



West Dunbartonshire Citizens Panel

Spring 2020/21

Survey Report

Contents

	Page
Introduction & Background	3
Summary of Key Findings	4
Key Topics	
1. Satisfaction with Services	5
2. Contacting the Council	8
3. Our Community	10
Joining the Panel	11

Introduction & Background

West Dunbartonshire Citizens Panel provides a way for residents to give their views on the Council and its services. Some Council services have been adjusted over the last year to meet national compliance during the Covid-19 pandemic. This document presents the key findings from the March 2021 survey. The responses of our members inform service development and improvements to ensure we meet the needs of our residents now and in the future. The survey focused on:

- Satisfaction with Services.
- Contacting the Council
- Our Community

The Council Strategic Plan 2017-22 confirms our commitment to meaningful engagement with active, empowered and informed citizens who feel safe and engaged. This reflects the aspiration of the Council that service development and delivery is informed, influenced and led by the feedback and involvement of our citizens.

The Panel membership is broadly reflective of the population of West Dunbartonshire. We have recently welcomed a number of new members to the panel and continue to run a recruitment programme to attract additional members in order to build the strength of the Panel. This will increase representation across all post codes, age groups and gender. The information provided is very valuable in helping us understand how people are affected by the services we provide.

The response rate for the survey was 40% (310), the completion rate was 85%. The respondent's breakdown shows, 7% from G60, 42% from G81, 33% from G82, and 17% from G83.

The results for the Panel as a whole have sampling errors limited to only $\pm 2.4\%$. This means, for example, that if 50% of Panel members say they are satisfied with their local area as a place to live, the actual figure will be in a narrow range, from only 47.6% to 52.6%.

Summary of Key Findings

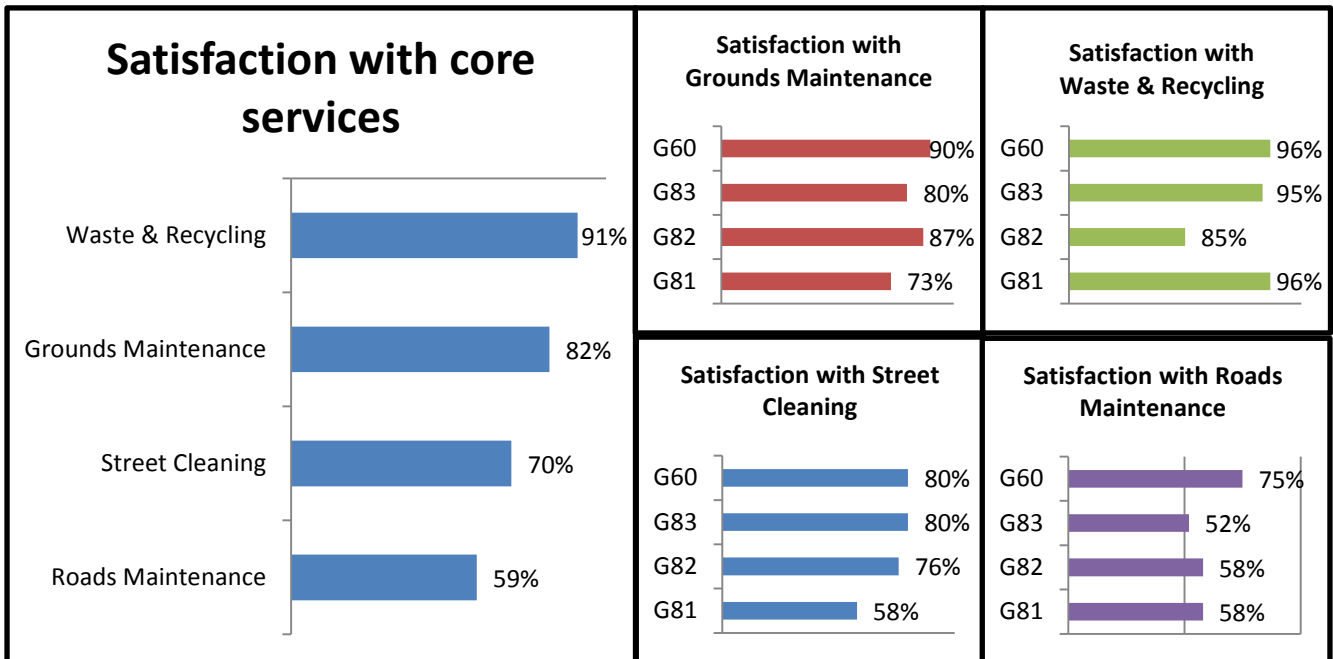
- The highest satisfaction rating for the core day to day services was Waste & Recycling, (91%) with small variations in each of the Council areas;
- For the core day to day services Roads Maintenance had the lowest satisfaction rating (59%) across all areas with G83 being the lowest (52%);
- The highest rated score for a service is 96% for Library Services. Helpfulness of staff was one of the highest rated aspects in the service.
- The highest rated aspect when panel members contact the Council was the professionalism of the staff (83%).
- 34% of respondents stated they had heard of the Community Empowerment (Scotland) Act 2015. This has increased from 24% recorded in 2018; and
- 72% of respondents were aware of the Councils End Period Poverty campaign.

