



## **West Dunbartonshire Citizens Panel**

**Winter 2019/20**

**Survey Report**

# Contents

	<b>Page</b>
Introduction & Background	3
Summary of Key Findings	4
Key Topics	
Satisfaction with Services	5
Contacting the Council	13
Joining the Panel	15

## **Introduction & Background**

West Dunbartonshire Citizens Panel provides a way for residents to give their views on Council and its services. This document presents the key findings from the December 2019 survey. The responses of our members inform service development and improvements to ensure we meet the needs of our residents now and in the future. The survey focused on:

- Satisfaction with Services.
- Contacting the Council

The Council Strategic Plan 2017-22 confirms our commitment to meaningful engagement with active, empowered and informed citizens who feel safe and engaged. This reflects the aspiration of the Council that service development and delivery is informed, influenced and led by the feedback and involvement of our citizens.

The Panel membership is broadly reflective of the population of West Dunbartonshire in terms of age, gender and geographical split. We have recently welcomed a number of new members to the panel and continue to run a recruitment programme to attract additional members in order to build the strength of the Panel. This will increase representation across all post codes, age groups and gender, and will include regular reviews to ensure it remains representative. The information provided is very valuable in helping us understand how people are affected by the services we provide.

The objectives of this survey were:

- For satisfaction, find out our citizens' perception of our performance
- To understand aspects for improvement, these help in deciding where best to focus resources on making the improvements that will contribute most to increasing residents' satisfaction.

### **December 2019 Survey**

The response rate for the survey was 56% (233). The respondent's breakdown shows, 8% from G60, 37% from G81, 34% from G82, and 21% from G83.

The results for the Panel as a whole have sampling errors limited to only  $\pm 3.1\%$ . This means, for example, that if 50% of Panel members say they are satisfied with their local area as a place to live, the actual figure will be in a narrow range, from only 46.9% to 53.1%.

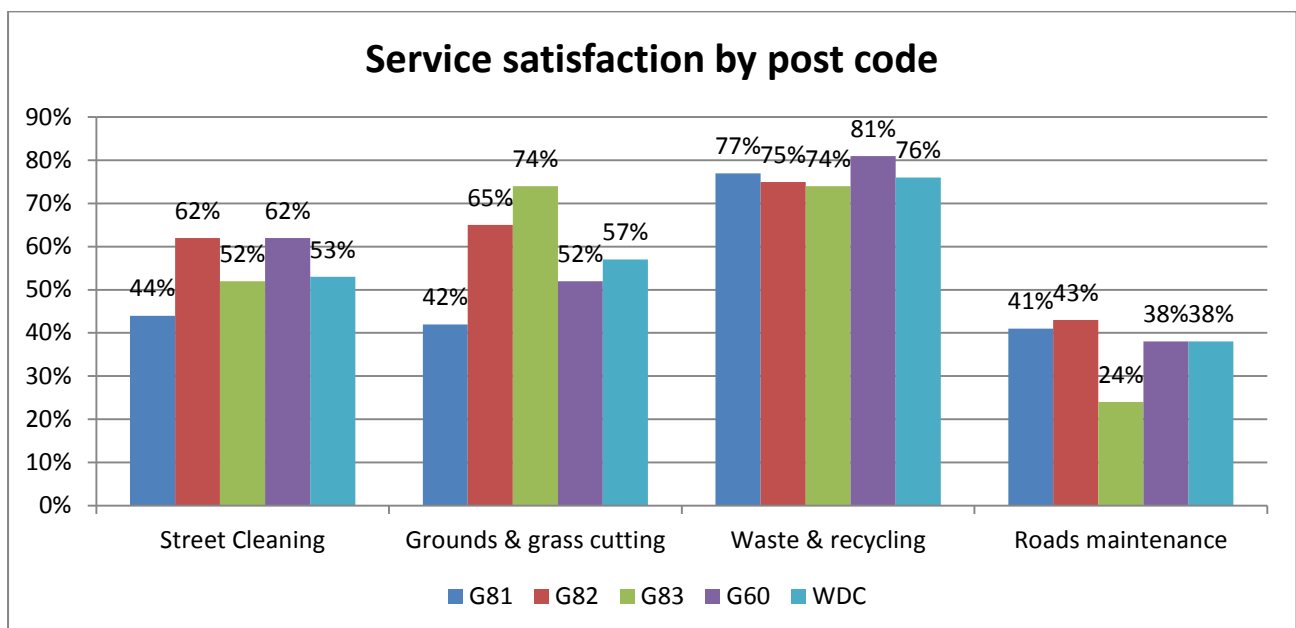
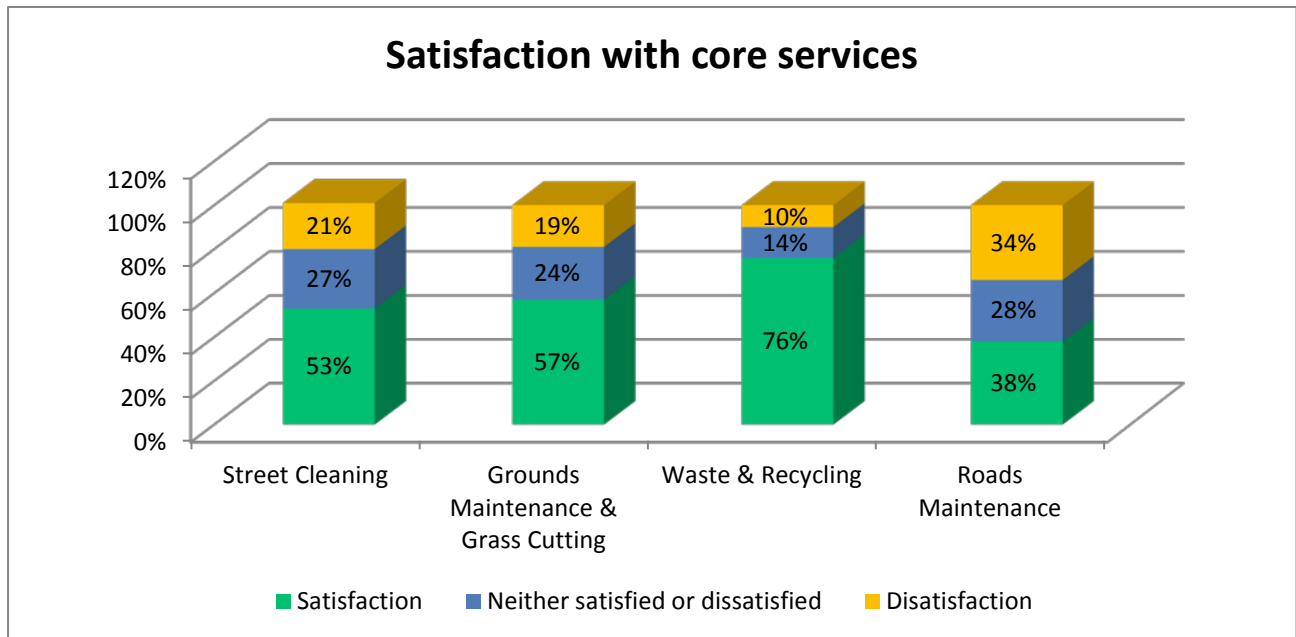
## Summary of Key Findings

