



## Reputation Tracker Survey

Quarterly Report

April to June 2022



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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 288.

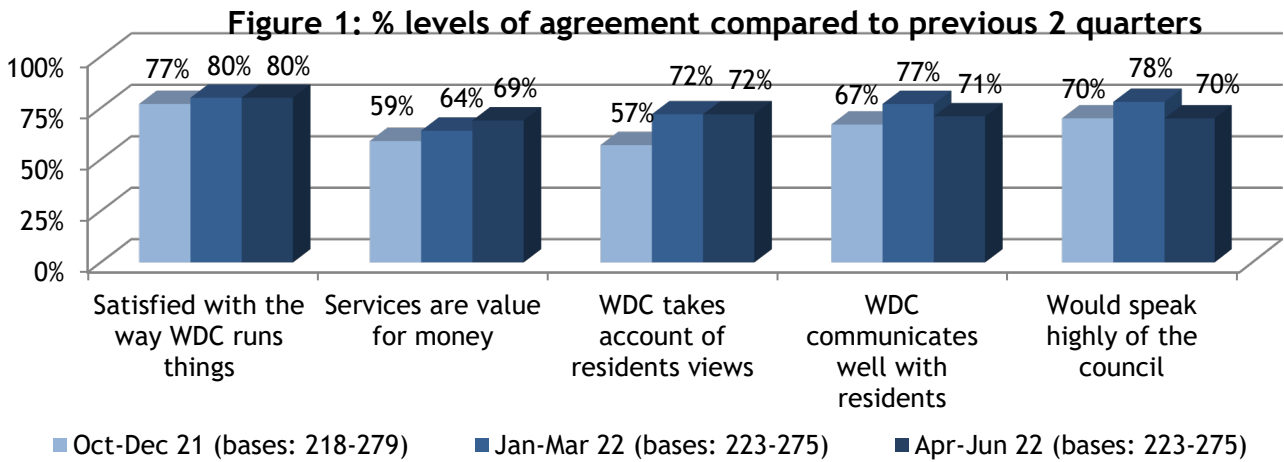
## 2.0 OVERALL PERCEPTION OF COUNCIL AND SATISFACTION WITH SERVICES

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 (January to March 2022).














Agreement with Statements about Council		
	80%	I am satisfied with the way West Dunbartonshire Council runs things (base: 275)
	69%	West Dunbartonshire Council services are value for money (base: 239)
	72%	West Dunbartonshire Council takes account of residents' views (base: 227)
	71%	The Council communicates well with its residents (base: 226)
	70%	I would speak highly of West Dunbartonshire Council (base: 223)

Based on 288 telephone interviews representative of West Dunbartonshire by location, gender and age

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, **speaking highly of West Dunbartonshire Council** the main reasons was, poor services overall. For **Services are value for money** the main reasons were, council tax is too high, along with a reduction in services.

Satisfaction with the Council's Services					
↓		<b>91%</b>	The information available (base: 211)		<b>73%</b> Grounds Maintenance and grass cutting (base: 270) ↓
↓		<b>86%</b>	Reports and Publications (base: 173)		<b>84%</b> Parks and open spaces (base: 261) ↓
↓		<b>67%</b>	Quality of customer service (base: 225)		<b>94%</b> Libraries (base: 97) ↔
↑		<b>81%</b>	Street cleaning (base: 281)		<b>82%</b> Council Website (base: 173) ↓
↑		<b>87%</b>	Waste service overall (base: 286)		<b>86%</b> Museums and Galleries (base: 50) ↓
↓		<b>33%</b>	Roads maintenance (base: 281)		<b>83%</b> Leisure and sports centres (base: 144) ↑
Based on 288 telephone interviews representative of West Dunbartonshire by location, gender and age				<b>84%</b>	Services overall (base: 266) ↓

### 3.0 CITIZEN, CULTURE AND FACILITIES

3.1 Figure 2 details Citizen, Culture and Facilities services for April to June 2022 and compares this to January to March 2022.

