



## Reputation Tracker Survey

### Quarterly Report

July to September 2019



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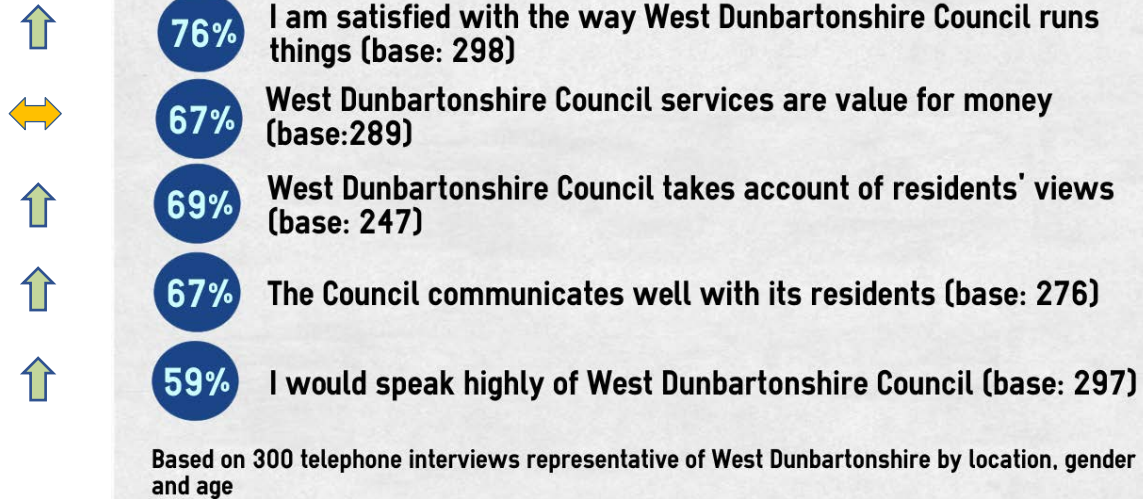
## 1.0 SURVEY OVERVIEW

- 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.