- The highest rated score for a service is 96% for Library Services, followed by Museums and Galleries at 81%. Helpfulness of staff was one of the highest rated aspects in each service.
- The lowest rated services are Planning (30%) then Roads maintenance (38%). although Planning services use was limited to 9% of respondents
- The highest rated aspect when Panel members contact the Council are the knowledge and professionalism of the staff.
- The lowest rated aspect when Panel members contact the Council are returning calls and being able to contact the right person who can resolve the query.
- For the core day to day services Roads maintenance had the lowest satisfaction rating across all areas with G83 being the lowest at 24%.
- The highest satisfaction rating for the core day to day services was Waste & recycling, with small variations in each area.
- The following summarises the key aspects of the services and the areas for improvement;

<b><u>Service</u></b>	<b><u>Best Aspect</u></b>	<b><u>Area for Improvement</u></b>
<b>Street Cleaning</b>	Keeping the streets free from litter	Keeping the streets free from dog fouling
<b>Grounds &amp; grass cutting</b>	Clean and tidy appearance of parks & gardens	Grass cutting
<b>Waste &amp; Recycling</b>	Provision of garden waste collection service	Special uplift service
<b>Roads Maintenance</b>	Information provided when roadworks are underway	Condition of roads
<b>Libraries</b>	Helpfulness of staff	Suitability of electronic book borrowing service
<b>Museums &amp; galleries</b>	Helpfulness of staff	Selection of exhibitions
<b>Council Tax</b>	Professionalism of staff	Returning your calls
<b>Housing Benefit</b>	Knowledge of staff	Returning your calls
<b>Planning</b>	Returning your calls	Being able to contact the right person to resolve your query.
<b>Building Standards</b>	Professionalism of staff	Returning your calls
<b>Contact Centre</b>	Knowledge of staff	Returning your calls
<b>One Stop Shops</b>	Professionalism of staff	Being able to contact the right person to resolve your query on first contact
<b>Website "contact us"</b>	Ease of filling out the enquiry form	Receiving the information needed

# 1. Satisfaction with Services

The first section of the survey asked for panel members to provide views on their satisfaction with a range of every day services and the key aspects of the services provided by the Council and used by residents, businesses and visitors. Don't Know answers have been excluded. Of the four core services, waste and recycling had the highest satisfaction level at 76% with roads maintenance the lowest at 38%, this service also showed the highest rate of dissatisfaction at 34%.

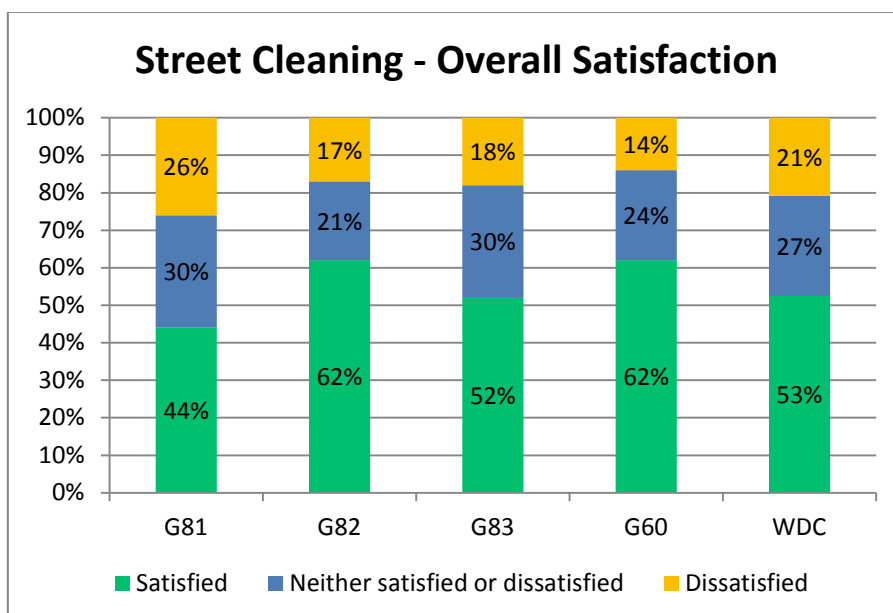
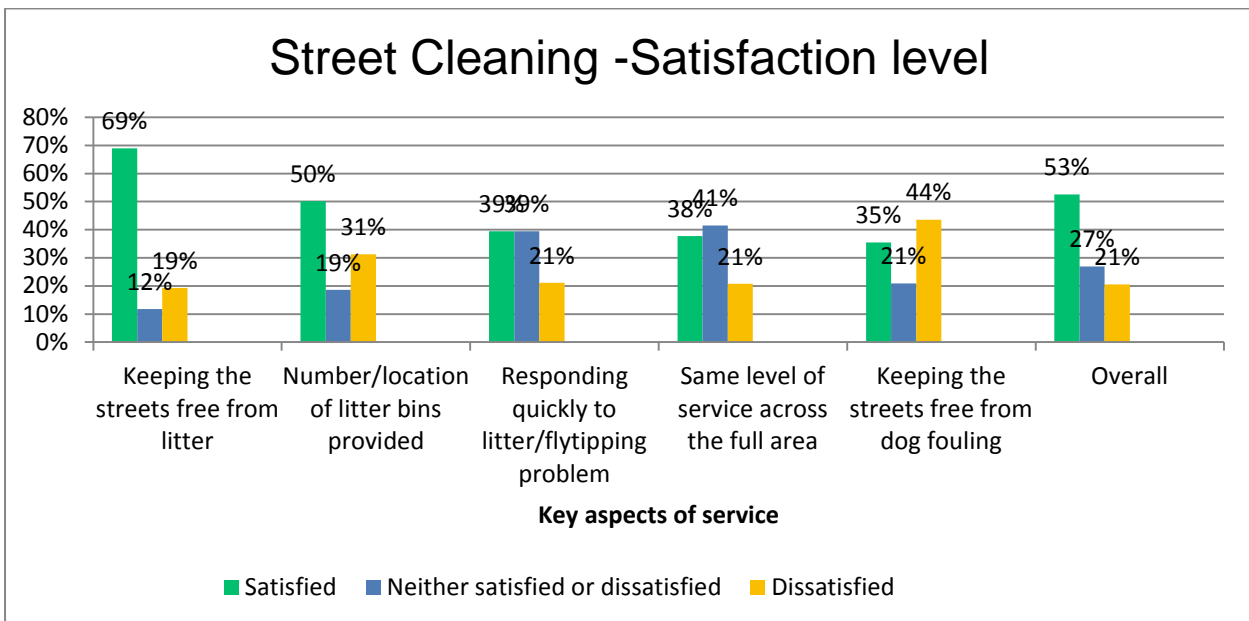


## 1.1 Street Cleaning

The overall satisfaction score for street cleaning services was 53%, with 27% noting neither satisfied or dissatisfied. The highest rated aspects of the service were keeping the streets free of litter (69%) and number and location of litter bins (50%). The lowest rated aspect of the service with 44% dissatisfaction was keeping the streets free from dog fouling. (*don't know answers have been excluded*)

Respondents in G60 showed the highest level of satisfaction (62%) and G81 showed the lowest level of satisfaction(44%) as well as the highest level of dissatisfaction (26%).

Members who expressing dissatisfaction were asked to make additional comments. 99 were made. The main items mentioned were, dog fouling, fly tipping and the need for additional litter/ dog poo bins.