The following table summarises the key aspects of the services and the areas for improvement.

<u>Service</u>	<u>Best Aspect</u>	<u>Area for Improvement</u>
Street Cleaning	Keeping the streets free from litter	Keeping the streets free from dog fouling
Grounds & grass cutting	Clean and tidy appearance of parks & gardens	Accessibility and suitability of parks and play areas.
Waste & Recycling	Awareness of recycling process	Special uplift service
Roads Maintenance	Winter gritting programme for roads and pavements	Condition of roads
Libraries	Helpfulness of staff	Suitability of selection of services for different ages and abilities
Council Tax	Providing the information needed	Explanation of a decision made
Housing Benefit	Professionalism of staff	Returning your calls
Citizens Services - Telephone	Professionalism of staff	Being able to contact the relevant person who can resolve your query on first contact
Website “contact us”	Ease of filling out the enquiry form	Receiving the information needed

1. Satisfaction with Services

The survey asked for panel members to provide views on their satisfaction with a range of every day services and the key aspects of the services provided by the Council and used by residents, businesses and visitors. Don't know answers have been excluded. Of the four core services, waste and recycling had the highest satisfaction level at 91% with roads maintenance the lowest at 59%. This is broadly consistent over each of the Council areas with the exception of G82 where grounds maintenance & grass cutting has a marginally higher satisfaction level than waste and recycling.



1.1 Street Cleaning

The overall satisfaction score for street cleaning services was 69%. The highest rated aspect of the service were, keeping the streets free of litter (75%). The lowest rated aspect of the service with 52% was keeping the streets free from dog fouling.

Respondents in G60 showed the highest level of satisfaction (80%) and G81 showed the lowest level of satisfaction (58%).

Members who expressed dissatisfaction were asked to make additional comments; 46 were made. The main items mentioned were, dog fouling, the need for additional litter/ dog poo bins and fly tipping.

