



Reputation Tracker Survey

Quarter 1 2019/20

April - June 2019



MediaCorp House
2 Caird Park
Hamilton
ML3 0EU

01698 532021
e.graham@ibp.eu.com
www.ibp.eu.com

Contents

	Page
1.0 Survey Overview	1
2.0 Overall Perception of Council	2
3.0 Satisfaction with Services and Service Delivery	3

1.0 SURVEY OVERVIEW

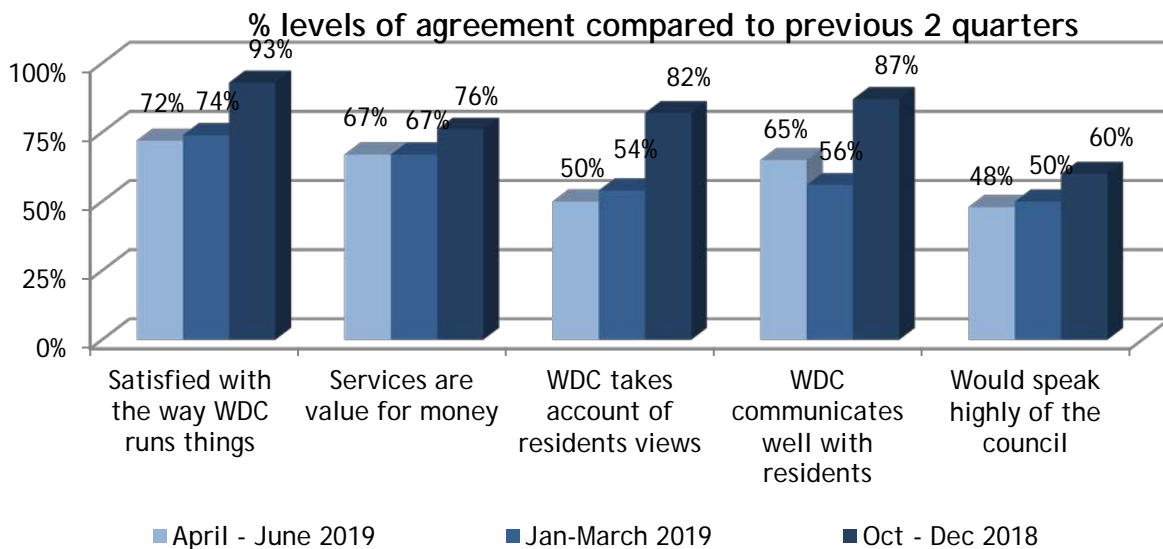
- 1.1 The monthly telephone survey commenced in 2013, with 100 residents per month asked to give their views on a range of statements about council services. Respondents were asked to say whether they agreed or disagreed with various statements relating to West Dunbartonshire Council. It should be noted 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 Additionally, 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 shown in section three below and arranged by service areas.

2.0 OVERALL PERCEPTION OF COUNCIL

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. Trend is shown against the previous quarter.

