



Reputation Tracker Survey

Quarterly Report

July to September 2021



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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.

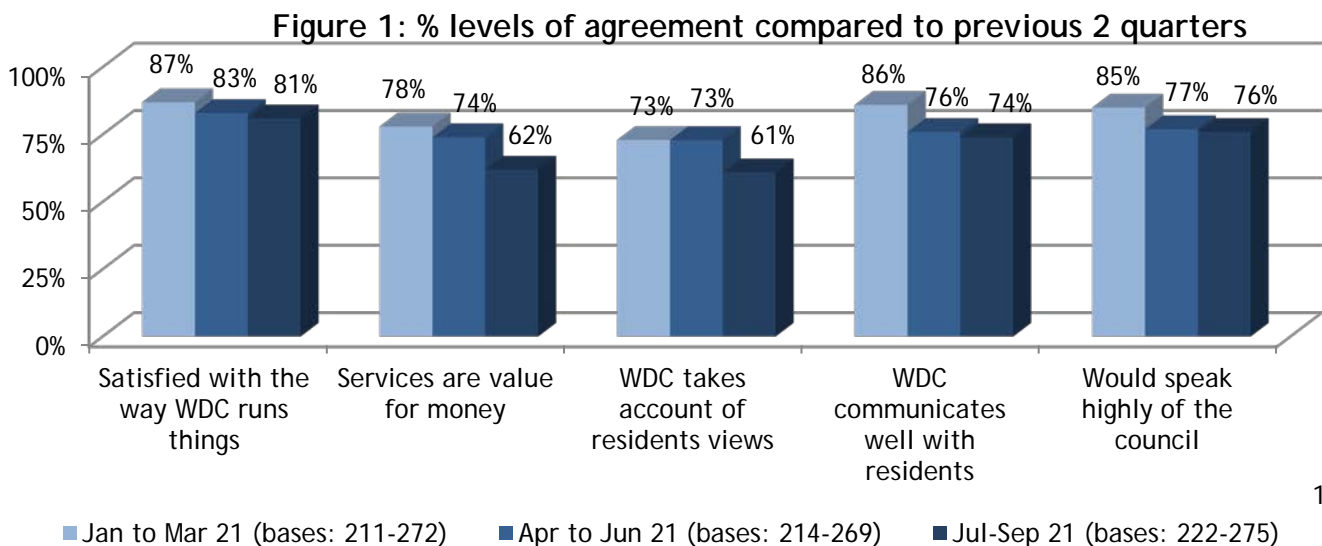
2.0 OVERALL PERCEPTION OF COUNCIL AND SATISFACTION WITH SERVICES

2.1 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. 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 are shown below. The trend is shown against the previous quarter (April to June 2021).

