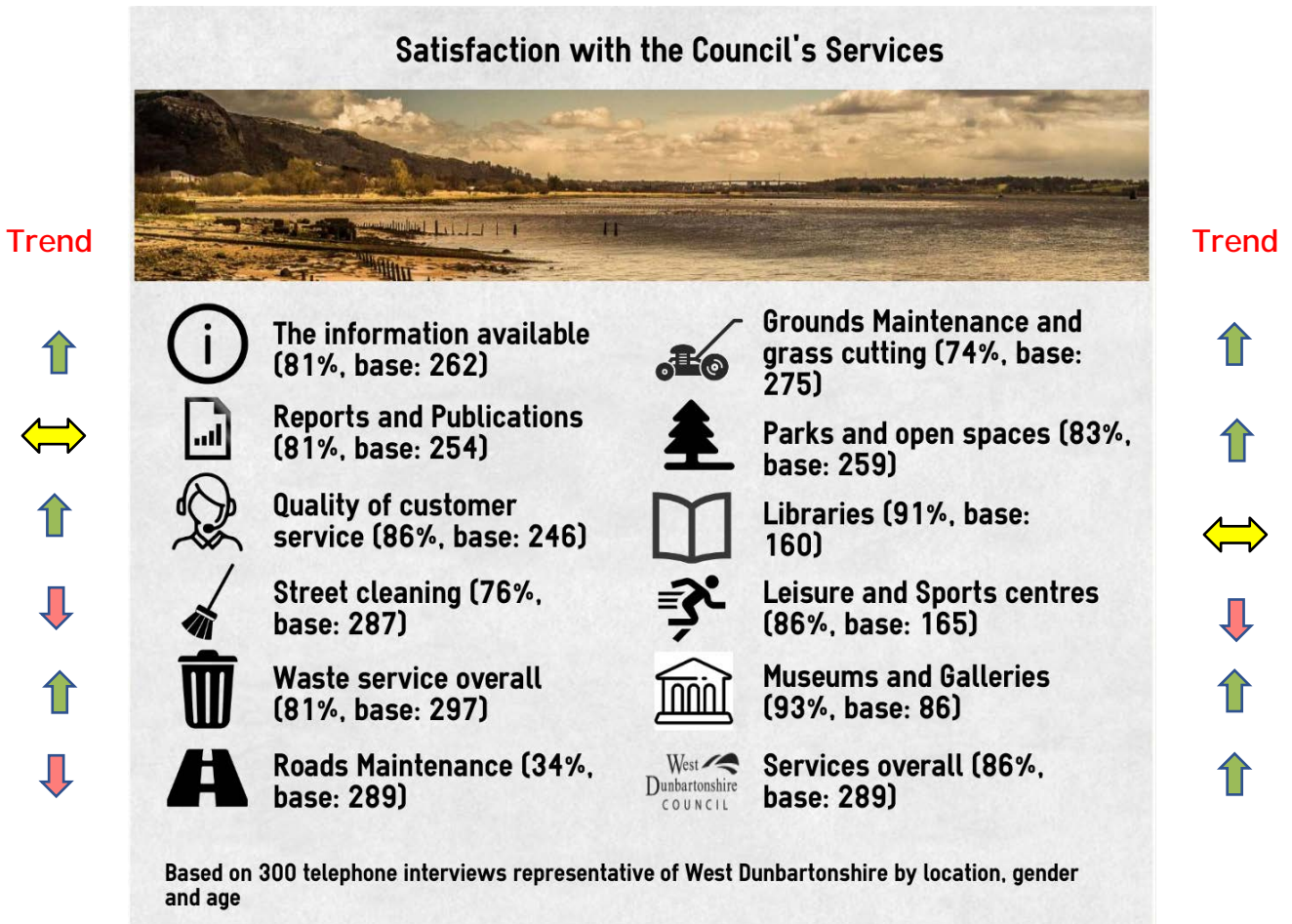
Based on 300 telephone interviews representative of West Dunbartonshire by location, gender and age

2.2 The graph below illustrates levels of agreement with statements for January to March 2020 and compares this to the previous 3 quarters (Q1 April-June 2019 , Q2 July-September 2019 & Q3 October - December 2019).