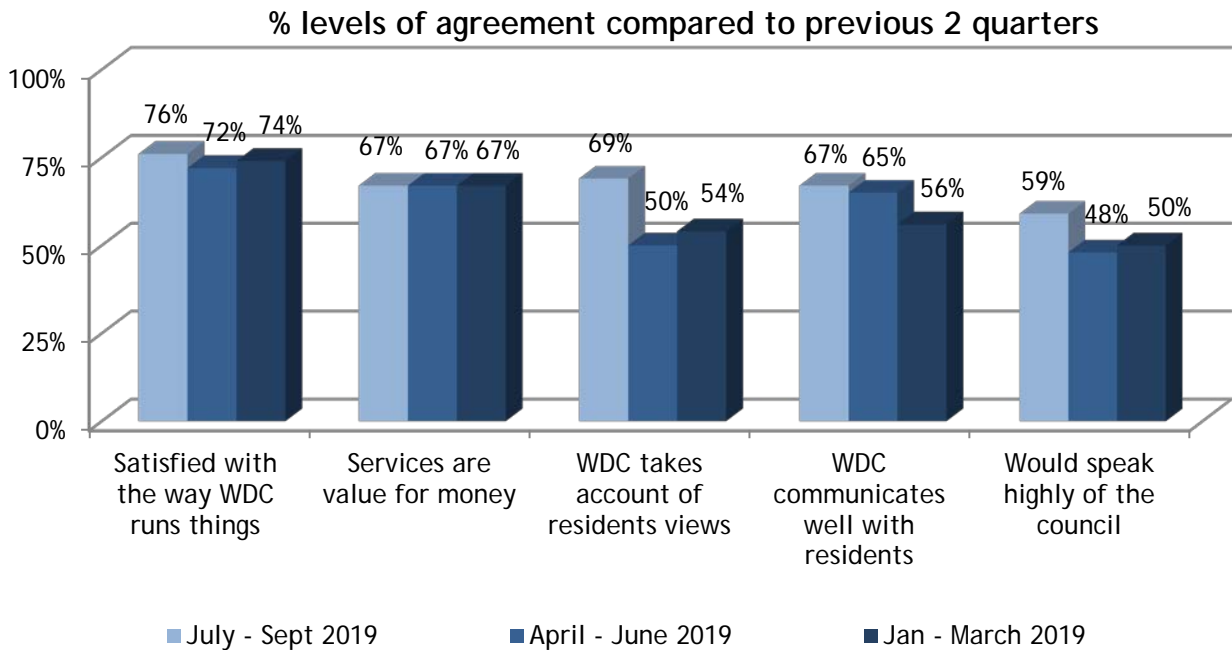
## 2.0 OVERALL PERCEPTION OF COUNCIL AND SATISFACTION WITH SERVICES

2.1 The trend is shown against the previous Quarter (April 2019 to June 2019).

Trend

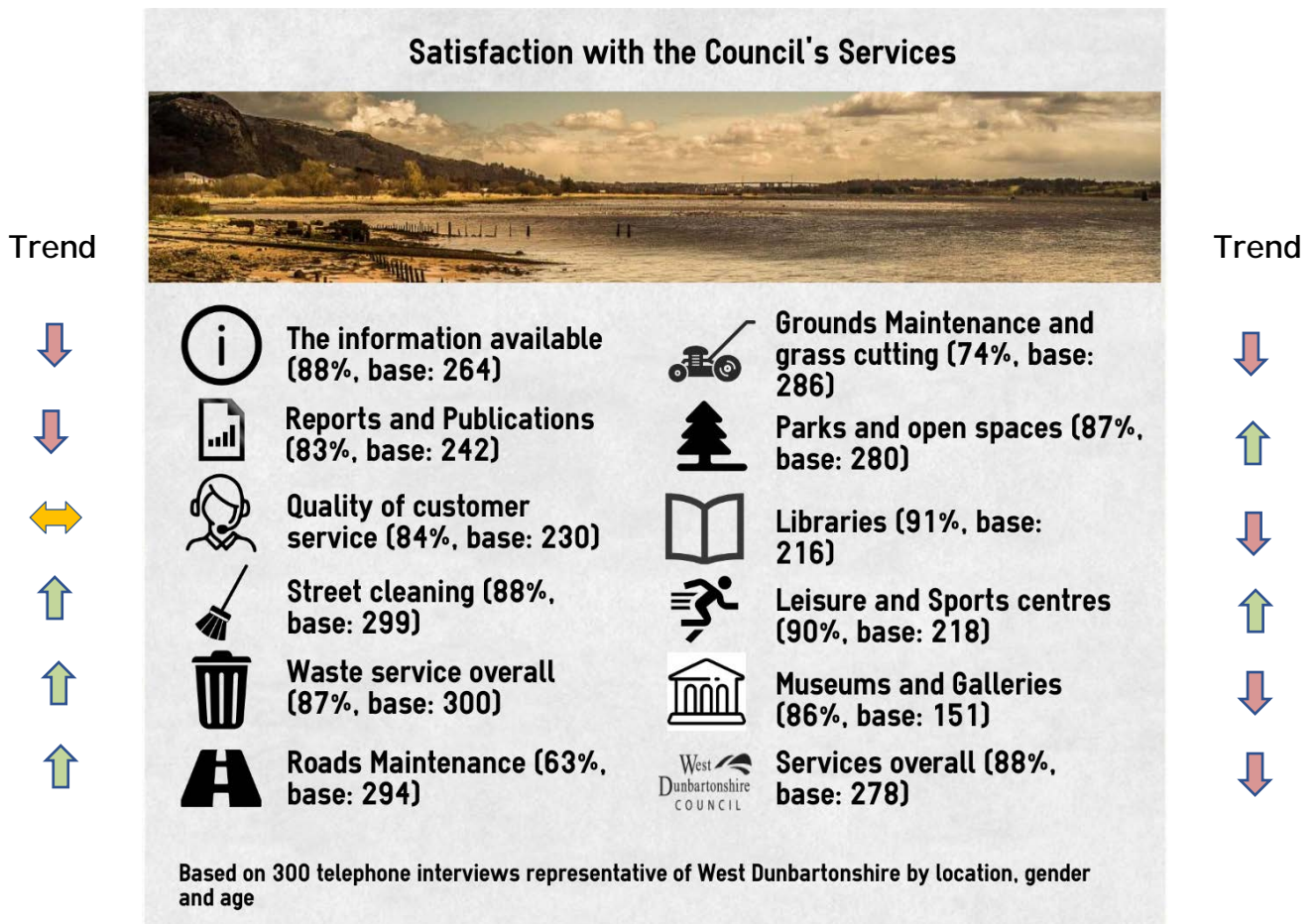


2.2 The graph below illustrates levels of agreement with statements for July to Sept 2019 and compares this to the previous two quarters ( Jan - March 2019 & April- June 2019).