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

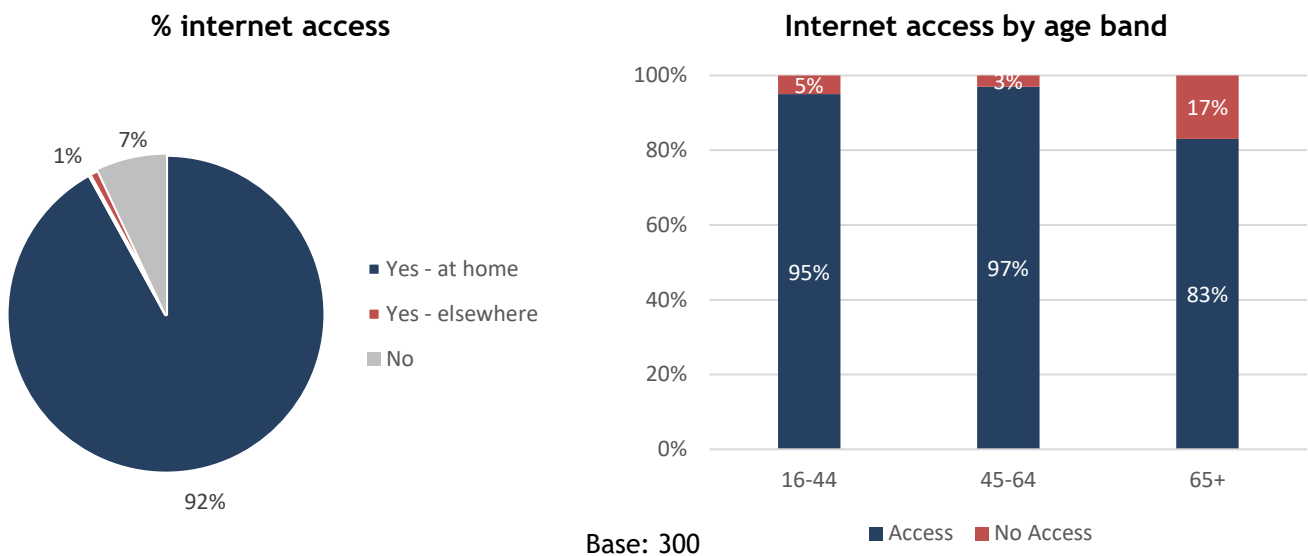
Citizen, Culture and Facilities	Satisfaction		
	Jan-Mar 2022	Apr-Jun 2022	% Change
<b>Information available on services</b> (Jan to Mar 2022 base: 233, Apr to Jun 2022 base: 211)	94%	91%	-3%
<b>Libraries</b> (Jan to Mar 2022 base: 89, Apr to Jun 2022 base: 97)	94%	94%	0%
<b>Quality of customer service</b> (Jan to Mar 2022 base: 241, Apr to Jun 2022 base: 225)	77%	67%	-10%
<b>Contact Centre</b> (Jan to Mar 2022 base: 96, Apr to Jun 2022 base: 95)	75%	70%	-5%
<b>Council Website</b> (Jan to Mar 2022 base: 172, Apr to Jun 2022 base: 173)	86%	82%	-4%
<b>Reports &amp; Publications</b> (Jan to Mar 2022 base: 198, Apr to Jun 2022 base: 173)	97%	86%	-11%

3.2 Where a respondent expressed dissatisfaction with a service area, they are asked for any particular reasons for this. The breakdown of 74 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**, 29 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**

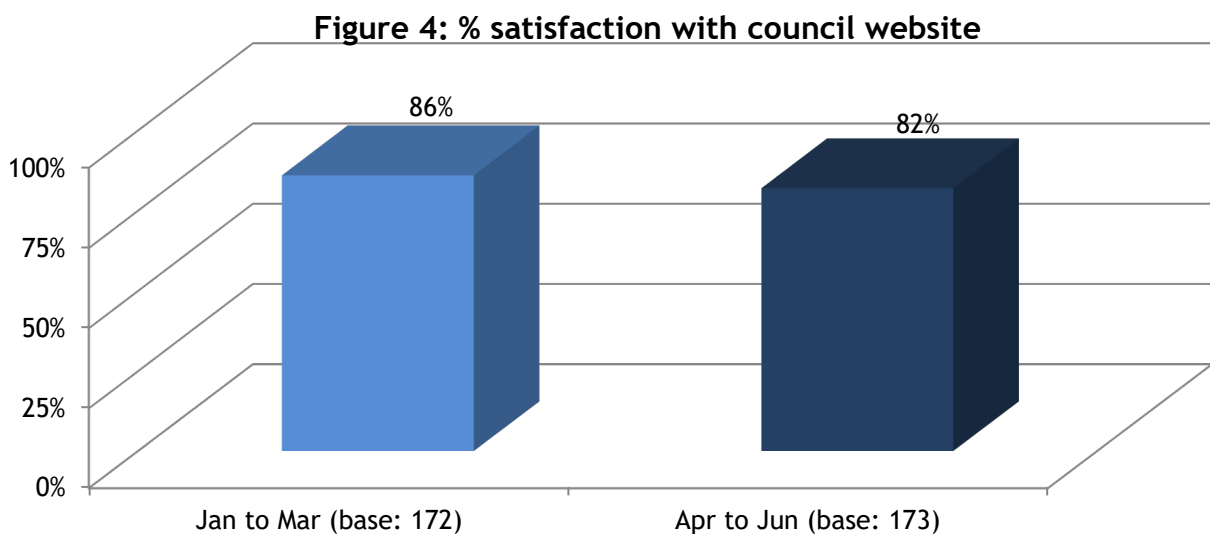
3.3 More detailed questions were asked in relation to **Accessibility of the internet**, with 93% of respondents confirming they have access to the internet. The lowest levels of internet access are in the over 65 age band with 83% of over 65 respondents having internet access.

