



## Reputation Tracker Survey

### Quarterly Report

October to December 2021



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## 1.0 SURVEY OVERVIEW

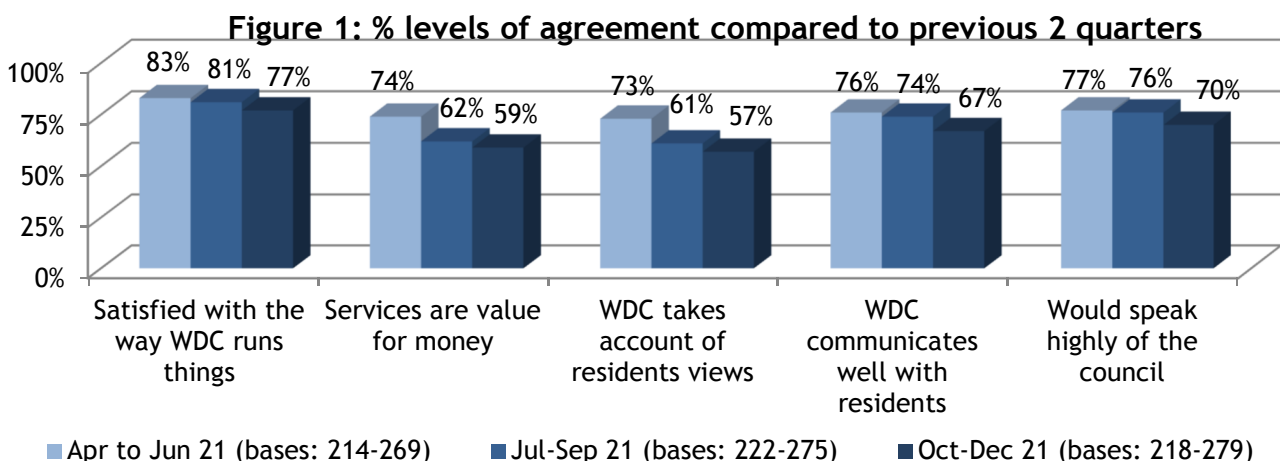
1.1 Respondents were asked to say whether they agreed or disagreed with various statements relating to West Dunbartonshire Council. It should be noted that ‘Don’t Know’ responses have been removed and so the base for each individual question is lower than the overall sample size of 300.