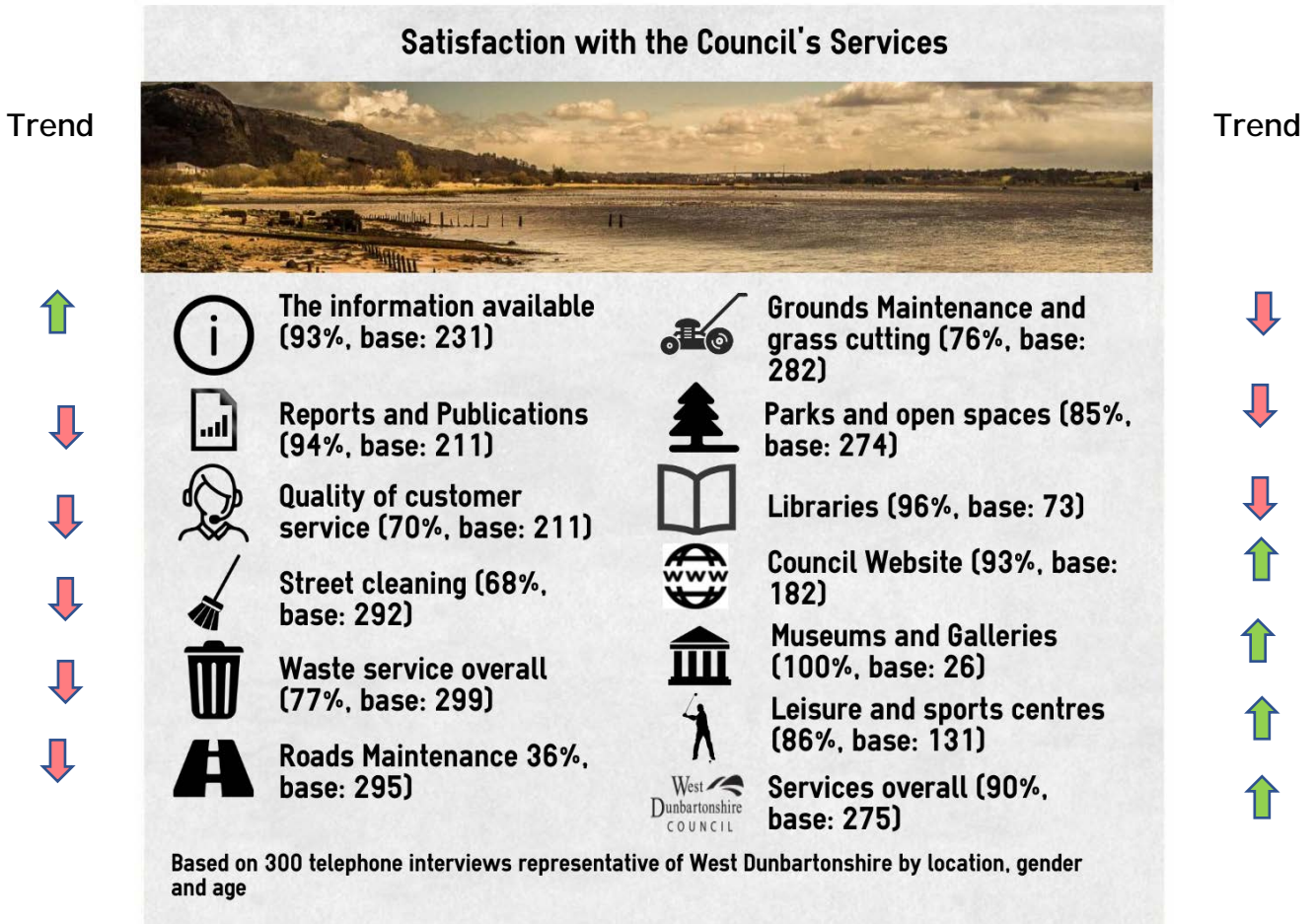
Trend



2.2 Figure 1 illustrates levels of agreement with the previous 2 quarters.



2.3 Where a respondent expressed disagreement with the statements relating to West Dunbartonshire Council, they are asked for any particular reasons for this. For the two statements with the lowest satisfaction level, **WDC takes account of residents views** the main reasons were, not listening to residents, not providing direct information, not responding to resident requests and lack of communication. and **Services are value for money** the main reasons were, council tax is too high, along with a reduction in services.



3.0 CITIZEN, CULTURE AND FACILITIES

3.1 Figure 2 details Citizen Culture and Facilities services for July to September 2021 and compares this to April to June 2021.