**Figure 3: Internet Access**



3.4 The spotlight on **usage of the council’s website** shows 65% of residents have used the website, of those, 82% were satisfied with the website. This is a decline of 4% 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 April to June 2022 and compares this to January to March 2022.

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

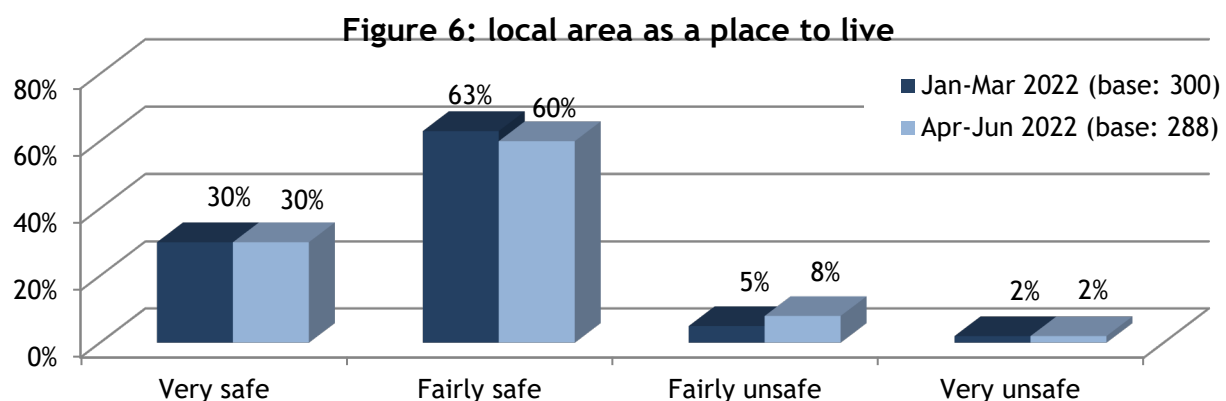
Roads and Neighbourhood	Satisfaction		
	Jan-Mar 2022	Apr-Jun 2022	% Change
<b>Street cleaning</b> (Jan to Mar 2022 base: 290, Apr to Jun 2022 base: 281)	72%	81%	+9%
<b>Waste services</b> (Jan to Mar 2022 base: 299, Apr to Jun 2022 base: 286)	83%	87%	+4%
<b>Roads Maintenance</b> (Jan to Mar 2022 base: 285, Apr to Jun 2022 base: 281)	40%	33%	-7%
<b>Grounds maintenance and grass cutting</b> (Jan to Mar 2022 base: 279, Apr to Jun 2022 base: 270)	84%	73%	-11%
<b>Parks &amp; open spaces</b> (Jan to Mar 2022 base: 261, Apr to Jun 2022 base: 261)	86%	84%	-2%

4.2 Were a respondent expressed dissatisfaction with a service area, they are asked for any particular reasons for this. The breakdown of the 188 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 **Grounds maintenance and grass cutting** the breakdown of the 71 comments were mainly due to a lack of maintenance, and quality of work done.