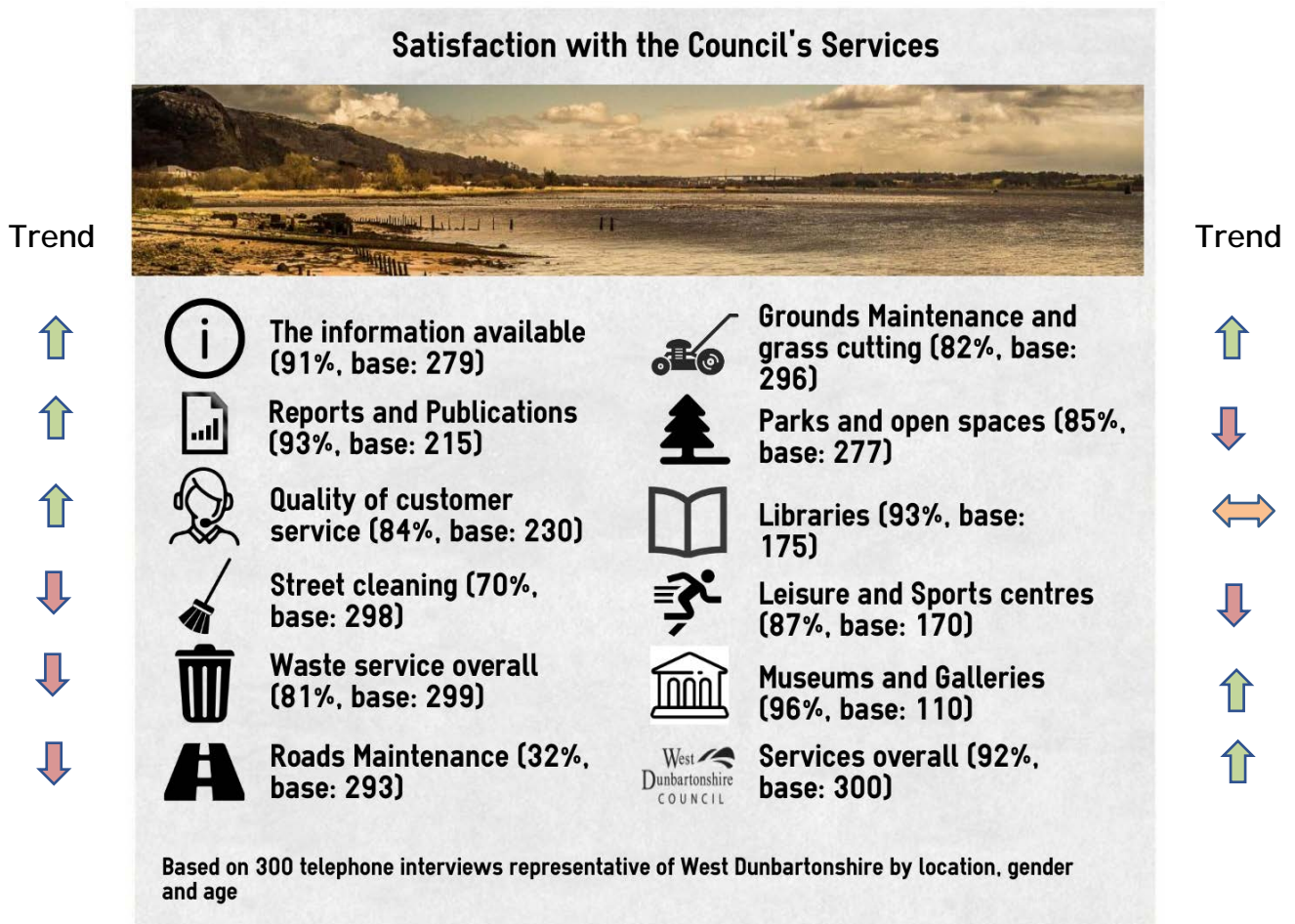


2.2 Figure 1 illustrates levels of agreement with statements for April to June 2019 and compares this to the previous two quarters (Oct - Dec 2018 & Jan - March 2019).



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.



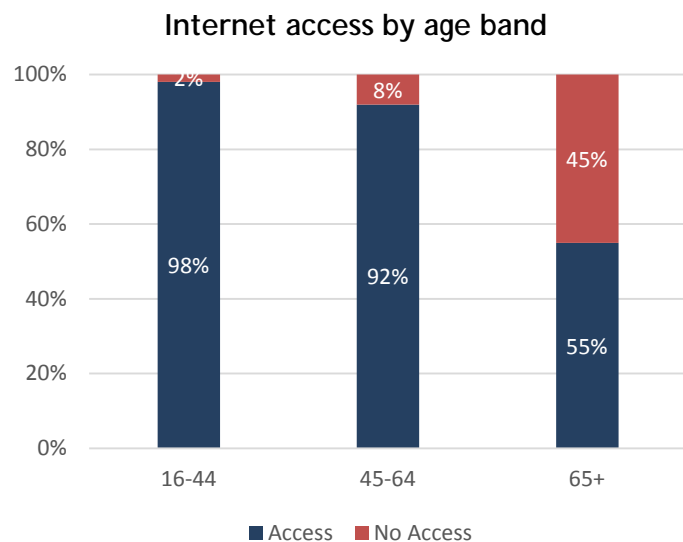
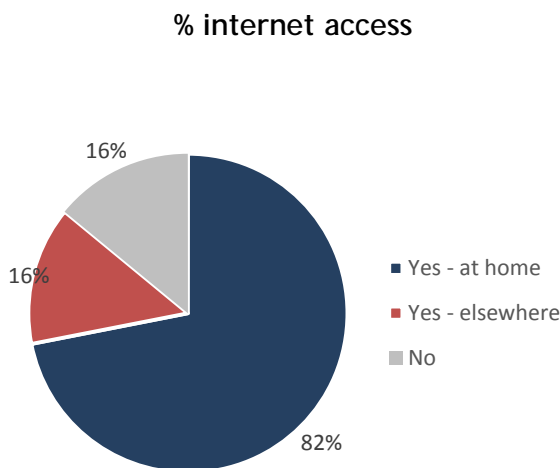
COMMUNICATION, CULTURE AND COMMUNITIES

3.2 The table below details performance of communication, culture and communities services for April - June 2019, compared to the previous quarter.