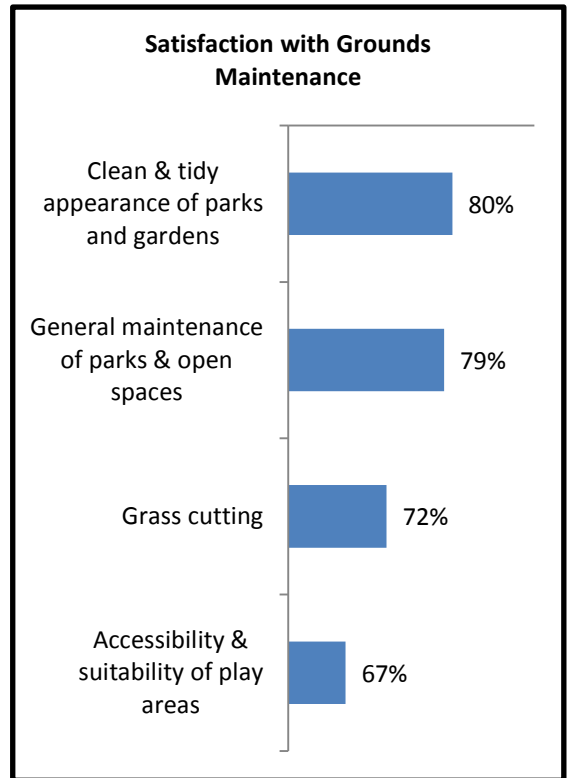


1.2 Grounds Maintenance & Grass Cutting

The overall satisfaction score for grounds maintenance & grass cutting services was 80%. The highest rated aspect of the service were clean and tidy appearance of parks and gardens, (80%). Accessibility and suitability of play areas, (67%) was the lowest rated aspect of the service.

Over the Council areas G60 showed the highest level of satisfaction (90%) and G81 showed the lowest level of satisfaction (73%).

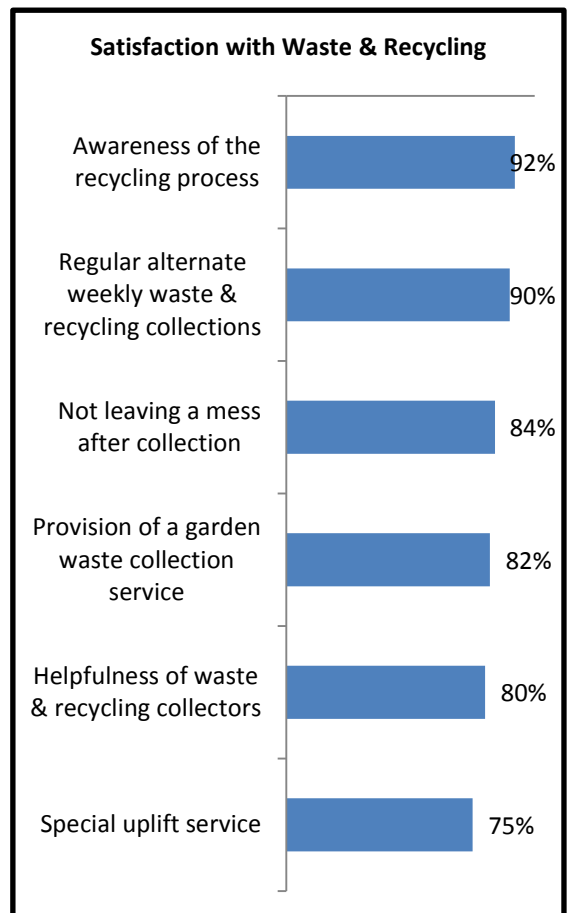
Members made 74 additional comments. The main items of dissatisfaction included; frequency of grass cutting, including grass cutting's being left; poor maintenance of parks and the lack of flowers in common areas.



1.3 Waste & Recycling

The overall satisfaction score for waste and recycling services was the highest of the core services at 91%. The highest rated aspects of the service were awareness of the recycling process (92%) and the regular alternate weekly waste and recycling collections (90%). Of the 36% of members who have used the special uplift service the satisfaction level was 75% making it the lowest rated aspect of the service. Overall satisfaction was balanced in most areas, G81 and G60 showed the highest level of satisfaction at 96%.

Members who expressing dissatisfaction were asked to make additional comments; 58 were made. The key items mentioned were, mess was left by the collectors, more frequent uplifts needed particularly at certain times of the year and additional information on recycling would be useful. In addition there was a view that the special uplift collection takes too long and the cost is too high which can encourage fly tipping.

