



Reputation Tracker Survey

Quarterly Report

January to March 2023



Contents

	Page
1.0 Survey Overview	1
2.0 Overall Perception of Council and Satisfaction with Services	1
3.0 Citizen, Culture and Communities	3
4.0 Roads and Neighbourhood	6
5.0 Communities	7
6.0 Education	8
7.0 Community Empowerment	9

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

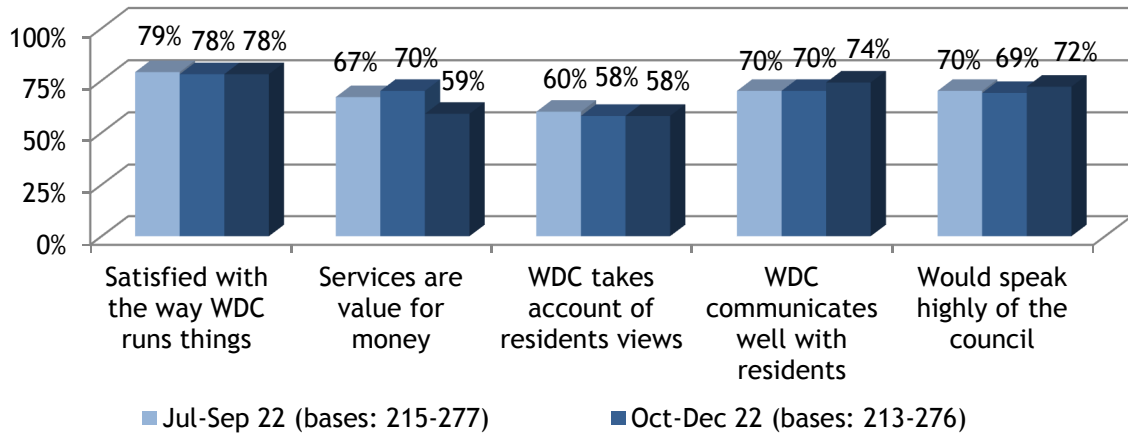
2.1 The first five questions are key satisfaction questions and are replicated consistently year on year. The five general statements measure the **Perception of the Council** and ask residents to express satisfaction, or otherwise. Following on from this, respondents are asked to express their degree 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 (October to December 2022).

Agreement with Statements about Council

Q4	% change	Statements
78%	0%	I am satisfied with the way West Dunbartonshire Council runs things (base: 262)
59%	-11%	West Dunbartonshire Council services are value for money (base: 246)
58%	0%	West Dunbartonshire Council takes account of residents' views (base: 186)
74%	+4%	The Council communicates well with its residents (base: 208)
72%	+3%	I would speak highly of West Dunbartonshire Council (base: 211)














Based on 300 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, **taking account of residents views** the main reasons were, not listening and not responding to requests. For the **Council being value for money** the main reasons were, high council tax, cut in services and wasted spending.

Satisfaction with the Council's Services Based on 300 telephone interviews representative of West Dunbartonshire by location, gender and age

Service	Q4	% change	Service	Q4	% change
 The information available (base: 153)	96%	+10%	 Grounds Maintenance and grass cutting (base: 275)	77%	-3%
 Reports and Publications (base: 152)	96%	+12%	 Parks and open spaces (base: 261)	81%	0%
 Quality of customer service (base: 187)	68%	+1%	 Libraries (base: 100)	94%	0%
 Street cleaning (base: 284)	63%	-9%	 Council Website (base: 162)	92%	+6%
 Waste service overall (base: 299)	77%	-5%	 Museums and Galleries (base: 22)	95%	+3%
 Roads maintenance (base: 294)	24%	-2%	 Leisure and sports centres (base: 149)	84%	+1%
			 Services overall (base: 253)	88%	0%

3.0 CITIZEN, CULTURE AND FACILITIES

3.1 Figure 2 details Citizen, Culture and Facilities (CCF) services for January to March 2023 and compares this to October to December 2022.