Figure 2: % satisfaction levels compared to previous quarter

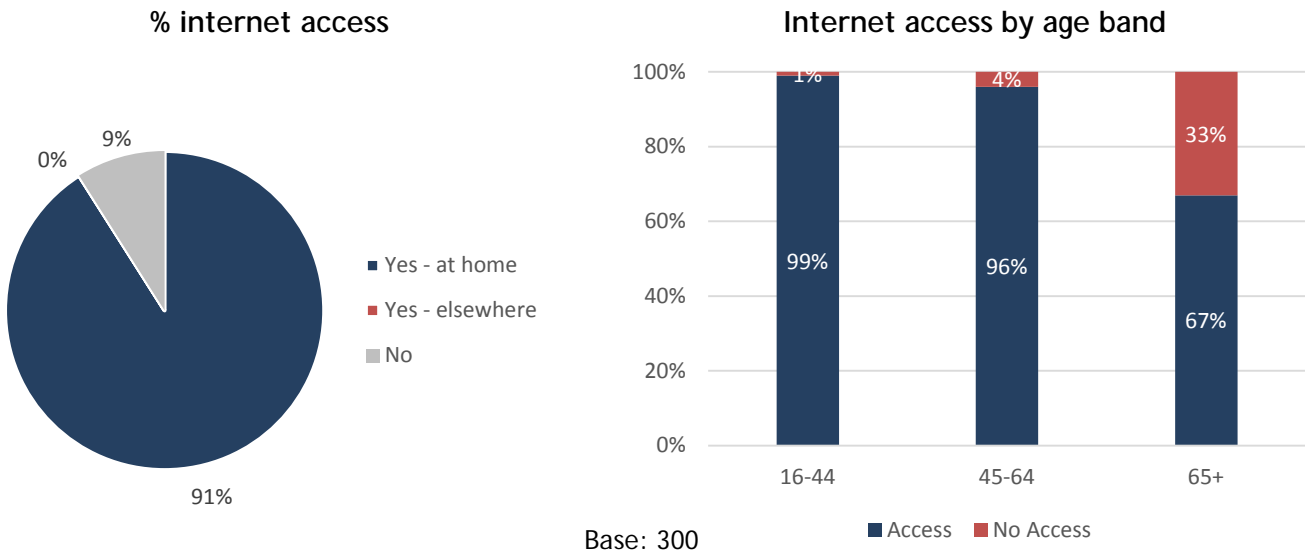
Citizen Culture and Facilities	Satisfaction		
	Apr-Jun 2021	Jul-Sep 2021	% Change
Information available on services (Apr to Jun 2021 base: 218, Jul to Sep 2021 base: 231)	89%	93%	+4%
Libraries (Apr to Jun 2021 base: 57, Jul to Sep 2021 base: 73)	99%	96%	-3%
Quality of customer service (Apr to Jun 2021 base: 212, Jul to Sep 2021 base: 211)	83%	70%	-13%
Contact Centre (Apr to Jun 2021 base: 70, Jul to Sep 2021 base: 86)	67%	77%	+10%
Council Website (Apr to Jun 2021 base: 174, Jul to Sep 2021 base: 182)	88%	93%	+5%
Reports & Publications (Apr to Jun 2021 base: 205, Jul to Sep 2021 base: 211)	95%	94%	-1%

3.2 Where a respondent expressed dissatisfaction with a service area, they are asked for any particular reasons for this. The breakdown of 63 comments received for **Quality of customer service** were mainly being unable to get the right person, lack of response and delay in resolving an issue. For **Contact centre** which has improved, 19 comments were received the main reasons being long wait times issue not resolved and poor service.

INTERNET ACCESS AND USAGE OF COUNCIL WEBSITE

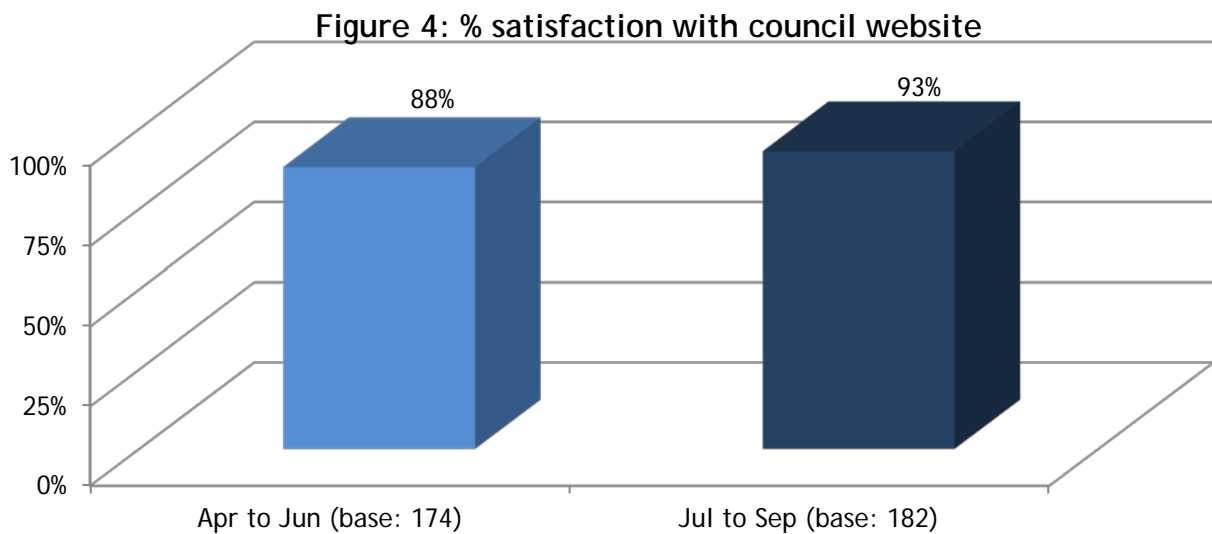
3.3 More detailed questions were asked in relation to **Accessibility of the internet**, with 91% of respondents confirming they have access to the internet. The lowest levels of internet access are in the over 65 age band with 67% of over 65 respondents having internet access.