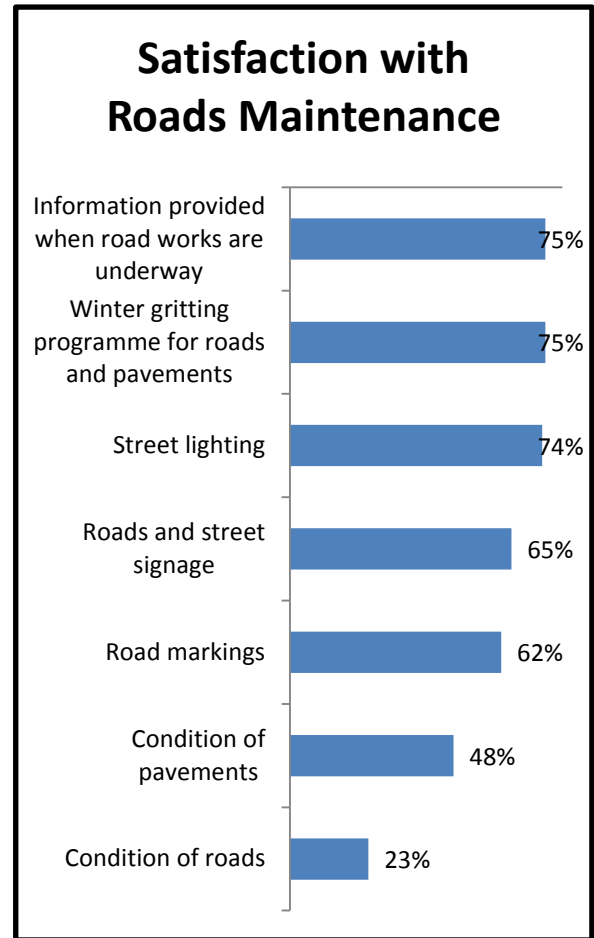


1.4 Roads Maintenance

Overall 59% of Panel members were satisfied with Roads maintenance services. The highest rated aspects of the service included the winter gritting programme and information provided when roadworks are underway both (75%). The condition of the roads was the lowest rated aspect with only 23% satisfaction. Of the Council areas G60 showed the highest satisfaction rate at 75% and G83 showed the lowest satisfaction rate at 52%.

Some key aspect noted in the 192 additional comments include the following:

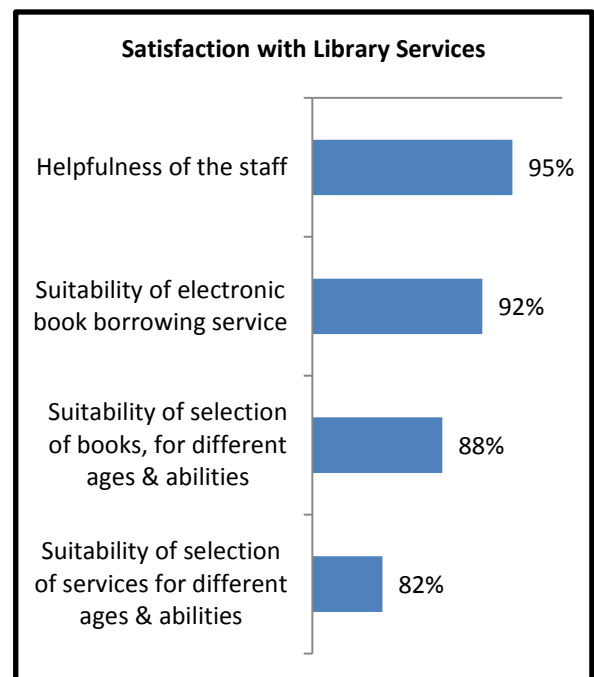
- High number of pot holes and general poor maintenance of roads..
- Road markings are faded and poor.
- Street lighting is not bright enough.
- Lack of adequate road and street signs.
- Pavements are uneven.
- Gritting on residential streets is not adequate.