Figure 2: % satisfaction levels compared to previous quarter

CCF Service	Oct-Dec 2022	Jan-Mar 2023	% Change
Information available on services (Oct to Dec 2022 base: 213. Jan to Mar 2023 base: 153)	86%	96%	+10%
Libraries (Oct to Dec 2022 base: 96. Jan to Mar 2023 base: 100)	94%	94%	0%
Quality of customer service (Oct to Dec 2022 base: 189. Jan to Mar 2023 base: 187)	67%	68%	+1%
Contact Centre (Oct to Dec 2022 base: 103. Jan to Mar 2023 base: 82)	68%	77%	+9%
Council Website (Oct to Dec 2022 base: 173. Jan to Mar 2023 base: 162)	86%	92%	+6%
Reports & Publications (Oct to Dec 2022 base: 201. Jan to Mar 2023 base: 152)	84%	96%	+12%

3.2 Where a respondent expressed dissatisfaction with a service area, they are asked for any particular reasons for this. The breakdown of 17 comments received for **Contact centre** were mainly being unable to get the right person and delay in resolving an issue. For **Quality of customer service**, 45 comments were received the main reasons being delays in resolving issues and not being able to access the right person.

3.3 More detailed questions were asked in relation to **Accessibility of the internet**, with 89% of respondents confirming they have access to the internet. The lowest levels of internet access are in the over 65 age band with 69% of over 65 respondents having internet access.

Figure 3: Internet Access (base 300 respondents)

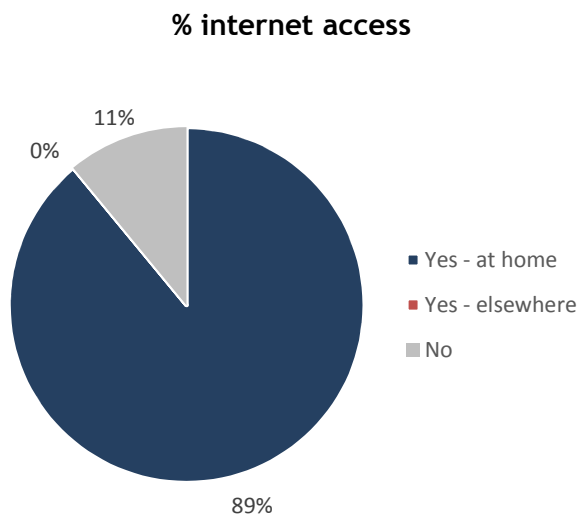
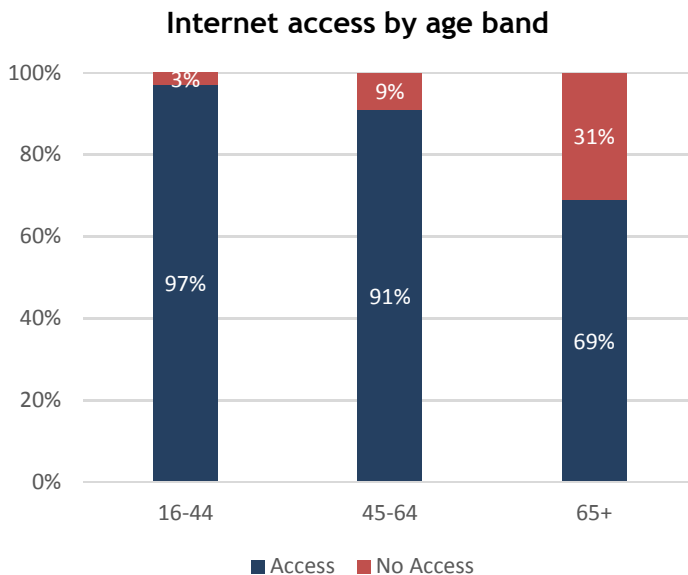
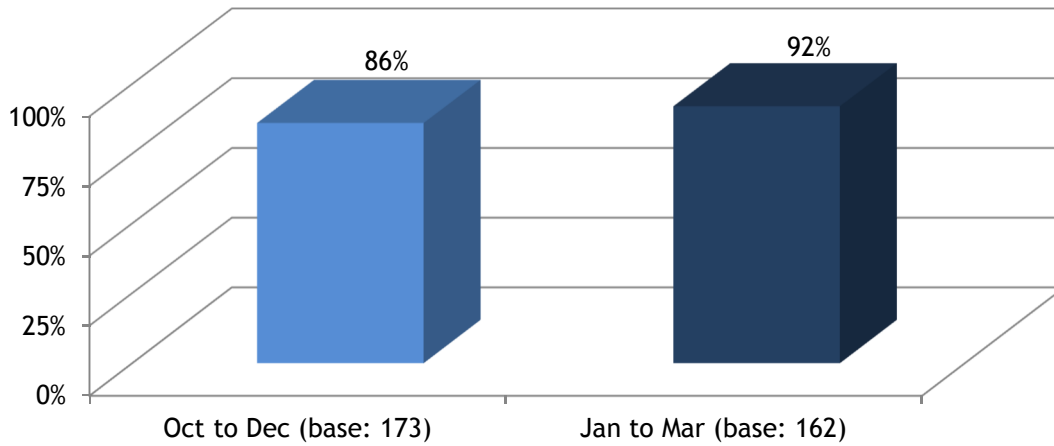