Figure 3: Internet Access



3.4 The spotlight on **usage of the council’s website** shows 66% of residents have used the website, of those, 93% were satisfied with the website. This is an increase of 5% from the previous quarter.

3.5 Satisfaction with the Council website is shown in Figure 4.



4.0 ROADS AND NEIGHBOURHOOD

4.1 Figure 5 details Roads and Neighbourhood services for July to September 2021 and compares this to April to June 2021.

Figure 5: % satisfaction levels compared to previous quarter

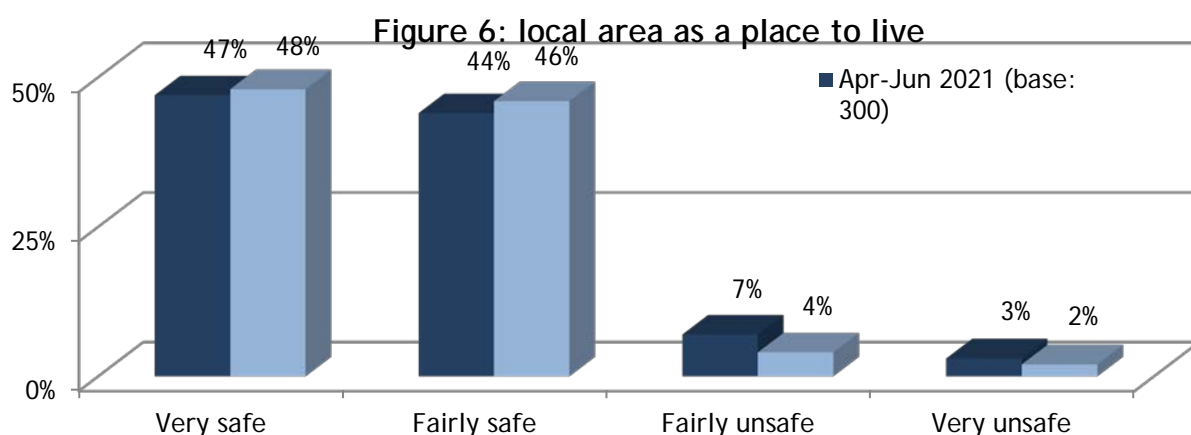
Roads and Neighbourhood	Satisfaction		
	Apr-Jun 2021	Jul-Sep 2021	% Change
Street cleaning (Apr to Jun 2021 base: 288, Jul to Sep 2021 base: 292)	77%	68%	-9%
Waste services (Apr to Jun 2021 base: 296, Jul to Sep 2021 base: 299)	82%	77%	-5%
Roads Maintenance (Apr to Jun 2021 base: 282, Jul to Sep 2021 base: 295)	41%	36%	-5%
Ground maintenance and grass cutting (Apr to Jun 2021 base: 280, Jul to Sep 2021 base: 282)	84%	76%	-8%
Parks & open spaces (Apr to Jun 2021 base: 267, Jul to Sep 2021 base: 274)	90%	85%	-5%

4.2 Were a respondent expressed dissatisfaction with a service area, they are asked for any particular reasons for this. The breakdown of the 187 comments received for **Roads maintenance** the majority said the main reason was potholes, lack of attention to potholes that are longstanding, and poor maintenance of the roads. Of those who expressed dissatisfaction for **Street cleaning** the breakdown of the 92 comments were mainly due to a lack of street cleaning, and dog mess on the streets. For **Ground maintenance and grass cutting** of the breakdown of 69 comments, the main reasons being, not done often enough.

