



## Reputation Tracker Survey

### Quarterly Report

July to September 2024



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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 225.

## 2.0 OVERALL PERCEPTION OF COUNCIL AND SATISFACTION WITH SERVICES

2.1 The following seven general statements measure the **Perception of the Council** and ask residents level of agreement with each. The results are shown below. The trend is shown against the previous quarter (April to June 2024).

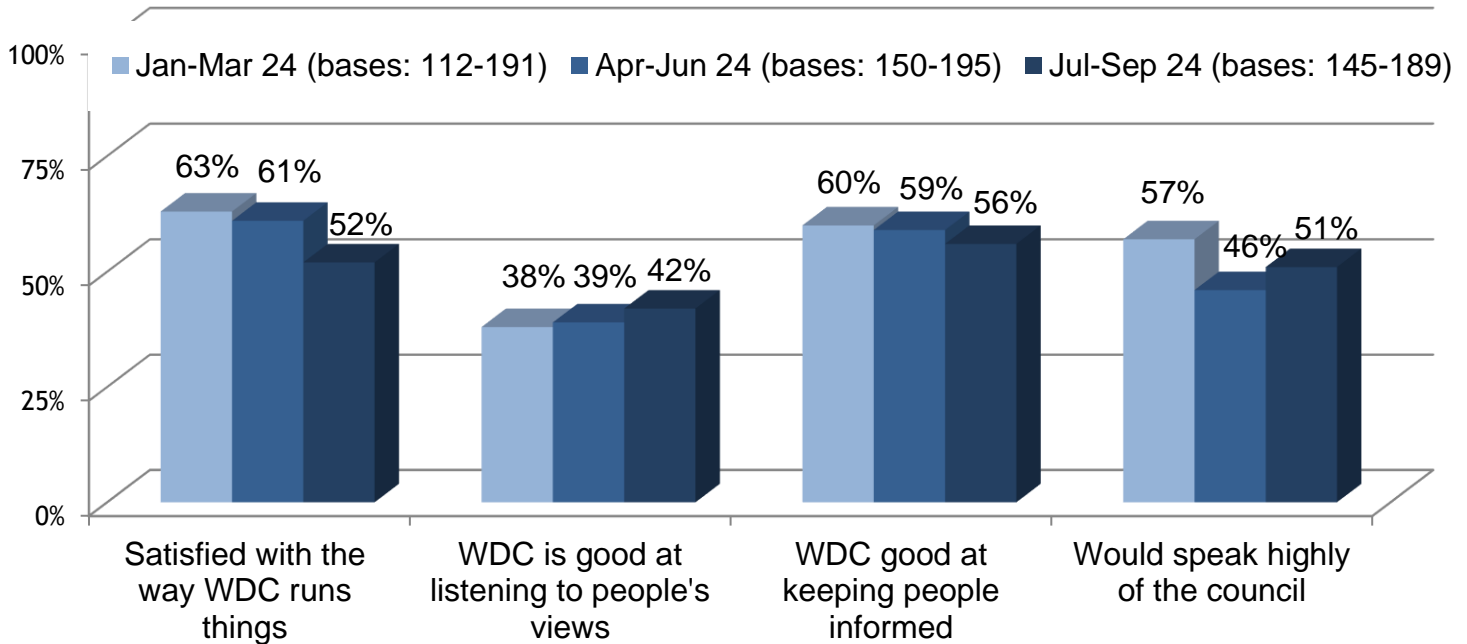
### Agreement with Statements about Council

Q2	% change	Statements
56%	-3%	West Dunbartonshire Council is good at keeping people informed of important information (base: 189)
42%	+3%	West Dunbartonshire Council is good at listening to local people's views before it takes decisions (base: 145)
46%	-6%	West Dunbartonshire Council is good at letting local people know how well it is performing (base: 150)
46%	0%	West Dunbartonshire Council communicates well with its residents (base: 168)
52%	-9%	I am satisfied with the way West Dunbartonshire Council runs things (base: 174)
43%	-3%	West Dunbartonshire Council does the best it can with the money available (base: 174)
51%	+5%	I would speak highly of West Dunbartonshire Council (base: 149)

Based on 225 telephone interviews representative of West Dunbartonshire by location and age











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

**Figure 1: % levels of agreement compared to previous 2 quarters**



2.3 Respondents are then asked to express their degree of satisfaction or dissatisfaction with a range of Council services and aspects of service delivery.