1.5 Library Services

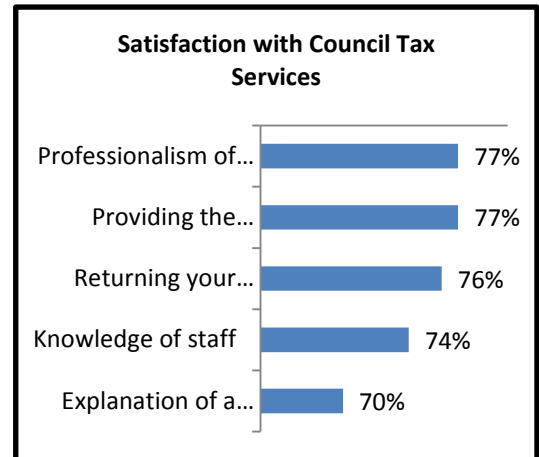
The adjusted library services includes click and collect service and housebound service, 10% of Citizens Panel members had used these services in the last 12 months. Overall 96% stated that they were satisfied with the service. All of the aspects of the service gained high satisfaction levels. The lowest aspect of the service was suitability of selection of services for different ages and abilities (82%).

There were a small number of comments provided, the main ones being that the selection of books including audio and e-books could be better.



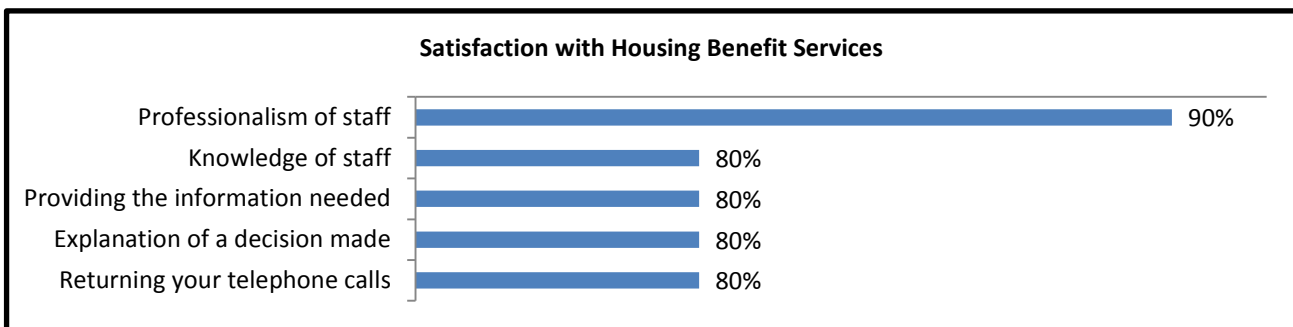
1.6 Council Tax Services

Panel members were asked to rate their satisfaction level with the Council Tax service. Only 12% of members had used the service in the last 12 months. Overall 80% were satisfied with the service. The highest rated aspects of the service included providing the information needed and professionalism of staff both 77%. The aspects of the service with the lowest satisfaction rating was explanation of a decision made (70%).



1.7 Housing Benefit

Of the respondents Only 4% of members had used the Housing Benefit service in the last 12 months. Professionalism of staff was the aspect with the highest satisfaction rate (90%). All other aspects of the service showed the same satisfaction levels.



2. Contacting The Council

Panel member were asked if they had contacted the Councils citizen services in the last 12 months.

2.1 Contact Centre - by telephone

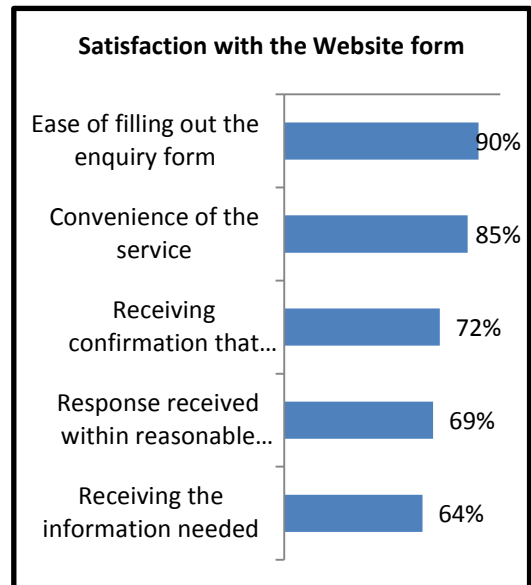
27% of total respondents had contacted the the Contact Centre by telephone in the last 12 months. 73% were satisfied with the overall service. The highest rated aspects of the service was the professionalism of staff 83%. The lowest rated aspect of the service was being able to contact the relevant person who can resolve your query on first contact (61%). Respondents stated that they were dissatisfied due to long wait time not getting the issue/ enquiry resolved quickly enough.