Figure 3A: Internet Access by age (base 300 respondents)



3.4 The spotlight on **usage of the council’s website** shows 60% of residents have used the website, of those, 92% were satisfied with the website. This is an improvement of 6% on 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 January to March 2023 and compares this to October to December 2022.

Figure 5: % satisfaction levels compared to previous quarter

Roads and neighbourhood	Oct-Dec 2022	Jan-Mar 2023	% Change
Street cleaning (Oct to Dec 2022 base: 287, Jan to Mar 2023 base: 284)	72%	63%	-9%
Waste services (Oct to Dec 2022 base: 301, Jan to Mar 2023 base: 299)	82%	77%	-5%
Roads Maintenance (Oct to Dec 2022 base: 283, Jan to Mar 2023 base: 294)	26%	22%	-2%
Grounds maintenance and grass cutting (Oct to Dec 2022 base: 269, Jan to Mar 2023 base: 275)	80%	77%	-3%
Parks & open spaces (Oct to Dec 2022 base: 245, Jan to Mar 2023 base: 261)	81%	81%	0%

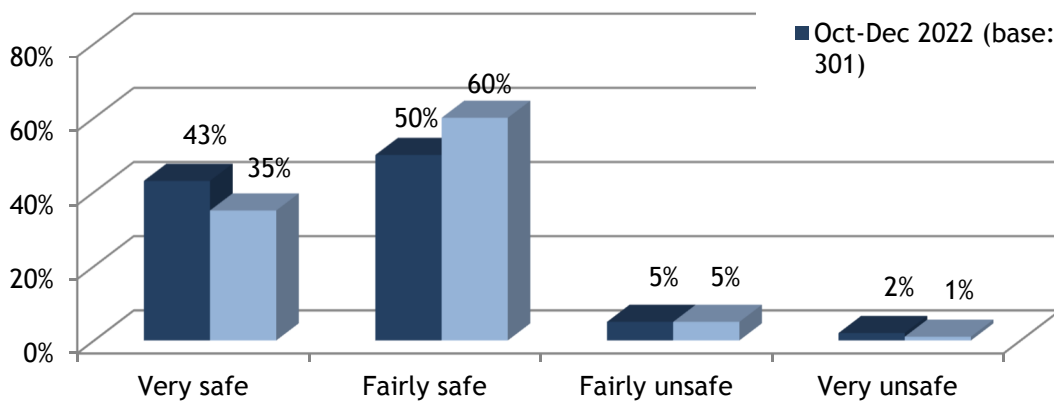
4.2 Were a respondent expressed dissatisfaction with a service area, they are asked for any particular reasons for this. The breakdown of the 151 comments received for **Roads maintenance** the majority said the main reason was potholes, lack of attention to potholes that are longstanding, and poor maintenance of the roads. Of those who expressed dissatisfaction for **Street cleaning** the breakdown of the 89 comments were mainly due to a lack of street cleaning, dog mess and litter.