### Satisfaction with the Council's Services

Service	Q2	% change	Service	Q2	% change
 Street cleaning (base: 213)	<b>66%</b>	-2%	 Libraries (base: 87)	<b>83%</b>	+2%
 Waste service overall (base: 225)	<b>55%</b>	-9%	 Council Website (base: 98)	<b>88%</b>	+9%
 Roads maintenance (base: 209)	<b>24%</b>	-3%	 Museums and Galleries (base: 33)	<b>71%</b>	-17%
 Grounds Maintenance and grass cutting (base: 203)	<b>40%</b>	-8%	 Leisure and sports centres (base: 131)	<b>84%</b>	+7%
 Parks and open spaces (base: 199)	<b>63%</b>	-9%	 Services overall (base: 183)	<b>71%</b>	+4%

Based on 225 telephone interviews representative of West Dunbartonshire by location and age

### 3.0 CITIZEN, CULTURE AND FACILITIES

3.1 Figure 2 details Citizen, Culture and Facilities services for July to September 2024 and compares this to April to June 2024.

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

<b>Citizen, Culture and Facilities</b>	<b>Apr-Jun 2024</b>	<b>Jul-Sep 2024</b>	<b>% Change</b>
<b>Libraries</b> (Apr to Jun 2024 base: 101, Jul to Sep 2024 base: 87)	81%	83%	+2%
<b>Contact Centre</b> (Apr to Jun 2024 base: 56, Jul to Sep 2024 base: 20)	58%	52%	-6%
<b>Museums and Galleries</b> (Apr to Jun 2024 base: 40, Jul to Sep 2024 base: 33)	88%	71%	-17%
<b>Council Website: Finding Information</b> (Apr to Jun 2024 base: 144, Jul to Sep 2024 base: 97)	79%	92%	+13%
<b>Council Website: Ease of Use</b> (Apr to Jun 2024 base: 135, Jul to Sep 2024 base: 89)	84%	88%	+4%
<b>Council Website: Completing Transactions</b> (Apr to Jun 2024 base: 76, Jul to Sep 2024 base: 73)	90%	95%	+5%
<b>Council Website Overall</b> (Apr to Jun 2024 base: 142, Jul to Sep 2024 base: 98)	79%	88%	+9%

#### **EASE OF CONTACTING COUNCIL**

3.2 More detailed questions were asked in relation to ease of making contact with the council. The proportion of respondents finding it very or quite easy to contact the Council by the method they used is detailed in Figure 3.

**Figure 3: % finding it easy to make contact compared to previous quarter**

<b>Ease of Making Contact</b>	<b>Apr-Jun 2024</b>	<b>Jul-Sep 2024</b>	<b>% Change</b>
<b>Telephoning Citizen Contact Centre</b> (Apr to Jun base: 56, Jul to Sep 2024 base: 20)	63%	59%	-4%
<b>Telephoning Specific Council Department</b> (Apr to Jun base: 21, Jul to Sep 2024 base: 62)	66%	59%	-7%
<b>Through Council's website</b> (Apr to Jun base: 45, Jul to Sep 2024 base: 44)	65%	70%	+5%
<b>Visiting One of Main Offices</b> (Apr to Jun base: 7, Jul to Sep 2024 base: 6)	63%	48%	-15%

## INTERNET USE

- 3.3 Figure 4 details the proportion of respondents that use the internet, that are confident using the internet and have ever used the Council website.

**Figure 4: % internet use compared to previous quarter**

Internet Use	Apr-Jun 2024	Jul-Sep 2024	% Change
<b>Use the internet</b> (Apr to Jun base: 225, Jul to Sep 2024 base: 225)	92%	77%	-15%
<b>Confident using the internet</b> (Apr to Jun base: 204, Jul to Sep 2024 base: 172)	91%	86%	-5%
<b>Ever used Council website</b> (Apr to Jun base: 206, Jul to Sep 2024 base: 172)	71%	58%	-13%

## 4.0 ROADS AND NEIGHBOURHOOD

- 4.1 Figure 5 details Roads and Neighbourhood services for July to September 2024 and compares this to April to June 2024.