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

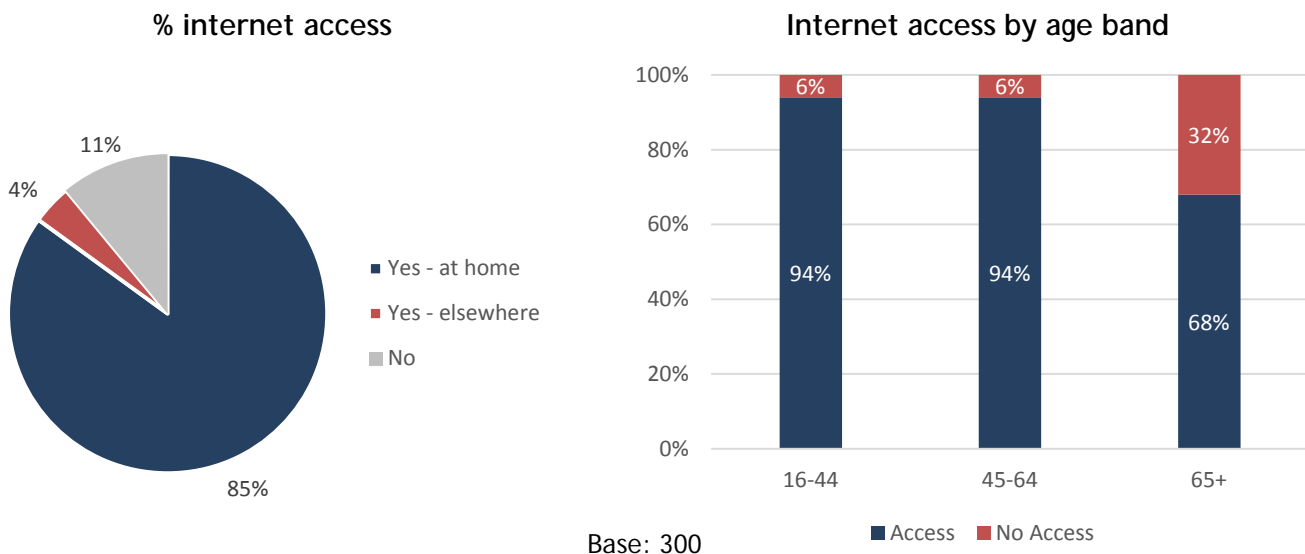
3.2 The table below details performance of communication, Culture and Communities and Facilities services for January to March 2020 (Q4) and compares this to the previous quarters and the previous year

% satisfaction levels compared to previous quarters

Communication, Culture and Community and Facilities Services	2019	Satisfaction 19/20			
	2019	Q1	Q2	Q3	Q4
Information available on services (Q4 base: 262)	84%	91%	88%	80%	91%
Libraries (Q4 base: 160)	92%	93%	91%	91%	93%
Quality of customer service (Q4 base: 246)	86%	84%	84%	81%	84%
Contact centre ¹ (Q4 base: 46)	87%	89%	82%	82%	89%
Council Website (Q4 base: 151)	90%	91%	92%	89%	91%
Reports & Publications (Q4 base: 254)	80%	93%	83%	81%	93%

3.3 More detailed questions were asked in relation to **Accessibility of the internet**, with 89% of respondents confirming they have access to the internet. The lowest levels of internet access are in the over 65 age band with only 68% of over 65 respondents having internet access.

Figure 3: Internet Access



¹ Figures refer to contact by telephone specifically.

3.4 The spotlight on **usage of the council’s website** shows 57% of residents have used the website, of those, 89% were satisfied with the website. This is the same satisfaction level as the previous quarter.