### 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.



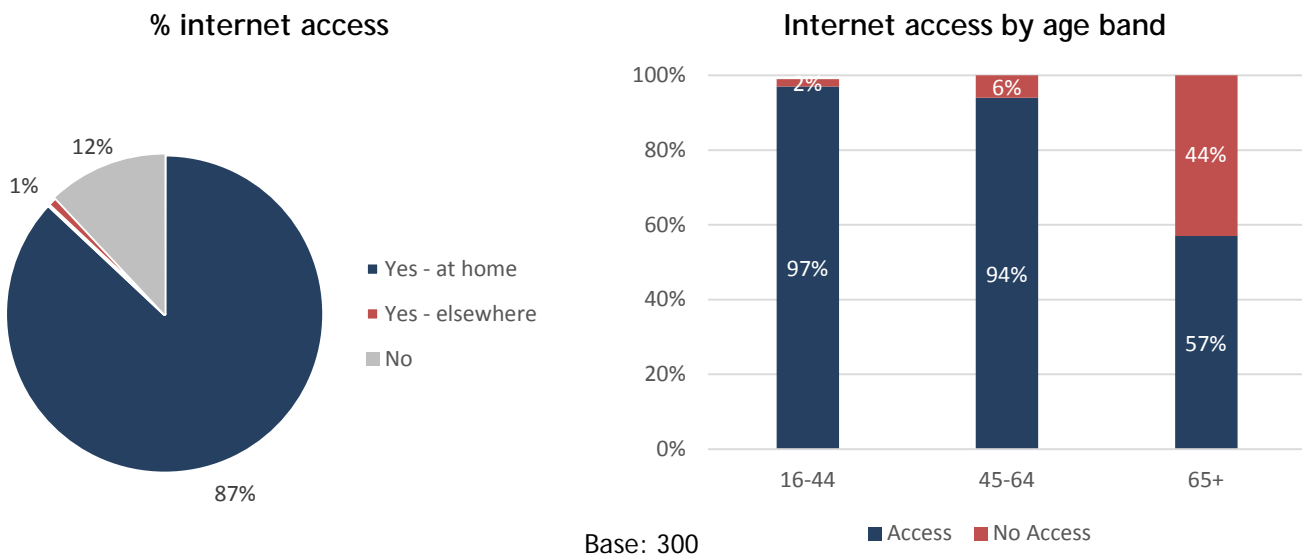
COMMUNICATION, CULTURE AND COMMUNITIES

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

Communication, Culture and Community Services	Satisfaction	
	Q1 2019	Q2 2019
Information available on services (base 264)	91%	88%
Libraries (base 216)	93%	91%
Quality of customer service (base 230)	84%	84%
Contact centre ( by telephone) (base 41)	89%	82%
Council Website (base 129)	91%	92%
Reports & Publications (base 242)	93%	83%
Museums & Galleries (base 151)	96%	86%
Services Overall (base 278)	92%	88%

3.3 More detailed questions were asked in relation to **Accessibility of the internet**, with 88% of respondents confirming they have access to the internet. The lowest levels of internet access are in the over 65 age band with only 57% of over 65 respondents having internet access.

Figure 3: Internet Access



3.4 The spotlight on **usage of the council’s website** shows 49% of residents have used the website, of those, 92% were satisfied with the website.