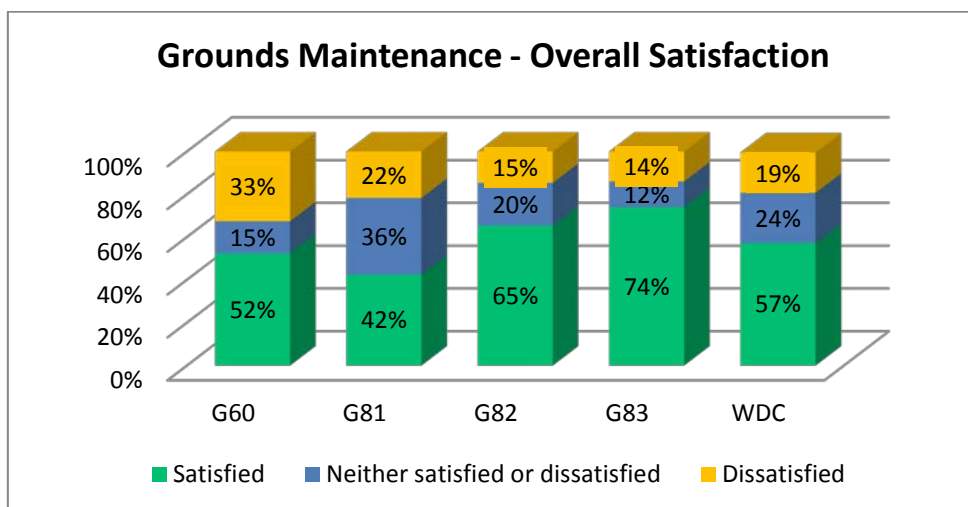
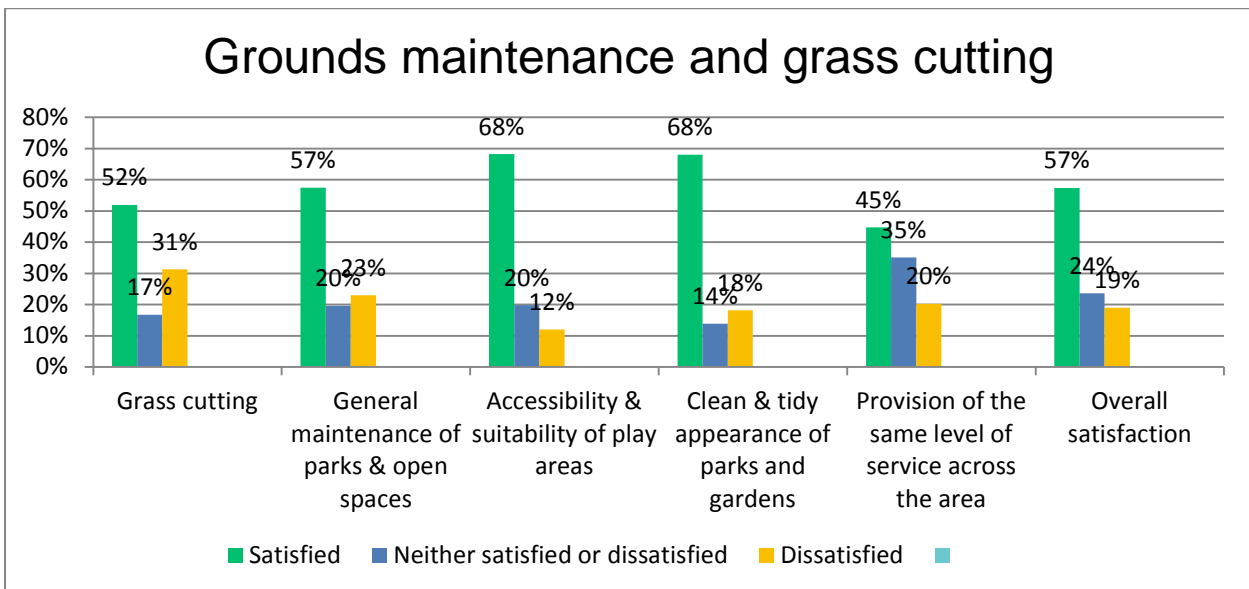


## 1.2 Grounds Maintenance & Grass Cutting

The overall satisfaction score for grounds maintenance & grass cutting services was 57%, with 24% noting neither satisfied or dissatisfied. The highest rated aspects of the service were clean and tidy appearance of parks and gardens, (68%) and accessibility and suitability of play areas, (68%). Grass cutting was the lowest rated aspect of the service (52%) this aspect also had the highest dissatisfaction score (31%).

Over the Council areas G83 showed the highest level of satisfaction (74%) and G81 showed the lowest level of satisfaction (42%).

Members made 79 additional comments. The main items of dissatisfaction mentioned were the reduced frequency of grass cutting including grass cutting's being left, poor maintenance of parks and the lack of flowers in common areas. In addition members expressed lack of support for the biodiversity approach and concern that reductions in the service may impact on the desirability of the Council area as a place to live and work.