## 2.0 OVERALL PERCEPTION OF COUNCIL AND SATISFACTION WITH SERVICES

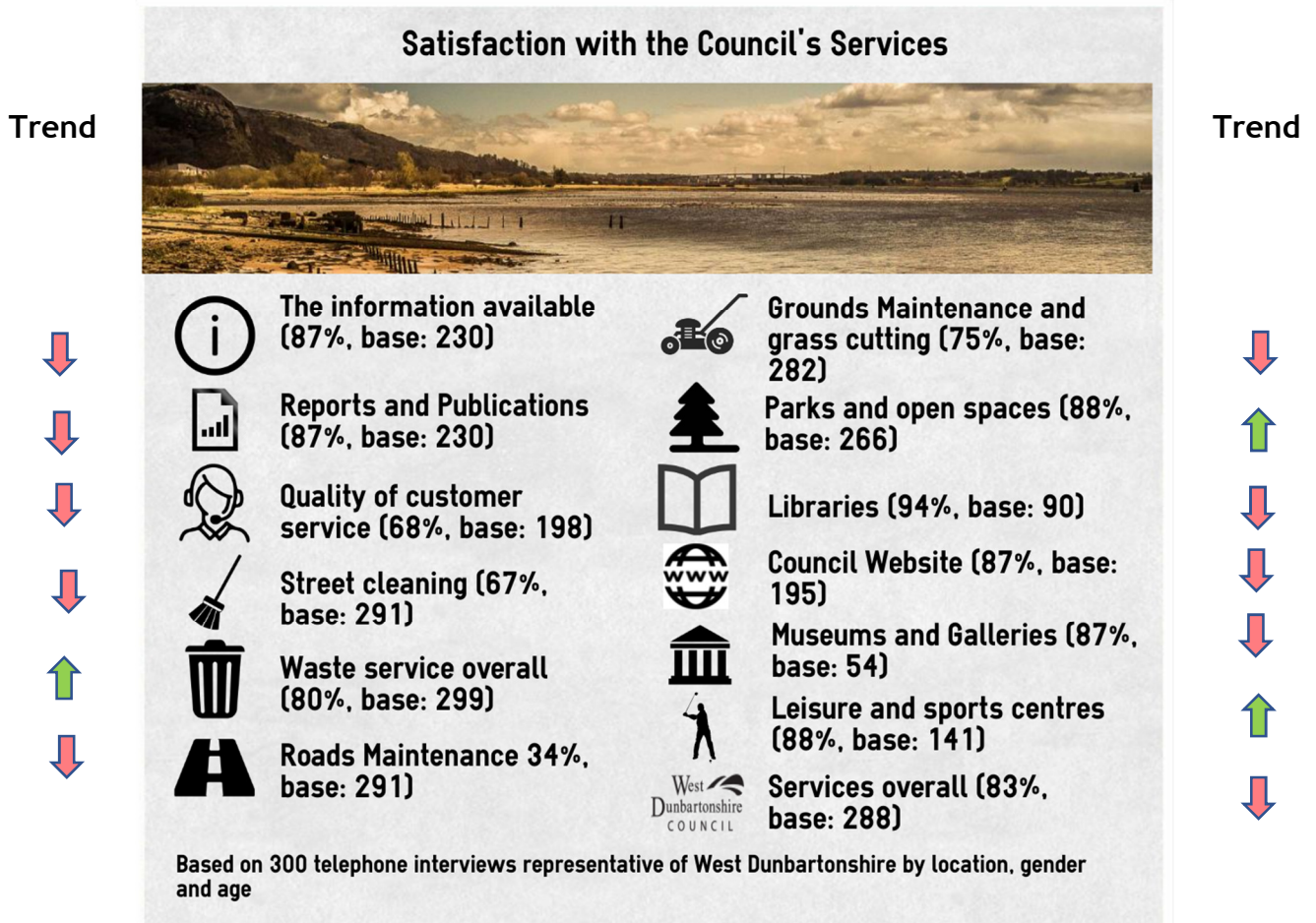
2.1 The first five questions are key satisfaction questions and are replicated consistently year on year. The five general statements measure the *Perception of the Council* and ask residents to express satisfaction, or otherwise. Following on from this, respondents are asked to express their degree 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 (July to September 2021).



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



2.3 Where respondents expressed disagreement with the statements relating to West Dunbartonshire Council, they were 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 responding to resident requests and specific housing concerns. For **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 October to December 2021 and compares this to July to September 2021.