% satisfaction levels compared to previous quarter

Communication, Culture and Community Services	Satisfaction	
	Q1 2019/20	Q4 2018/19
Information available on services	91%	78%
Libraries	93%	93%
Museums & galleries	96%	91%
Quality of customer service	84%	83%
Contact centre (by telephone)	89%	93%
Council Website	91%	89%
Reports & Publications	93%	66%

3.3 More detailed questions were asked in relation to **Accessibility of the internet**, with 82% of respondents confirming they have access to the internet. The lowest levels of internet access are in the over 65 age band with only 55% of over 65 respondents having internet access.



3.4 The spotlight on **usage of the council's website** shows 54% of residents have used the website, of those, 91% were satisfied with the website.

ENVIRONMENT AND NEIGHBOURHOOD

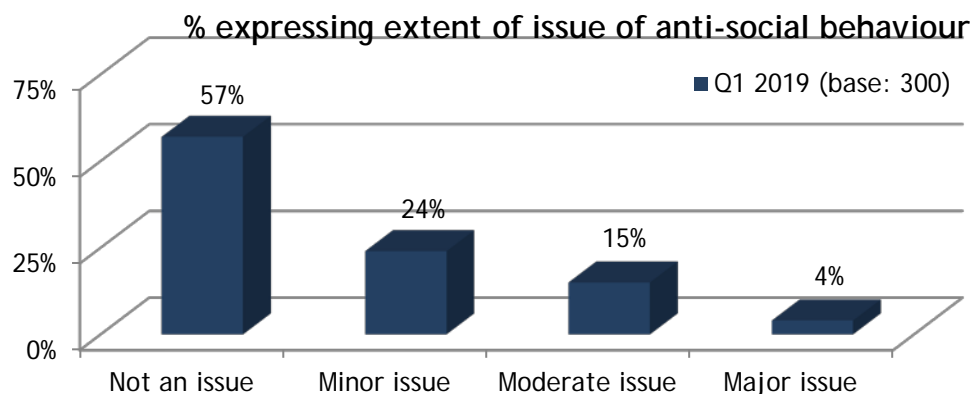
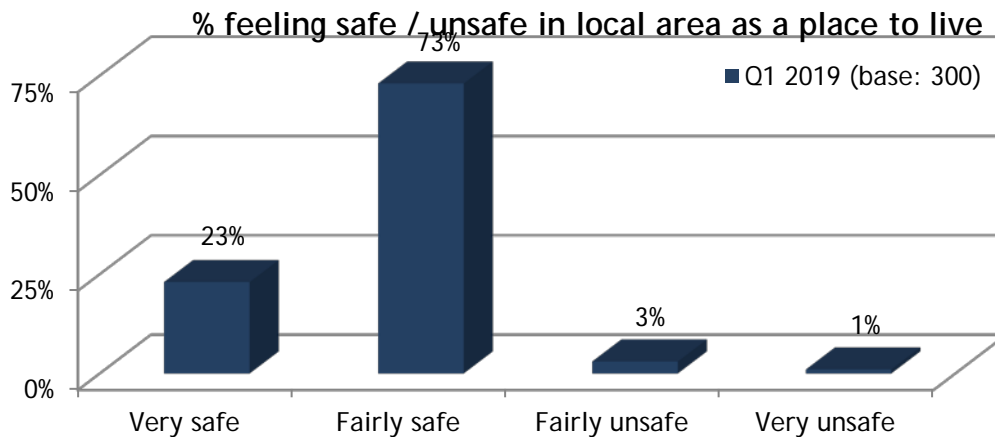
3.5 The table below details environment and neighbourhood services for April to June 2019 and compares to the previous quarter.

% satisfaction levels compared to previous Quarter

Environment and Neighbourhood Services	Satisfaction	
	Q1 2019/20	Q4 2018/19
Street cleaning	70%	76%
Waste services	81%	83%
Roads Maintenance	32%	33%
Ground maintenance and grass cutting	82%	81%
Parks & open spaces	85%	83%
Leisure & sports centres	87%	96%

HOUSING AND EMPLOYABILITY

3.6 Additional question were added to the survey in October 2018, focused on community safety. The results for the period April to June 2019 are shown in the graphs below.



EDUCATION

3.7 Satisfaction with education services for April to June 2019 is shown in the table below, compared to the previous quarter. 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.

% satisfaction levels compared to previous quarter

Education Services	Satisfaction	
	Q1 2019/20	Q4 2018/19
Early Education and Childcare Centres / Nurseries	97%	97%
Primary Schools	93%	98%
Secondary Schools	96%	100%
Additional Support Needs Provision	100%	90%