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 January to March 2023 and compares this to the figures for October to December 2022.

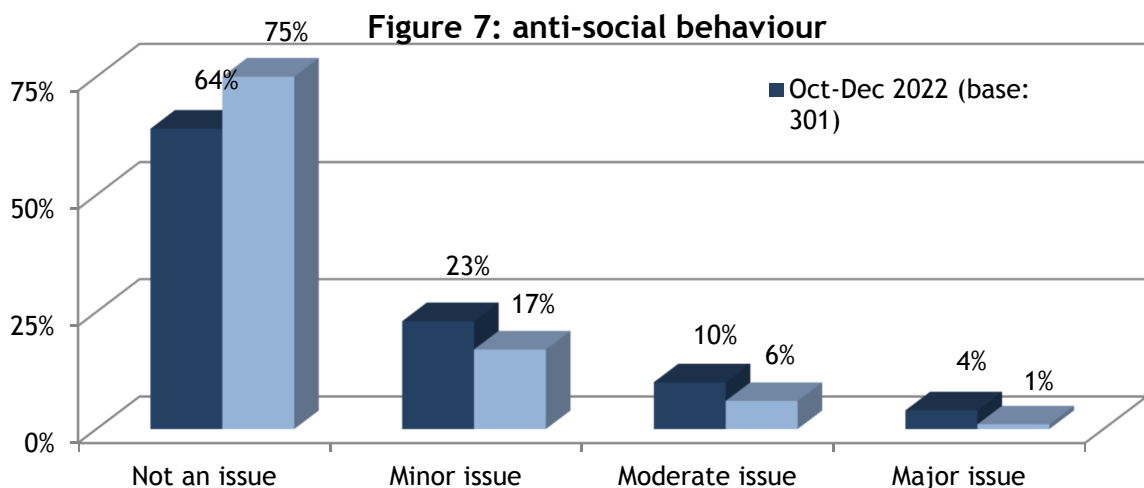
Figure 6: local area as a place to live



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, 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 January to March 2023 and compares this to the figures for October to December 2022.



- 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 74 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 January to March 2023 and compares this to October to December 2022.

Figure 8

Education services	Oct-Dec 22	Jan-Mar 23	% Change
Early Education and Childcare Centres / Nurseries (Oct to Dec 2022 base: 41. Jan to Mar 2023 base: 47)	95%	95%	0%
Primary Schools (Oct to Dec 2022 base: 81. Jan to Mar 2023 base: 83)	84%	92%	+8%
Secondary Schools (Oct to Dec 2022 base: 67. Jan to Mar 2023 base: 46)	83%	83%	0%
Additional Support Needs Provision (Oct to Dec 2022 base: 23. Jan to Mar 2023 base: 12)	61%	50%	-11%

6.2 Where a respondent expressed dissatisfaction with a service area, they are asked for any particular reasons for this. The breakdowns of 21 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 January to March 2023, only 11% 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 January to March 2023 and compares this to October to December 2022.

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

Interest in different aspects of community empowerment	Oct-Dec 22	Jan-Mar 23	% Change
Asset Transfer (Oct to Dec 2022 base: 30. Jan to Mar 2023 base: 33)	17%	0%	-17%
Participation request (Oct to Dec 2022 base: 30. Jan to Mar 2023 base: 33)	30%	3%	-27%
Community Right to Buy (Oct to Dec 2022 base: 30. Jan to Mar 2023 base: 33)	26%	12%	-14%
Allotments (Oct to Dec 2022 base: 30. Jan to Mar 2023 base: 33)	23%	9%	-14%