**Figure 2: % satisfaction levels compared to previous quarter**

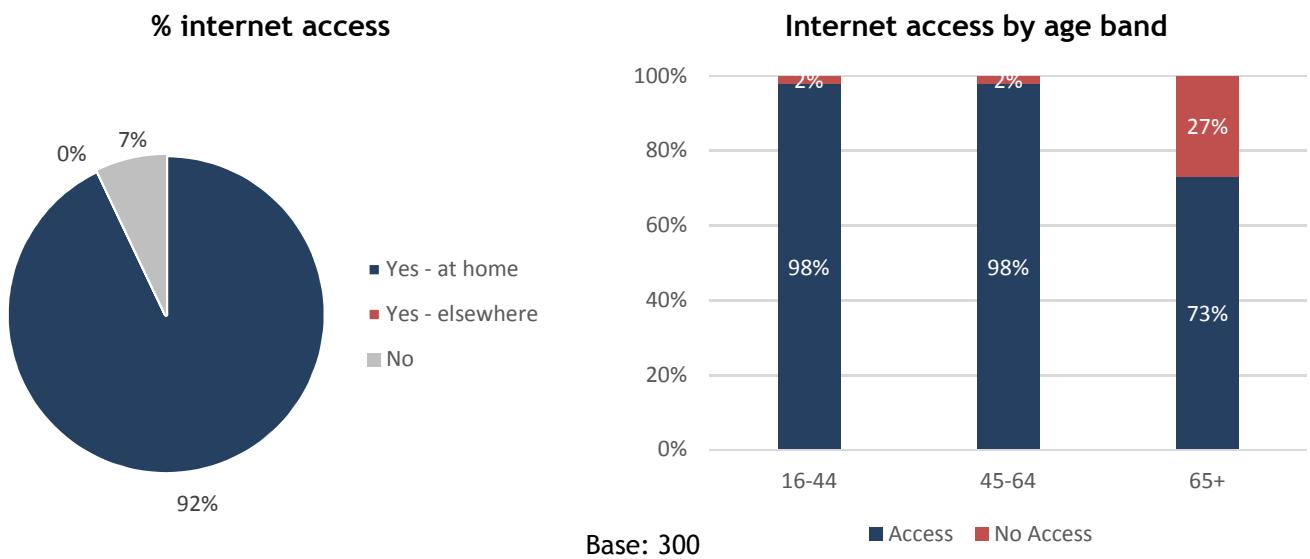
Citizen, Culture and Facilities	Satisfaction		
	Jul-Sep 2021	Oct-Dec 2021	% Change
<b>Information available on services</b> (Jul to Sep 2021 base: 231, Oct to Dec 2021 base: 230)	93%	87%	-6%
<b>Libraries</b> (Jul to Sep 2021 base: 73, Oct to Dec 2021 base: 90)	96%	94%	-2%
<b>Quality of customer service</b> (Jul to Sep 2021 base: 211, Oct to Dec 2021 base: 198)	70%	68%	-2%
<b>Contact Centre</b> (Jul to Sep 2021 base: 86, Oct to Dec 2021 base: 104)	77%	60%	-17%
<b>Council Website</b> (Jul to Sep 2021 base: 182, Oct to Dec 2021 base: 195)	93%	87%	-6%
<b>Reports &amp; Publications</b> (Jul to Sep 2021 base: 211, Oct to Dec 2021 base: 230)	94%	87%	-7%

3.2 Where a respondent expressed dissatisfaction with a service area, they are asked for any particular reasons for this. The breakdown of 64 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, 41 comments were received the main reasons being delays in resolving issues, long wait times and not being able to access the right person.

