

## West Dunbartonshire Council Reputation Tracker - Oct-Dec

### Agreement with Statements about Council

- 93%** I am satisfied with the way West Dunbartonshire Council runs things
- 76%** West Dunbartonshire Council services are value for money
- 82%** West Dunbartonshire Council takes account of residents' views
- 87%** The Council communicates well with its residents
- 60%** I would speak highly of West Dunbartonshire Council

Based on 300 telephone interviews representative of West Dunbartonshire by location, gender and age

### Satisfaction with the Council's Services



- |   |   |
|---|---|
|  The information available (93%)   |  Grounds Maintenance and grass cutting (92%) |
|  Reports and Publications (76%)    |  Parks and open spaces (90%)                 |
|  Quality of customer service (82%) |  Libraries (94%)                             |
|  Street cleaning (79%)             |  Leisure and Sports centres (88%)            |
|  Waste service overall (88%)       |  Services overall (93%)                      |
|  Roads Maintenance (46%)           |  Council's website (89%)                     |

Based on 300 telephone interviews representative of West Dunbartonshire by location, gender and age

Theme	Question / Statement	Measure	Oct-Dec 2018
Local Community Centres	Which of these community centres have you used in the past 6 month or so?	% using a community centre in last 6 months	8%
Community Safety	Overall, how safe or unsafe would you say that your local area is as a place to live?	% safe	91%
Anti-Social Behaviour	To what extent would you say that anti-social behaviour is an issue in your local area?	% major issue	8%
Anti-Social Behaviour	How satisfied or dissatisfied were you with the service provided when you contacted the anti-social behaviour helpline? <i>Only asked of those that have ever made contact with anti-social behaviour helpline.</i>	% satisfied	70%
Anti-Social Behaviour	Overall, would you agree or disagree that the Council and the Police are dealing successfully with crime and anti-social behaviour in your local community?	% agreement	79%
Council Services	Satisfaction with Council Tax Service*	% satisfied	80%
Council Services	Satisfaction with Council Contact Centre*	% satisfied	50%
Council Services	Satisfaction with Housing Benefit Team*	% satisfied	66%
Education Services	Satisfaction with Early Education and Childcare Centres / Nurseries*	% satisfied	100%
Education Services	Satisfaction with Primary Schools*	% satisfied	95%
Education Services	Satisfaction with Secondary Schools*	% satisfied	89%
Education Services	Satisfaction with Additional Support Needs Provision*	% satisfied	100%

*\*Only asked of those that have contacted or had any experience of in the last 6 months.*