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

Roads and Neighbourhood	Apr-Jun 2024	Jul-Sep 2024	% Change
<b>Street cleaning</b> (Apr to Jun base: 215, Jul to Sep 2024 base: 213)	68%	66%	-2%
<b>Waste services</b> (Apr to Jun base: 224, Jul to Sep 2024 base: 225)	64%	55%	-9%
<b>Roads Maintenance</b> (Apr to Jun base: 210, Jul to Sep 2024 base: 209)	27%	24%	-3%
<b>Grounds maintenance and grass cutting</b> (Apr to Jun base: 211, Jul to Sep 2024 base: 203)	48%	40%	-8%
<b>Parks &amp; open spaces</b> (Apr to Jun base: 204, Jul to Sep 2024 base: 199)	72%	63%	-9%

4.2 Figure 6 details satisfaction with aspects of roads in the local area.

**Figure 6: % satisfaction levels compared to previous quarter**

Aspects of Roads	Apr-Jun 2024	Jul-Sep 2024	% Change
<b>The quality of road surfaces generally</b> (Apr to Jun base: 199, Jul to Sep 2024 base: 191)	20%	32%	+12%
<b>Clarity of markings on the road</b> (Apr to Jun base: 178, Jul to Sep 2024 base: 170)	49%	52%	+3%
<b>Road signage</b> (Apr to Jun base: 178, Jul to Sep 2024 base: 176)	68%	73%	+5%
<b>Lighting of roads</b> (Apr to Jun base: 193, Jul to Sep 2024 base: 174)	71%	71%	0%
<b>Notification of upcoming roadworks and diversions</b> (Apr to Jun base: 182, Jul to Sep 2024 base: 160)	52%	63%	+11%

4.3 Figure 7 details common problems with regard to the quality of road surfaces generally in the local area.

**Figure 7: % problems compared to previous quarter**

Common problems with Road Surfaces	Apr-Jun 2024	Jul-Sep 2024	% Change
<b>Excessive surface water on roads</b> (Apr to Jun base: 184, Jul to Sep 2024 base: 177)	73%	69%	-4%
<b>High number of potholes / repeated pothole repairs</b> (Apr to Jun base: 198, Jul to Sep 2024 base: 193)	90%	89%	-1%
<b>Poorly maintained verges</b> (Apr to Jun base: 184, Jul to Sep 2024 base: 179)	75%	66%	-9%
<b>Unclear road markings</b> (Apr to Jun base: 169, Jul to Sep 2024 base: 174)	61%	55%	-6%
<b>Uneven road surfaces</b> (Apr to Jun base: 182, Jul to Sep 2024 base: 178)	80%	72%	-8%

4.4 Figure 8 details factors contributing to common problems with regard to the quality of road surfaces generally in the local area.

**Figure 7: % factors contributing to problems compared to previous quarter**

Contributing factors	Apr-Jun 2024	Jul-Sep 2024	% Change
<b>Heavy traffic</b> (Apr to Jun base: 198, Jul to Sep 2024 base: 187)	84%	85%	+1%
<b>Length of time to respond to a pothole / repeated pothole repairs</b> (Apr to Jun base: 184, Jul to Sep 2024 base: 174)	90%	91%	+1%
<b>Poor quality materials used in repairs</b> (Apr to Jun base: 178, Jul to Sep 2024 base: 163)	87%	86%	-1%
<b>Poor weather conditions</b> (Apr to Jun base: 180, Jul to Sep 2024 base: 179)	89%	91%	+2%

4.5 Figure 9 details the ways in which respondents think poor quality roads impact on their ability to get to and from places in their local area.

**Figure 9: % impact of poor quality roads compared to previous quarter**

Impacts	Apr-Jun 2024	Jul-Sep 2024	% Change
<b>Increases likelihood of damage to vehicle</b>	84%	85%	+1%
<b>Impacts on road safety</b>	75%	77%	+2%
<b>Increases journey times</b>	63%	70%	+7%
<b>Makes journey less comfortable</b>	65%	71%	+6%
<b>Something else</b>	1%	9%	+8%
<b>Base</b>	<b>181</b>	<b>172</b>	