**INTERNET ACCESS AND USAGE OF COUNCIL WEBSITE**

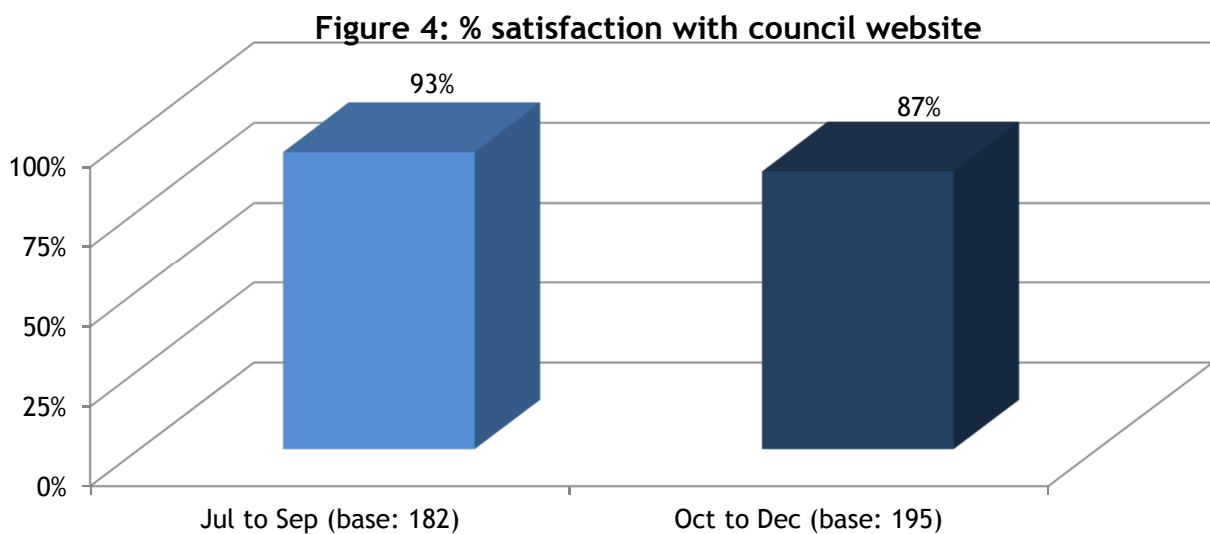
3.3 More detailed questions were asked in relation to **Accessibility of the internet**, with 92% of respondents confirming they have access to the internet. The lowest levels of internet access are in the over 65 age band with 73% of over 65 respondents having internet access.

**Figure 3: Internet Access**



3.4 The spotlight on **usage of the council’s website** shows 70% of residents have used the website, of those, 87% were satisfied with the website. This is a decline of 6% 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 October to December 2021 and compares this to July to September 2021.

**Figure 5: % satisfaction levels compared to previous quarter**

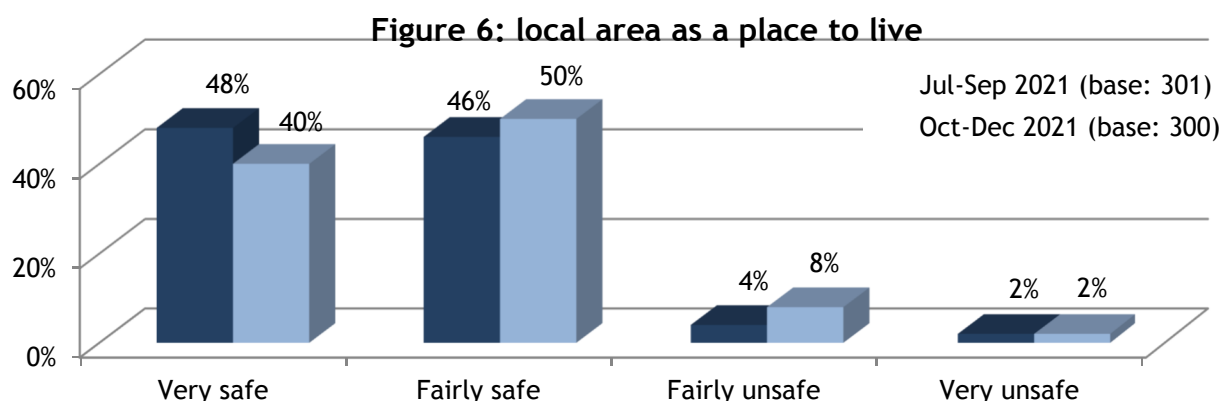
Roads and Neighbourhood	Satisfaction		
	Jul-Sep 2021	Oct-Dec 2021	% Change
<b>Street cleaning</b> (Jul to Sep 2021 base: 292, Oct to Dec 2021 base: 291)	68%	67%	-1%
<b>Waste services</b> (Jul to Sep 2021 base: 299, Oct to Dec 2021 base: 299)	77%	80%	+3%
<b>Roads Maintenance</b> (Jul to Sep 2021 base: 295, Oct to Dec 2021 base: 291)	36%	34%	-2%
<b>Ground maintenance and grass cutting</b> (Jul to Sep 2021 base: 282, Oct to Dec 2021 base: 282)	76%	75%	-1%
<b>Parks &amp; open spaces</b> (Jul to Sep 2021 base: 274, Oct to Dec 2021 base: 266)	85%	88%	+3%

4.2 Were a respondent expressed dissatisfaction with a service area, they are asked for any particular reasons for this. The breakdown of the 192 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 95 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 72 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 October to December 2021 and compares this to the figures for July to September 2021.