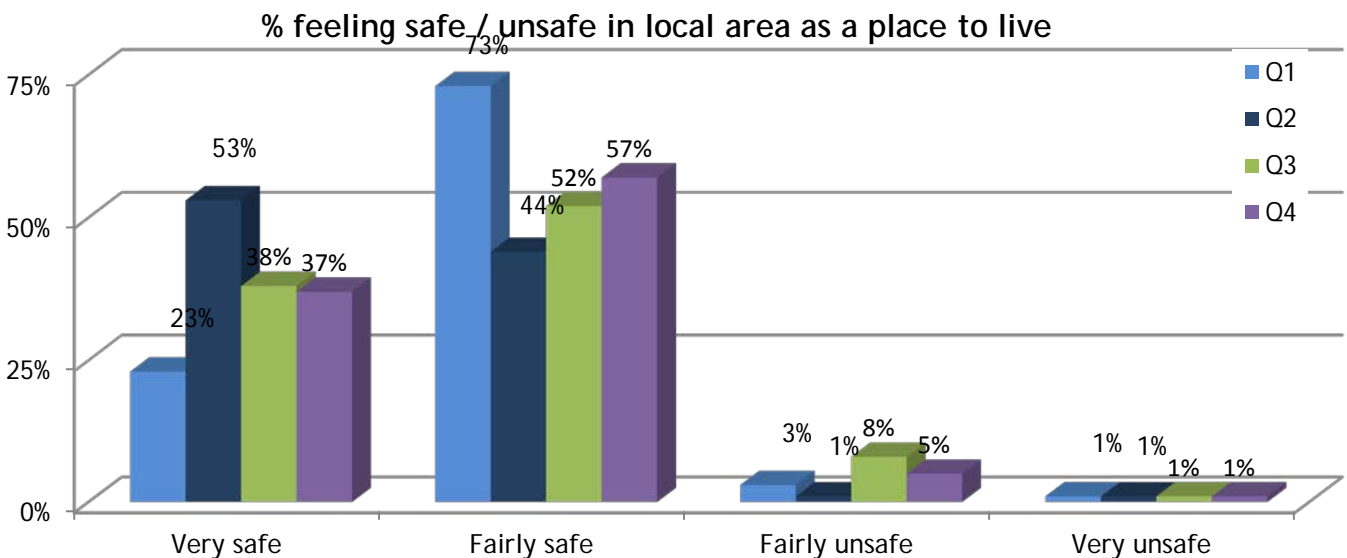
ENVIRONMENT AND NEIGHBOURHOOD

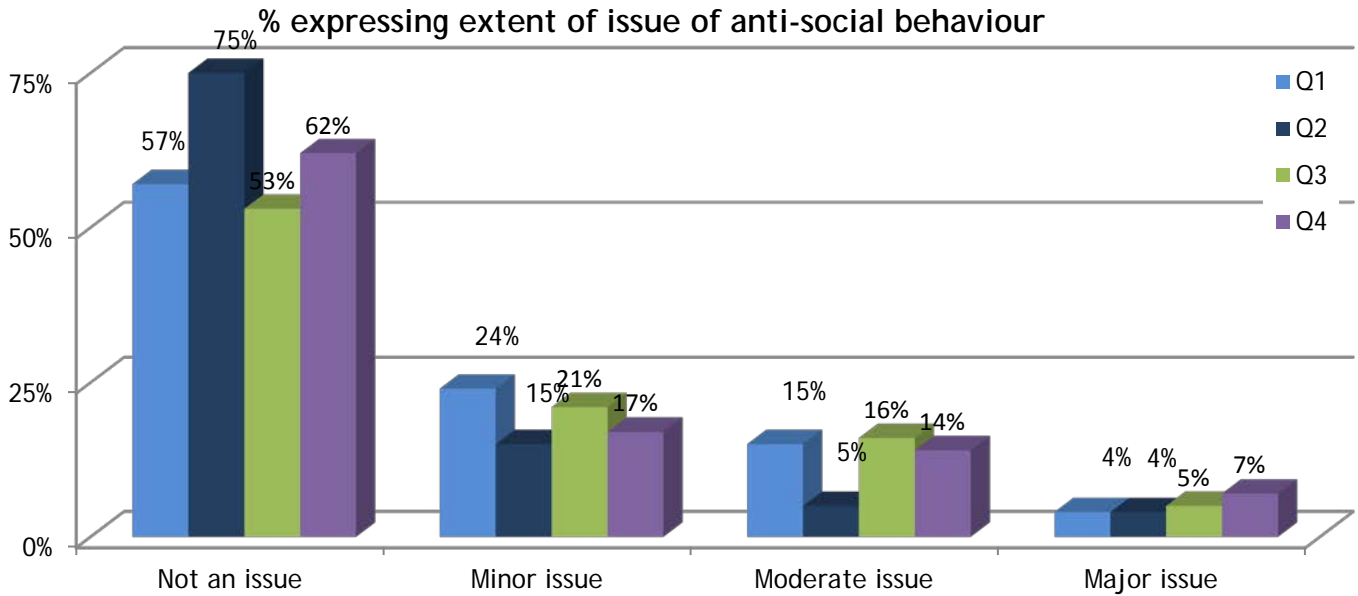
3.5 The table below details Environment and Neighbourhood services for January to March 2020 and compares this to the previous quarters.

Environment and Neighbourhood Services	Satisfaction 19/20			
	Q1	Q2	Q3	Q4
Street cleaning (Q4 base: 287)	70%	88%	77%	76%
Waste services (Q4 base: 297)	81%	87%	79%	81%
Roads Maintenance (Q4 base: 289)	32%	63%	38%	34%
Ground maintenance and grass cutting (Q4 base: 275)	82%	74%	70%	74%
Parks & open spaces (Q4 base: 259)	85%	87%	81%	83%
Leisure & sports centres (Q4 base: 165)	87%	90%	89%	86%

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 January to March 2020 and compares this to the previous quarters.





EDUCATION

3.7 Satisfaction with education services for January to March 2019 2019 is shown in the table below, compared to the previous quarters. 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	Q4
Early Education and Childcare Centres / Nurseries (Q4 base: 28)	97%	97%	94%	96%
Primary Schools (Q4 base: 59)	93%	99%	89%	88%
Secondary Schools (Q4 base: 43)	96%	89%	100%	80%
Additional Support Needs Provision (Q4 base: 7)	100%	100%	100%	100%