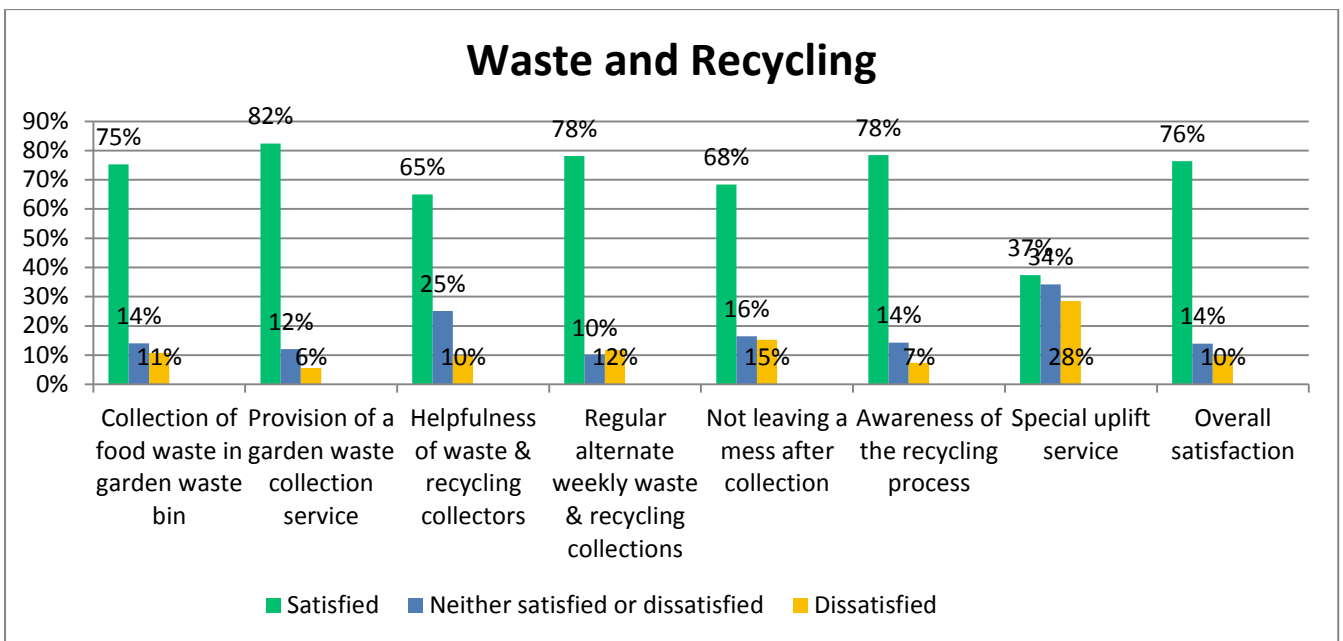


### 1.3 Waste & Recycling

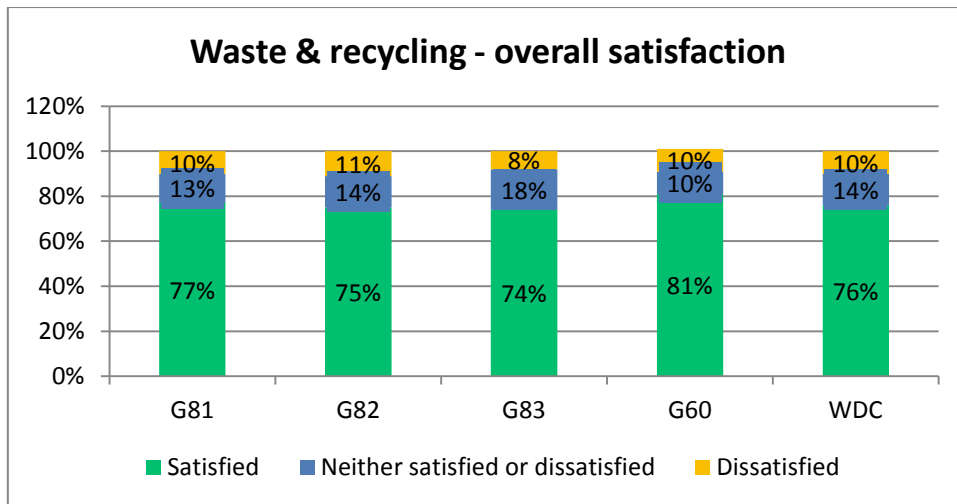
The overall satisfaction score for waste and recycling services was the highest of the core services at 76%, with 14% noting neither satisfied or dissatisfied. The highest rated aspects of the service were the garden waste service (82%) and awareness of the recycling process (78%). The lowest rated aspect of the service was the special uplift service with almost a third of members (28%) noting dissatisfaction.

Overall satisfaction was balanced in most areas, G60 showed the highest level of satisfaction at 81%.

Members who expressing dissatisfaction were asked to make additional comments. 76 were made. The key item mentioned were that there were too many missed collections, mess was left by the collectors and more bins were needed in communal buildings. In addition there was a view that the special uplift collection takes too long and the cost is too high which can encourage fly tipping.





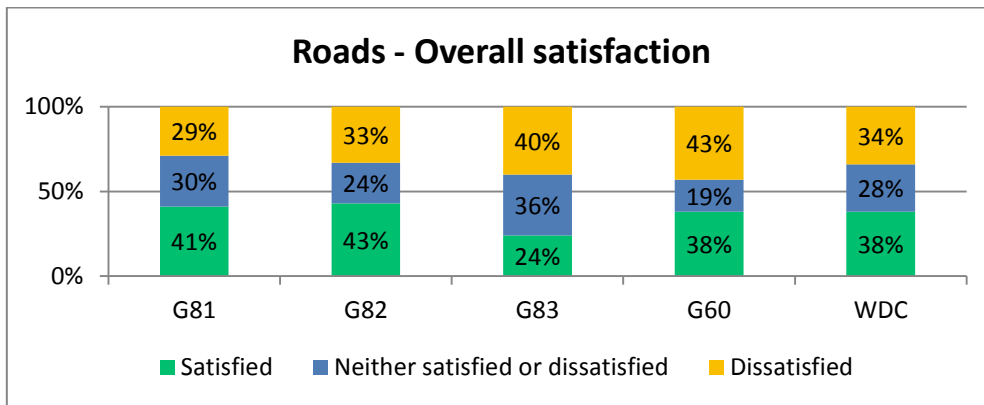
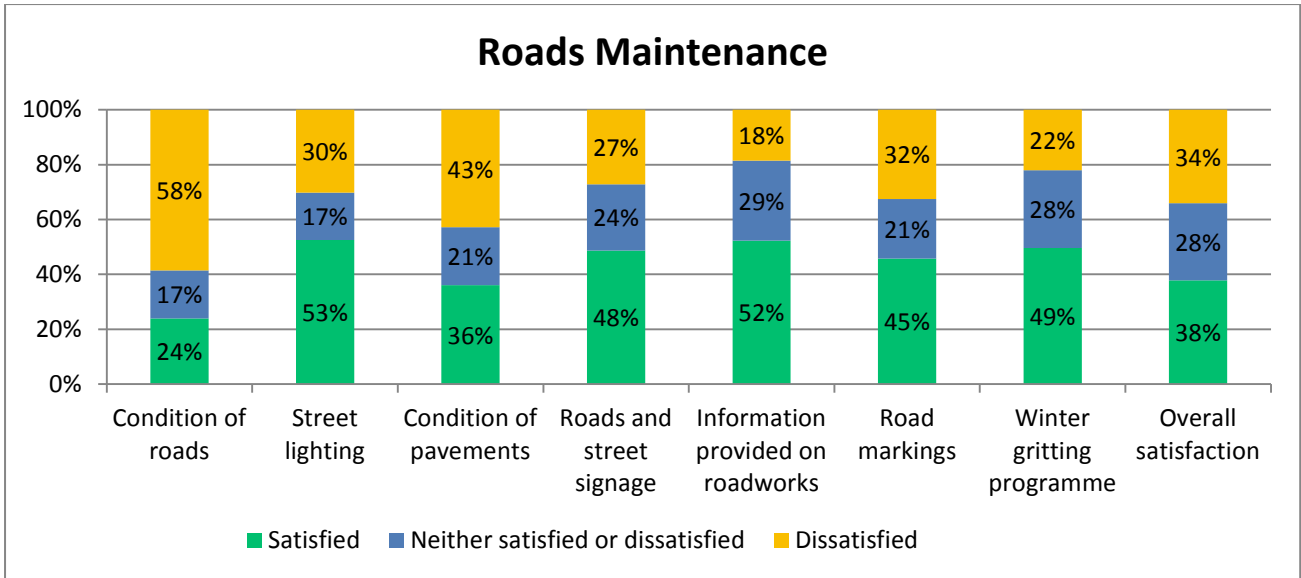


#### 1.4 Roads Maintenance

Only 38% of Panel members were satisfied with Roads maintenance services, 34% were dissatisfied with 28% noting neither satisfied or dissatisfied. The highest rated aspect of the service was the information provided when there are roadwork however this was only 52%. The condition of the roads was the lowest rated aspect with only 24% satisfaction and 58% dissatisfaction. Geographically, G82 showed the highest satisfaction rate at 43% and G83 showed the lowest satisfaction rate at 24%.