## 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 April to June 2022 and compares this to the figures for January to March 2022

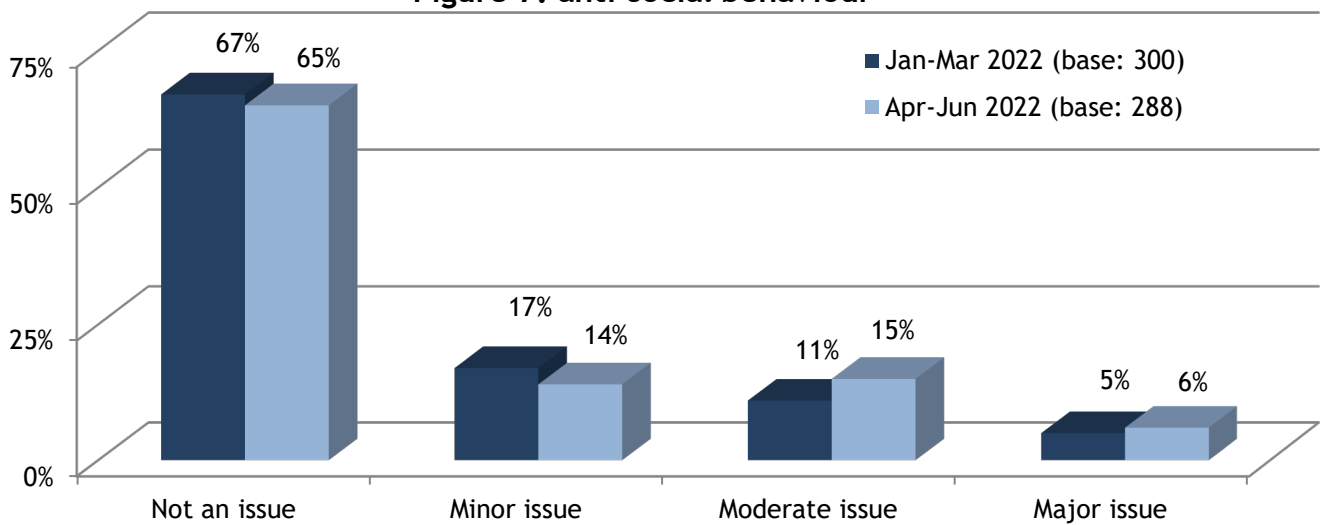


5.2 Where a respondent expressed that their area was unsafe, they are asked for any particular reasons for this. The breakdown of 30 comments received were mainly about youths congregating, concerns about lack of Police and violence.

**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 April to June 2022 and compares this to the figures for January to March 2022.

**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 100 comments received were mainly about large groups of youths hanging around, dog mess, vandalism, fly tipping and drug and alcohol related issues.



## 6.0 EDUCATION

6.1 Figure 8 details education services for January to March 2022 and compares this to October to December 2021.

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

Education Services	Satisfaction		
	Jan-Mar 22	Apr-Jun 22	% Change
<b>Early Education and Childcare Centres / Nurseries</b> (Jan to Mar 2022 base: 28, Apr to Jun 2022 base: 22)	89%	100%	+11%
<b>Primary Schools</b> (Jan to Mar 2022 base: 66, Apr to Jun 2022 base: 67)	86%	83%	-3%
<b>Secondary Schools</b> (Jan to Mar 2022 base: 51, Apr to Jun 2022 base: 60)	84%	78%	-6%
<b>Additional Support Needs Provision</b> (Jan to Mar 2022 base: 11, Apr to Jun 2022 base: 11)	54%	72%	+20%

6.2 Where a respondent expressed dissatisfaction with a service area, they are asked for any particular reasons for this. The breakdowns of 26 comments received were mainly about better support for pupils.

## 7.0 COMMUNITY EMPOWERMENT

7.1 From October 2021, respondents were asked if they were aware of the Community Empowerment (Scotland) Act 2015 which exists to ensure that people are more involved in their local community and have more control over social and democratic change. During the period of April to June 2022, only 7% of respondents were of the Community Empowerment (Scotland) Act. Those that were aware, were then asked to indicate which aspects of the Community Empowerment (Scotland) Act they were interested in. Figure 9 details interest for each aspect for April to June 2022 and compares this to October to December 2021.

**Figure 9: % interest in aspects of Community Empowerment (Scotland) Act**

Community Empowerment	Interested / Very Interested		
	Jan-Mar 22	Apr-Jun 22	% Change
<b>Asset Transfer</b> (Jan to Mar 2022 base: 11, Apr to Jun 2022 base: 20)	9%	20%	+11%
<b>Participation request</b> (Jan to Mar 2022 base: 11, Apr to Jun 2022 base: 20)	-	5%	+5%
<b>Community Right to Buy</b> (Jan to Mar 2022 base: 11, Apr to Jun 2022 base: 20)	18%	35%	+17%
<b>Allotments</b> (Jan to Mar 2022 base: 11, Apr to Jun 2022 base: 20)	36%	25%	-11%