2.2 Website – “Contact Us” enquiry form

Panel members were asked to rate their satisfaction with the “contact us” form which is available on the Council website. 25% of all respondents had used the enquiry form in the last 12 months. Overall 69% were satisfied with the service. The highest rated aspects of the service was ease of filling out the form (90%). The lowest rated aspect of the service was receiving the information needed (64%).

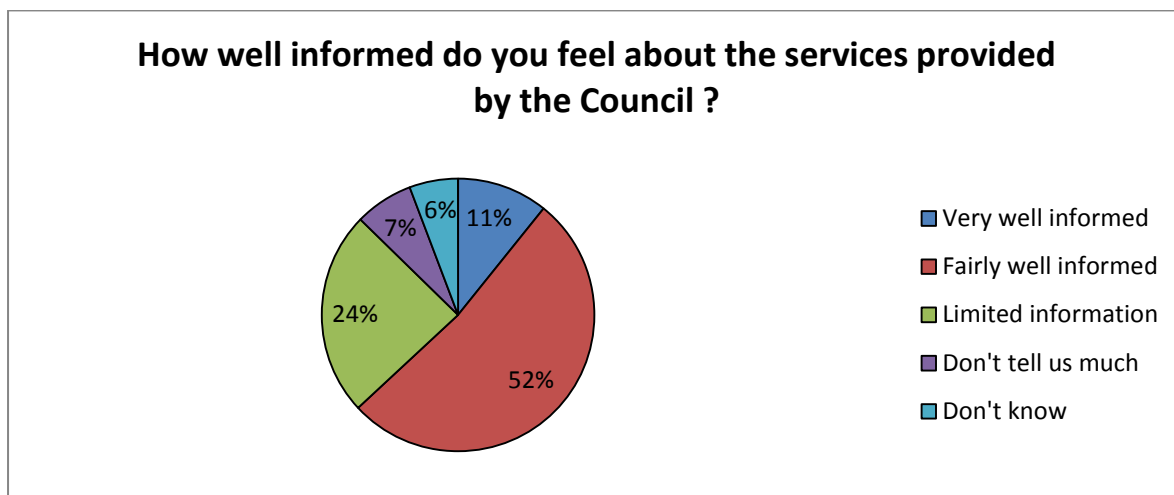
Respondents stated that they were dissatisfied due to not receiving a response at all, the time taken to receive a response and when a response was received, they were inadequate.



2.3 Summary

Members were asked how well informed they felt about the services provided by the Council, over half 63% of members felt very or fairly well informed.

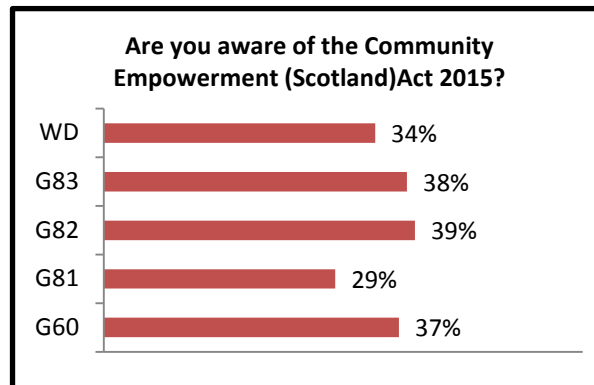
We also asked members if you have a question about a service in West Dunbartonshire where are you most likely to go for an answer, the majority, 79%, stated they would use the Council's Website.