Some key aspect noted in the 154 additional comments include the following:

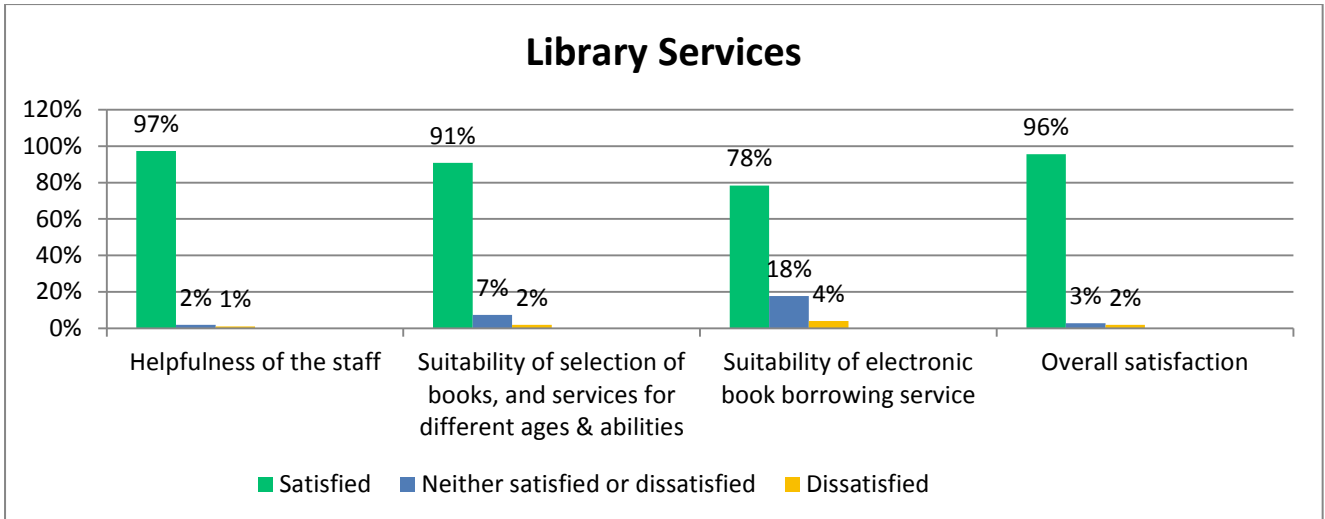
- High number of pot holes and general poor maintenance.
- Road markings are faded and poor.
- Street lighting is not bright enough.
- Lack of adequate road and street signs.
- Notices of road closures can be confusing and it can be difficult to find information on road closures on the website.
- Pavements are uneven.
- It is difficult to report issues and there is a slow response.



## 1.5 Library Services

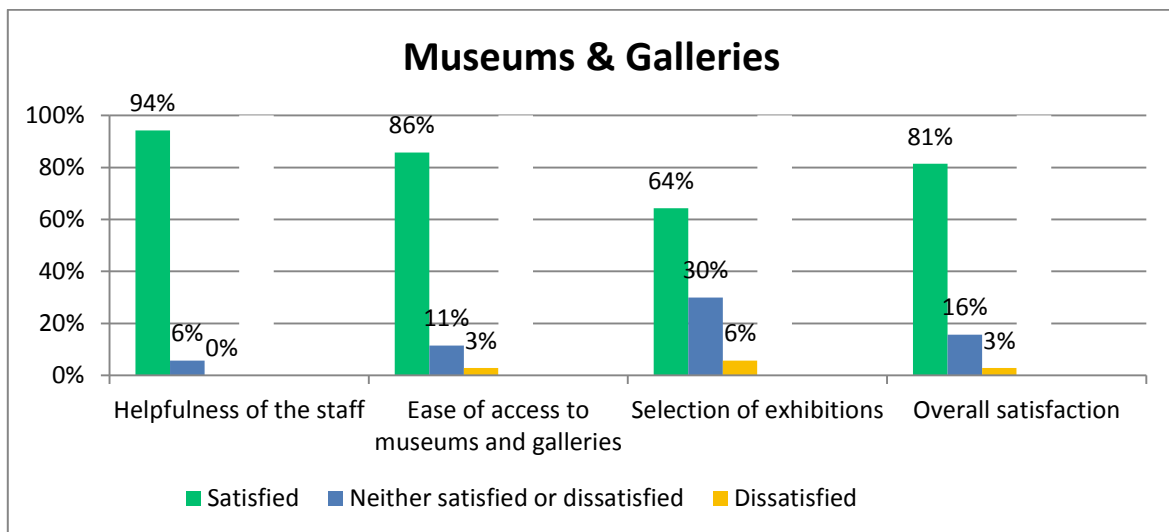
Almost half, 48% of members had used the Library services in the last 12 months. 96% stated that they were satisfied with the service overall. The majority of the aspects of the service gained high satisfaction levels. The lowest rated aspect of the service was the electronic book borrowing service at 78%. This aspect was used by just over half (55%) of those who had used the library services.

There were a small number of comments provided, the main ones being that the selection of audio books could be better and it can be difficult registering for the electronic book service.



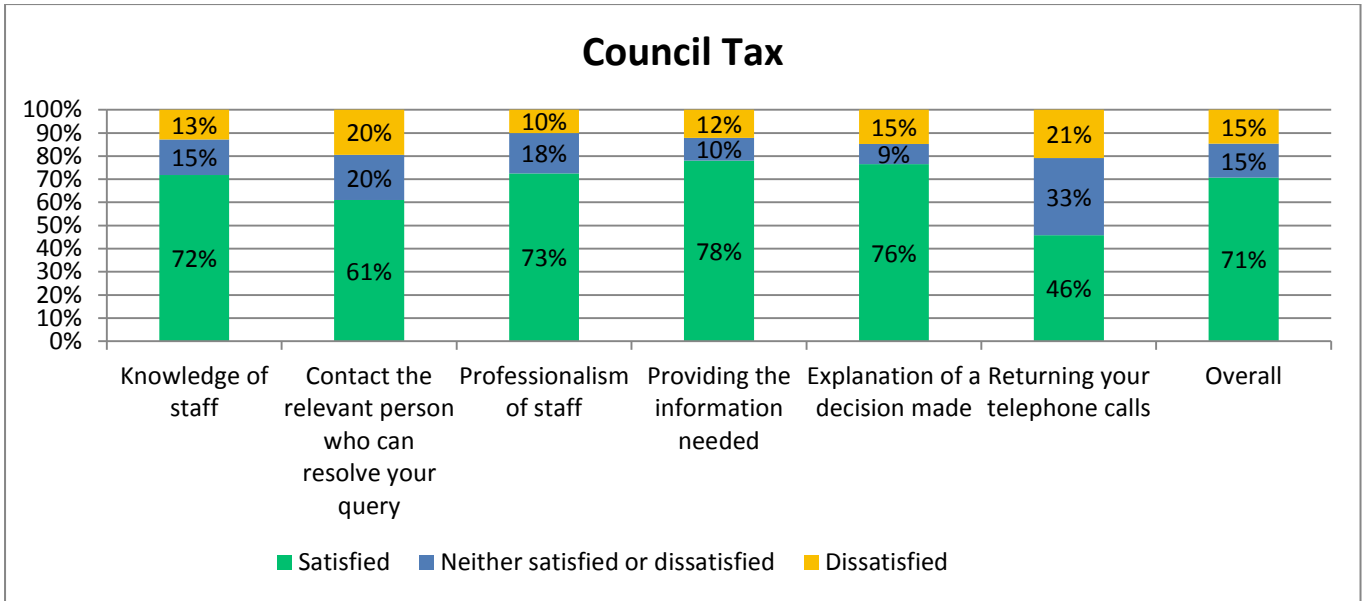
## 1.6 Museums & Galleries

Only 30% of members had used the Museums & Galleries in the last 12 months. 81% were satisfied with the service and 94% found the staff helpful with 86% finding it easy to access the service. The selection of exhibitions was the lowest rated aspect of the service (64%).