4.6 Figure 10 details satisfaction with aspects of pavements and footpaths in the local area.

**Figure 10: % satisfaction levels compared to previous quarter**

Aspects of Pavements and Footpaths	Apr-Jun 2024	Jul-Sep 2024	% Change
<b>Availability of pavements and footpaths generally</b> (Apr to Jun base: 220, Jul to Sep 2024 base: 215)	81%	85%	+4%
<b>The quality of pavement and footpath surfaces generally</b> (Apr to Jun base: 221, Jul to Sep 2024 base: 215)	61%	61%	0%
<b>Accessibility of pavements and footpaths</b> (Apr to Jun base: 221, Jul to Sep 2024 base: 211)	79%	84%	+5%



4.7 Figure 11 details common problems with regard to the quality of pavements and footpaths generally in the local area.

**Figure 11: % problems compared to previous quarter**

Common problems with Pavements and Footpaths	Apr-Jun 2024	Jul-Sep 2024	% Change
<b>Availability of safe crossing places</b> (Apr to Jun base: 216, Jul to Sep 2024 base: 205)	35%	27%	-8%
<b>Excessive surface water</b> (Apr to Jun base: 212, Jul to Sep 2024 base: 212)	46%	43%	-3%
<b>Lack of dropped kerbs for road crossing</b> (Apr to Jun base: 205, Jul to Sep 2024 base: 210)	42%	32%	-10%
<b>Poor lighting levels</b> (Apr to Jun base: 207, Jul to Sep 2024 base: 200)	37%	29%	-8%
<b>Uneven footway surfaces</b> (Apr to Jun base: 213, Jul to Sep 2024 base: 211)	57%	56%	-1%
<b>Vehicles blocking or parked on footpaths</b> (Apr to Jun base: 214, Jul to Sep 2024 base: 215)	63%	52%	-11%

4.8 Figure 12 details how safe drivers, cyclists and pedestrians say they feel in the local area.

**Figure 12: % safety levels compared to previous quarter**

Method of travel	Apr-Jun 2024	Jul-Sep 2024	% Change
<b>As a driver in the local area</b> (Apr to Jun base: 148, Jul to Sep 2024 base: 147)	87%	96%	+9%
<b>As a cyclist in the local area</b> (Apr to Jun base: 15, Jul to Sep 2024 base: 18)	73%	87%	+14%
<b>As someone walking on pavements and footpaths in the local area</b> (Apr to Jun base: 154, Jul to Sep 2024 base: 144)	85%	81%	-4%

## 5.0 LOCAL AREA AND COMMUNITIES

5.1 Figure 13 details positive ratings for aspects of the Local Area and Community for July to September 2024 and compares this to April to June 2024.

**Figure 6: % ratings compared to previous quarter**

<b>Local Area and Community</b>	<b>Apr-Jun 2024</b>	<b>Jul-Sep 2024</b>	<b>% Change</b>
<b>Feeling of safety</b> (Apr to Jun 2024 base: 222, Jul to Sep 2024 base: 224)	86%	84%	-2%
<b>Attractiveness of local environment</b> (Apr to Jun 2024 base: 219, Jul to Sep 2024 base: 215)	58%	60%	+2%
<b>Strength of economy and job opportunities</b> (Apr to Jun 2024 base: 143, Jul to Sep 2024 base: 128)	33%	33%	0%
<b>Neighbourhood as a place to live</b> (Apr to Jun 2024 base: 225, Jul to Sep 2024 base: 223)	91%	90%	-1%

## 6.0 EDUCATION

6.1 Figure 14 details education services for July to September 2024 and compares this to April to June 2024.

**Figure 7: % satisfaction levels compared to previous Quarter**

<b>Education Services</b>	<b>Apr-Jun 2024</b>	<b>Jul-Sep 2024</b>	<b>% Change</b>
<b>Early Education and Childcare Centres / Nurseries</b> (Apr to Jun 2024 base: 34, Jul to Sep 2024 base: 10)	98%	91%	-7%
<b>Primary Schools</b> (Apr to Jun 2024 base: 67, Jul to Sep 2024 base: 39)	93%	90%	-3%
<b>Secondary Schools</b> (Apr to Jun 2024 base: 38, Jul to Sep 2024 base: 36)	90%	83%	-7%
<b>Additional Support Needs Provision</b> (Apr to Jun 2024 base: 19, Jul to Sep 2024 base: 13)	35%	72%	+37%