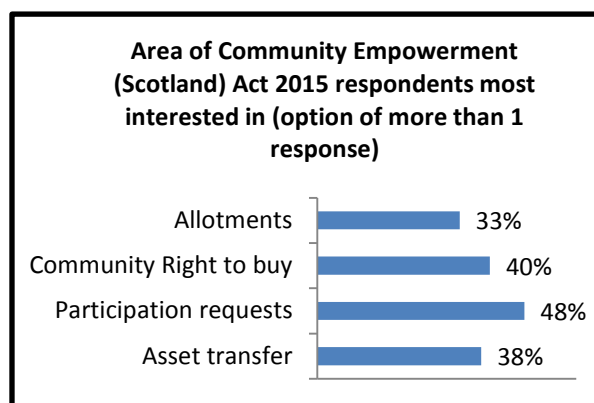
3. Participating in Your Community

3.1 Community Empowerment

When asked about awareness of the Community Empowerment (Scotland) Act 2015 the majority of respondents stated they were not aware. However awareness levels have increased in all geographical areas since 2018 with overall awareness increased from 24% to 34%. A geographical breakdown of this is provided.



Respondents were also asked which specific elements of the Act they would be most interested in finding out about. The main area of interest was participation requests, although all areas were of interest to at least a third of respondents.

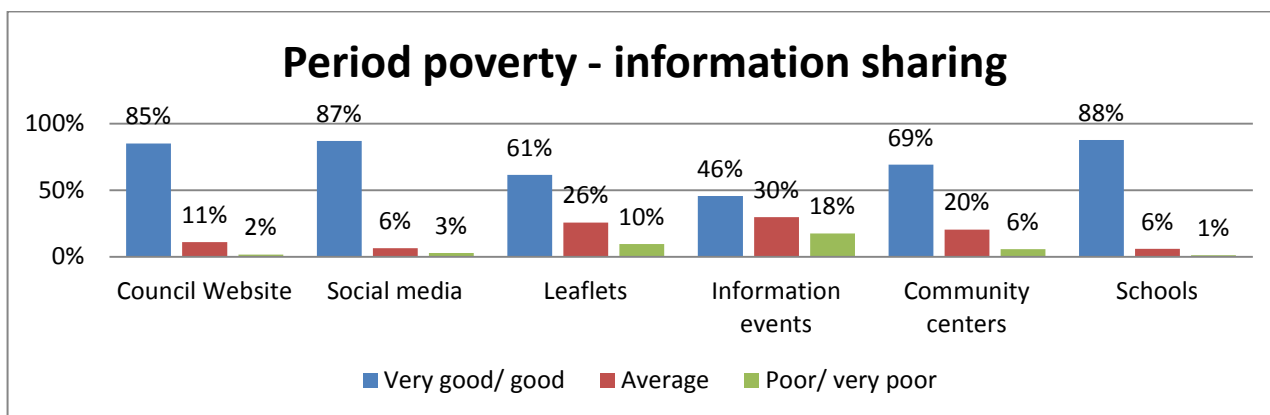


When asked do you think communities need more information on the act, 70% of respondents agreed. 66% of respondents think the best way to share information is on the Councils Website. 59% are supportive of a social media campaign, 51% consider leaflets are a good way and 36% are supportive of information events.

3.2 End Period Poverty

When asked about awareness of the Period Poverty initiatives in the Council the majority of respondents (72%) stated they were aware. When asked do you or members of your family know where or how to access free period products in your area, of the 51% who considered this applicable to them, less than half (44%) answered yes.

When asked where is the best place to share information on this initiative. Respondents think the best way to share information is in schools (88%) social media (87%) and Council website (85%).



Joining the Panel

We are always keen to welcome new members to West Dunbartonshire's Citizen Panel.

If you or someone you know would like to become a member, you can do so by filling out our electronic form;

[Citizens Panel Registration](#)

Alternatively contact us at;

CitizensPanel@west-dunbarton.gov.uk

Further information can be found on our Council [Web Page](#)