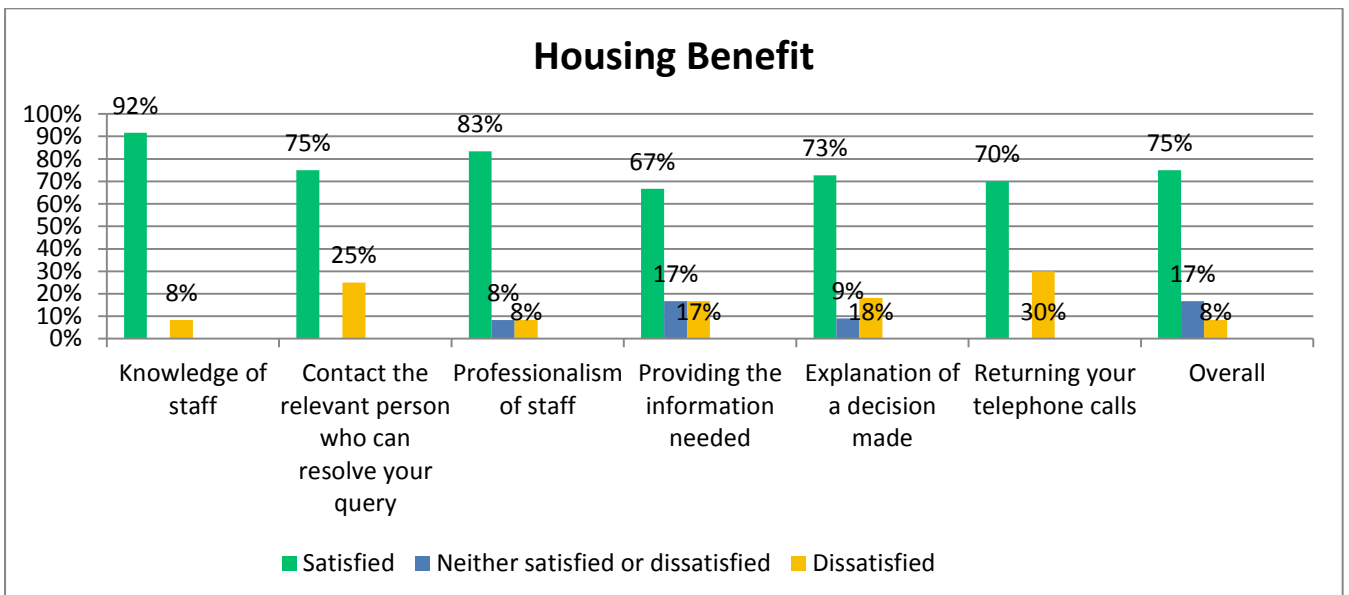
## 1.7 Council tax

Panel members were asked to rate their satisfaction level with the Council tax service. Only 18% of members had used the service in the last 12 months. 71% were satisfied with the service. The highest rated aspects of the service were providing the information needed (78%) and explanation of the decision (76%). The aspects of the service with the lowest satisfaction rating was making contact with the relevant person who can resolve the query (61%) and returning phone calls (46%).



## 1.8 Housing Benefit

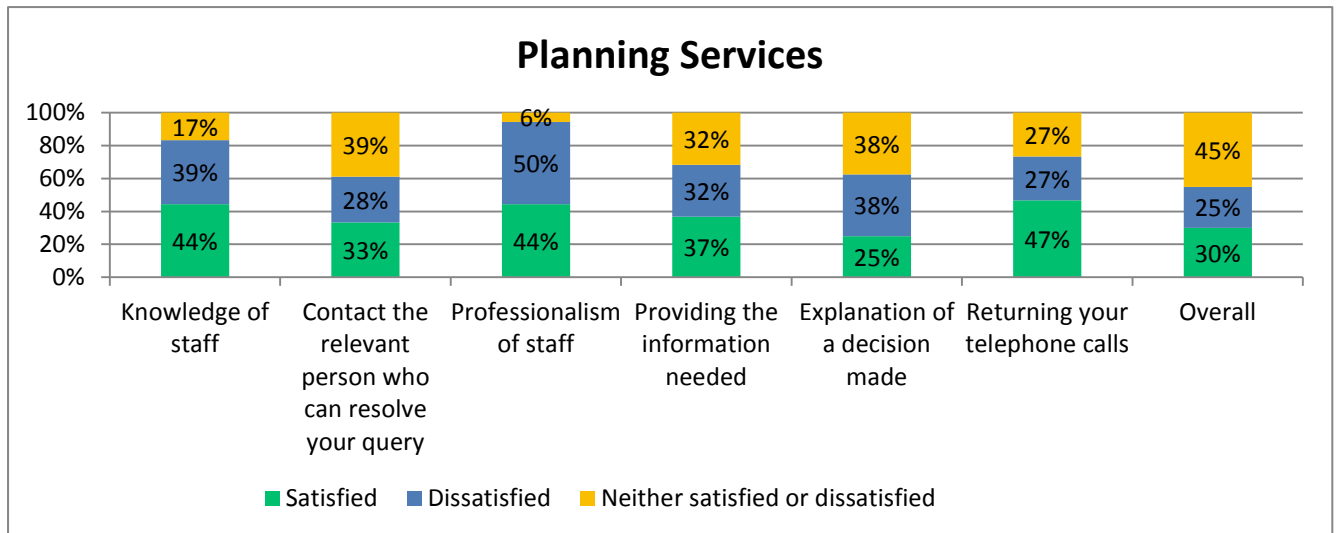
Of the respondents Only 5% of members had used the Housing Benefit service in the last 12 months. The knowledge of the staff was the aspect with the highest satisfaction rate (92%). The aspect members rated with the lowest satisfaction was providing the information needed (67%).



## 1.9 Planning Services

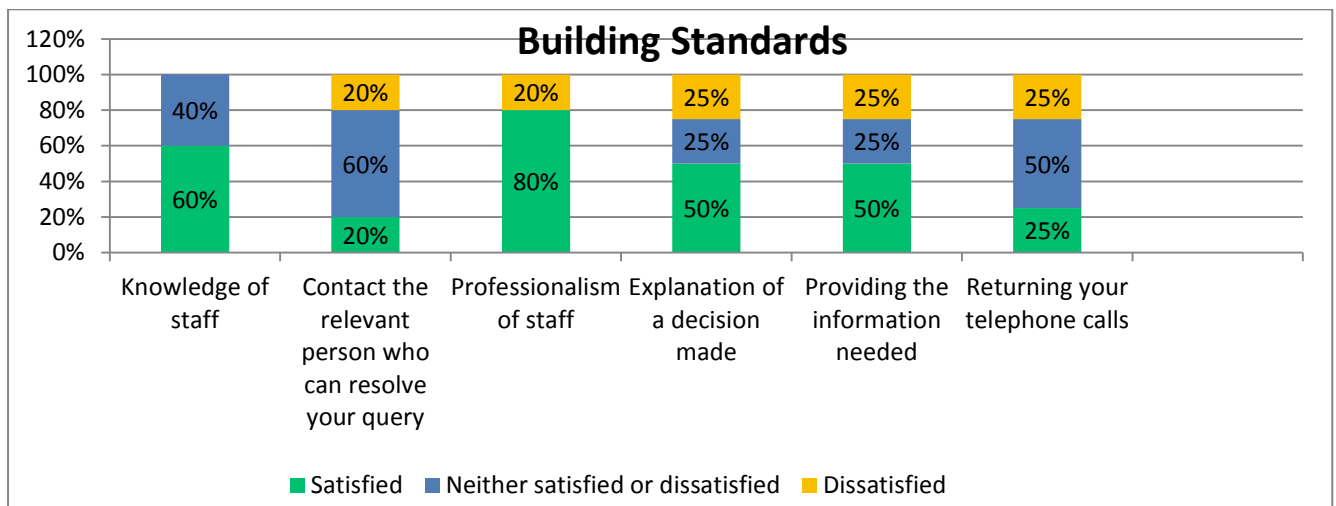
The planning service had been used by 9% of members. Responses highlighted that the majority of members consider there is room for improvement with only 30% satisfaction rating. Returning phone calls was one of the highest rated aspects of the service (47%). The aspects with the lowest satisfaction rating were explanation of decisions (25%) and being able to contact the right person to resolve the query on the first contact (33%).