5.0 COMMUNITIES

COMMUNITY SAFETY

5.1 Figure 6 illustrates respondents' perception of how safe or unsafe they find their local area as a place to live for July to September 2021 and compares this to the figures for April to June 2021.

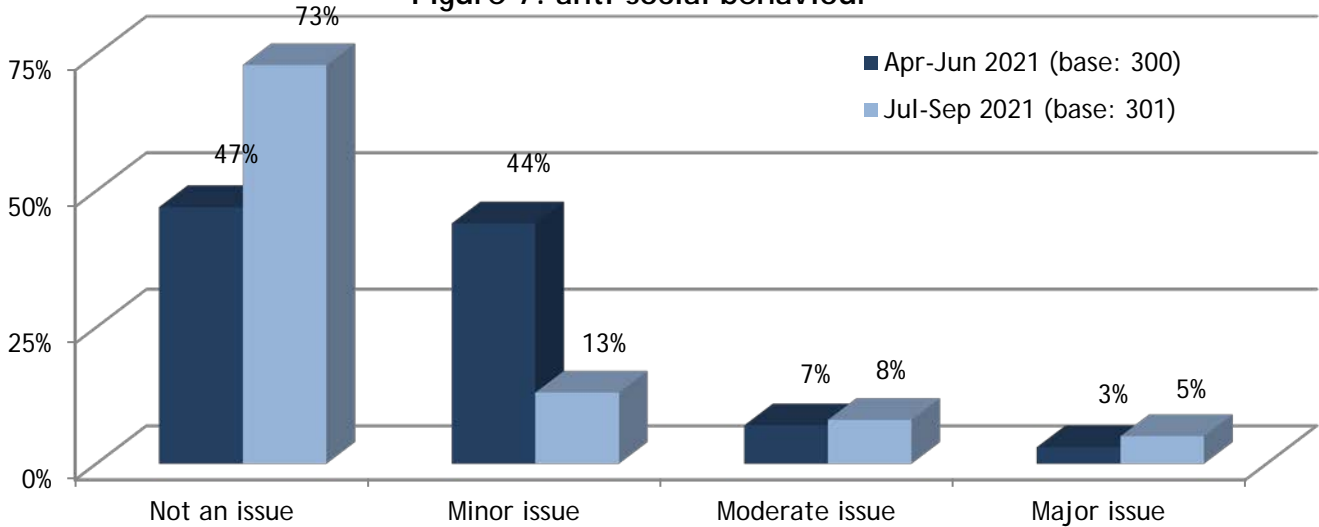


5.2. Where a respondent expressed that their area was unsafe, they are asked for any particular reasons for this. The breakdown of 17 comments received were mainly about youths congregating and concerns about drug and alcohol misuse generally

ANTI-SOCIAL BEHAVIOUR

5.3 Figure 7 illustrates the extent to which respondents perceive anti-social behaviour is an issue in their local area for July to September 2021 and compares this to the figures for April to June 2021.

Figure 7: anti-social behaviour



5.4 Where a respondent expressed that there was a moderate or major issue in their area, they are asked for any particular reasons for this. The breakdowns of 96 comments received were mainly about large groups of youths hanging around, and drug and alcohol related issues.

6.0 EDUCATION

6.1 Figure 8 details education services for July to September 2021 and compares this to April to June 2021.

Figure 8: % satisfaction levels compared to previous Quarter

Education Services	Satisfaction		
	Apr-Jun 21	Jul-Sep 21	% Change
Early Education and Childcare Centres / Nurseries (Apr to Jun 2021 base: 37, Jul to Sep 2021 base: 42)	98%	97%	-1%
Primary Schools (Apr to Jun 2021 base: 72, Jul to Sep 2021 base: 87)	92%	96%	+4%
Secondary Schools (Apr to Jun 2021 base: 48, Jul to Sep 2021 base: 72)	90%	80%	-10%
Additional Support Needs Provision (Apr to Jun 2021 base: 17, Jul to Sep 2021 base: 16)	83%	69%	-14%

6.2 Where a respondent expressed dissatisfaction with a service area, they are asked for any particular reasons for this. The breakdowns of 22 comments received were mainly about better support for pupils.