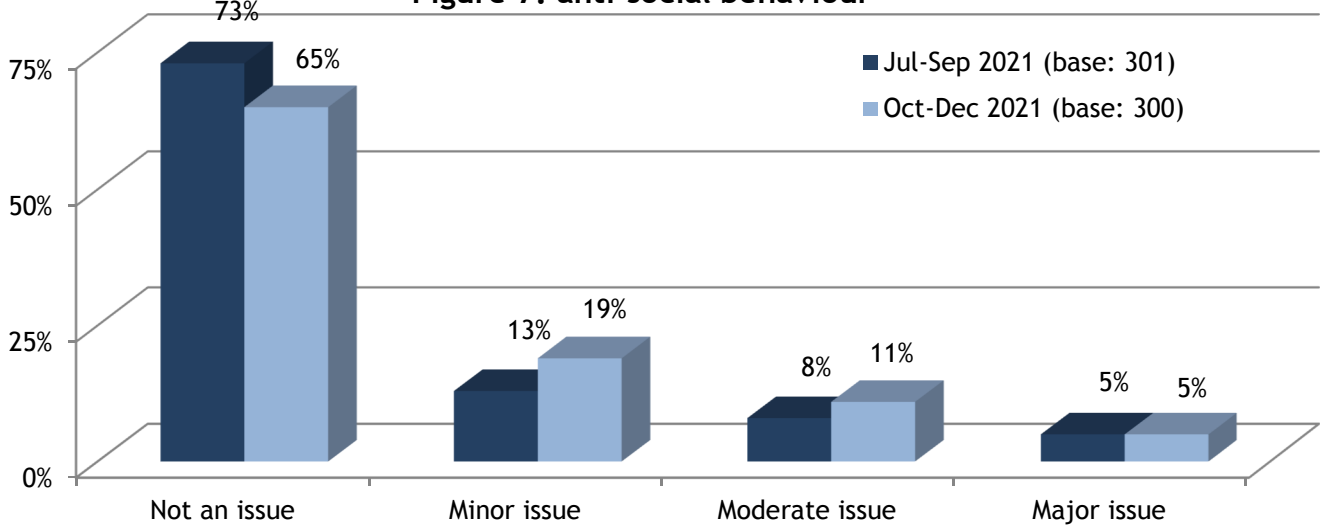


5.2 Where a respondent expressed that their area was unsafe, they are asked for any particular reasons for this. The breakdown of 29 comments received were mainly about youths congregating and concerns about violence.

**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 October to December 2021 and compares this to the figures for July to September 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 106 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 October to December 2021 and compares this to July to September 2021.

**Figure 8: % satisfaction levels compared to previous Quarter**

Education Services	Satisfaction		
	Jul-Sep 21	Oct-Dec 21	% Change
<b>Early Education and Childcare Centres / Nurseries</b> (Jul to Sep 2021 base: 42, Oct to Dec 2021 base: 34)	97%	97%	-
<b>Primary Schools</b> (Jul to Sep 2021 base: 87, Oct to Dec 2021 base: 79)	96%	88%	-8%
<b>Secondary Schools</b> (Jul to Sep 2021 base: 72, Oct to Dec 2021 base: 62)	80%	78%	-2%
<b>Additional Support Needs Provision</b> (Jul to Sep 2021 base: 16, Oct to Dec 2021 base: 6)	69%	66%	-3%

6.2 Where a respondent expressed dissatisfaction with a service area, they are asked for any particular reasons for this. The breakdowns of 27 comments received were mainly about better support for pupils.