Members who expressing dissatisfaction were asked to make additional comments. 10 were made. The key items mentioned were delays in receiving a response, the process takes too long and there is a significant delay in posting/publication of notifications of planning applications.



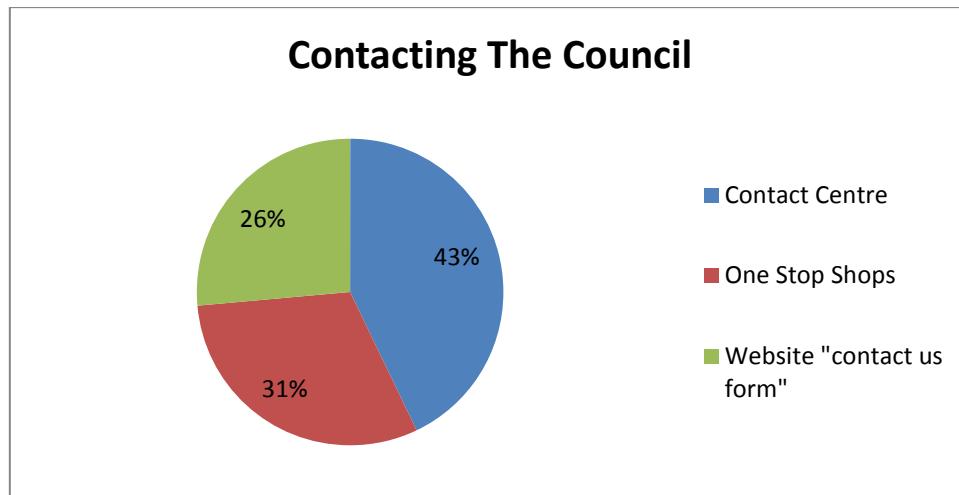
### 1.10 Building Standards

A small number of members 2% had used Building standards service. The highest rating aspects were professionalism of staff (80%) and knowledge of staff (60%) Being able to contact the right person (20%) and returning phone calls (25%) were the lowest rated aspects.



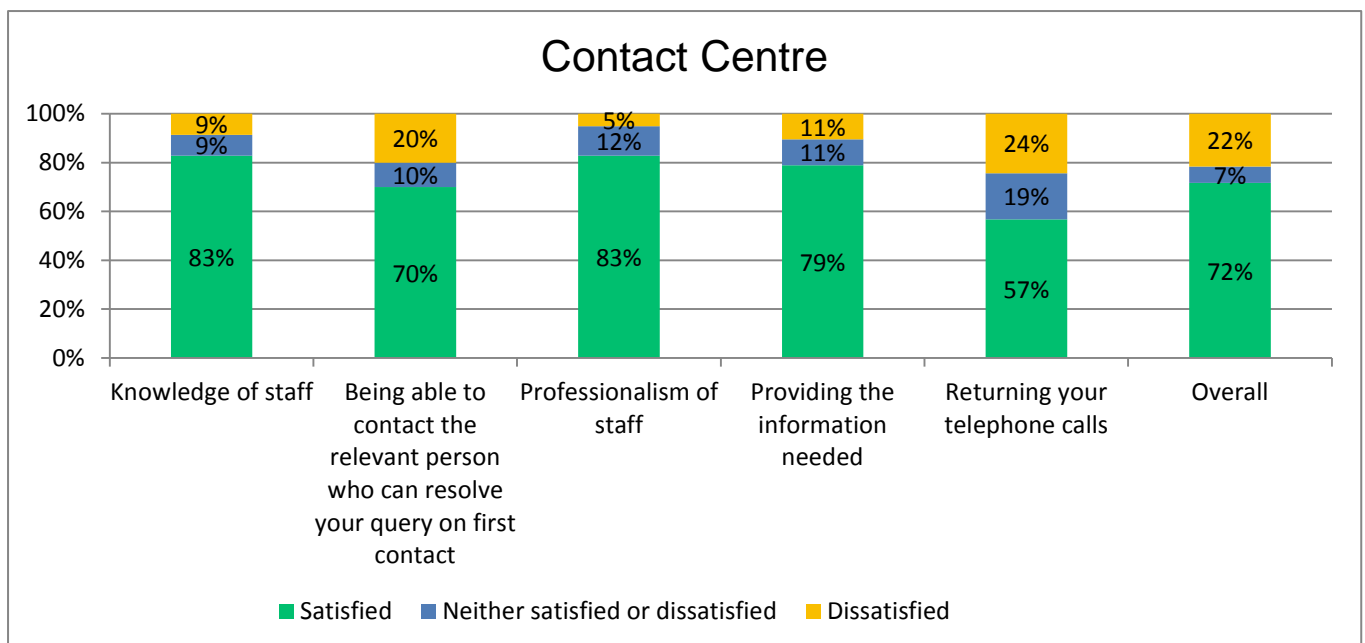
## 2. Contacting The Council

Panel member were asked if they had contacted the Councils citizen services in the last 12 months. 60% of respondents stated that they had used the services below to made contact with the Council. The most frequently used service was the Contact Centre with 43% of those who had made contact with the Council using this service.



### 2.1 Contact Centre - by telephone

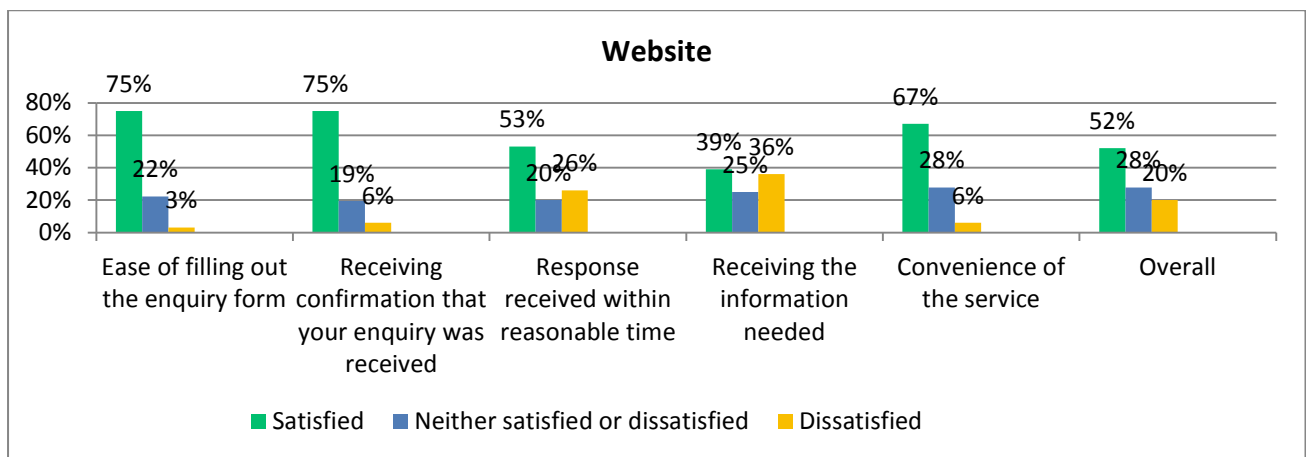
26% of total respondents had contacted the the Contact Centre by telephone in the last 12 months. 72% were satisfied with the overall service, 22% were dissatisfied with 7% noting neither satisfied or dissatisfied. The highest rated aspects of the service was the professionalism and knowledge of the staff both at 83%. Returning calls was the lowest rated aspect with only 57% satisfaction and 24% dissatisfaction. Respondents stated that they were dissatisfied due to long wait times before calls were answered.



## 2.2 Website – “Contact Us” enquiry form

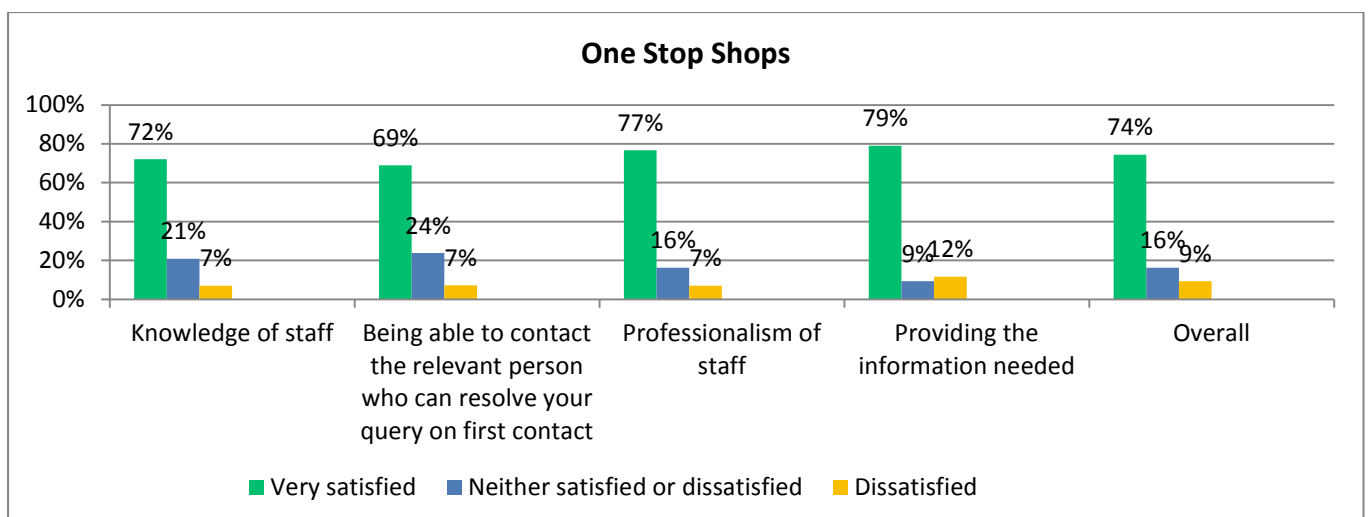
Panel members were asked to rate their satisfaction with the “contact us “ form which is available on the Council website. 16% of all respondents had used the enquiry form in the last 12 months. 52% were satisfied with the overall service, 20% were dissatisfied with 28% noting neither satisfied or dissatisfied. The highest rated aspects of the service was ease of filling out the form and the notification of receipt of the enquiry both 75%. The lowest rated aspect of the service was receiving the information needed (39%).

Respondents stated that they were dissatisfied with the time taken to receive a response and when received they were inadequate.



## 2.3 One stop shops – in Clydebank & Alexandria

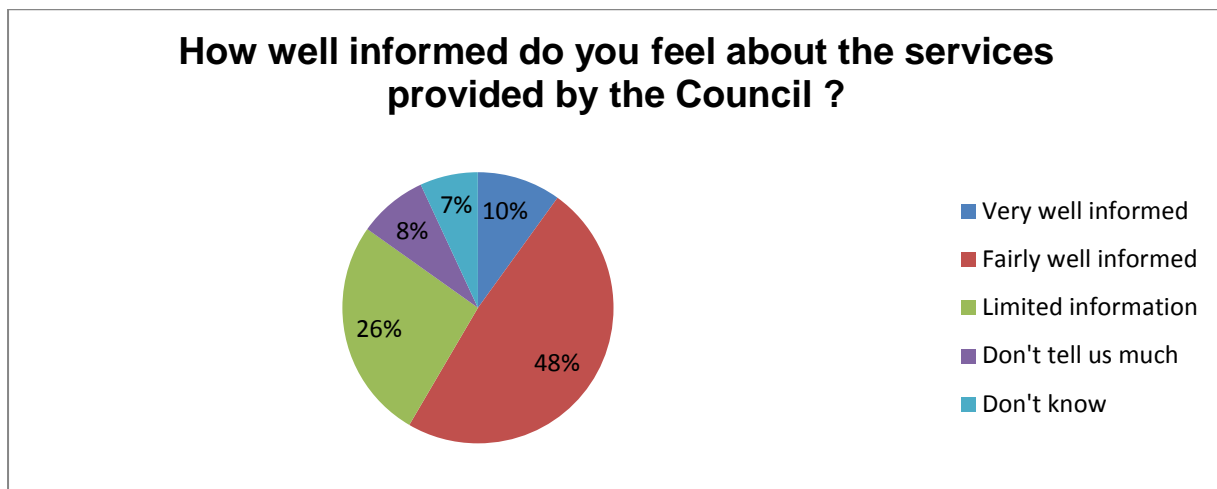
18% of all respondents had visited one of the one stop shops in the last 12 months. 74% were satisfied with the overall service, 9% were dissatisfied with 16% noting neither satisfied or dissatisfied. The highest rated aspects of the service was providing the information needed at 79%. The lowest rated aspect of the service was being able to contact the relevant person (69%). Members stated that they would like to have some more privacy when visiting the one stop shops.



## 2.4 Summary

Members were asked how well informed they felt about the services provided by the Council, over half (58%) of members felt very or fairly well informed.

We also asked members if you have a question about a service in West Dunbartonshire where are you most likely to go for an answer, the majority, 74%, stated they would use the Council's Website.



### Joining the Panel

We are always keen to welcome new members to West Dunbartonshire's Citizen Panel.

If you or someone you know would like to become a member, you can do so by filling out our electronic form;

[Citizens Panel Registration](#)

Alternatively contact us at;

[CitizensPanel@west-dunbarton.gov.uk](mailto:CitizensPanel@west-dunbarton.gov.uk)



Further information can be found on our Council [Web Page](#)