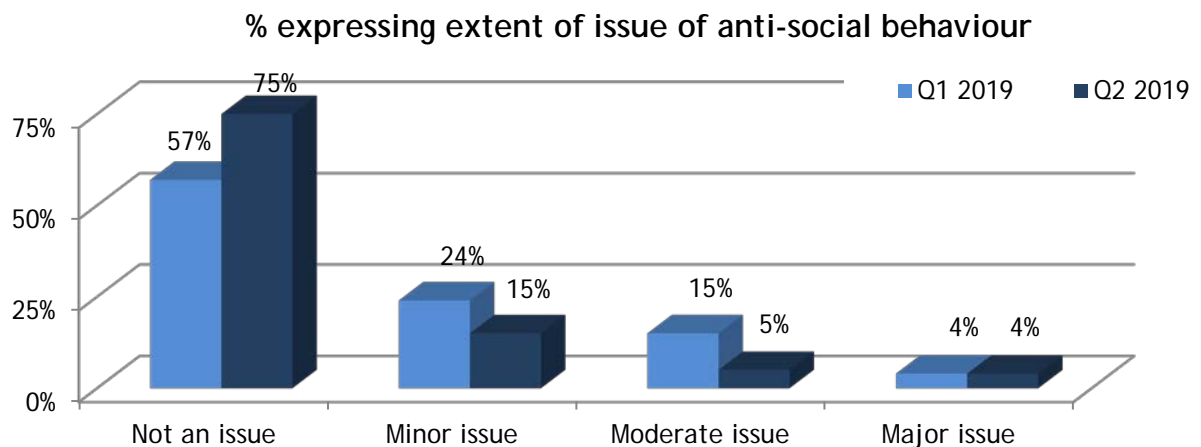
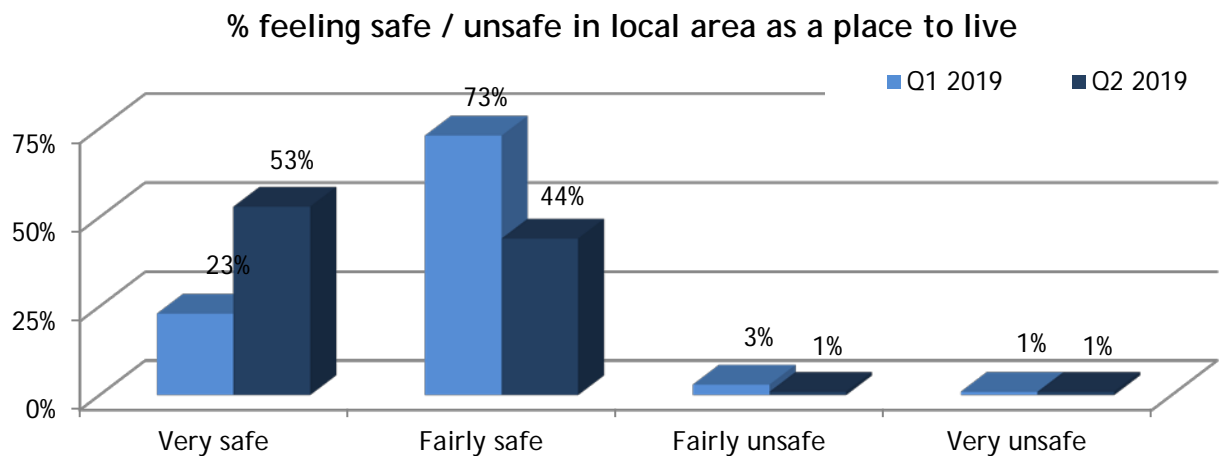
## ENVIRONMENT AND NEIGHBOURHOOD

3.5 The table below details environment and neighbourhood services for July to September 2019 and compares this to the previous quarter.

Environment and Neighbourhood Services	Satisfaction	
	Q1 2019	Q2 2019
Street cleaning (base 299)	70%	88%
Waste services (base 300)	81%	87%
Roads Maintenance (base 294)	32%	63%
Ground maintenance and grass cutting (base 286)	82%	74%
Parks & open spaces (base 280)	85%	87%
Leisure & sports centres (base 216)	87%	90%

## HOUSING AND EMPLOYABILITY

3.6 Additional question were added to the survey in October 2018, focused on community safety. The table below shows the results for July to September 2019 and compares this to the previous quarter.



## EDUCATION

3.7 Satisfaction with education services for July to September 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.

Education Services	Satisfaction	
	Q1 2019	Q2 2019
<b>Early Education and Childcare Centres / Nurseries</b> (base 29)	97%	97%
<b>Primary Schools</b> (base 56)	93%	99%
<b>Secondary Schools</b> (base 46)	96%	89%
<b>Additional Support Needs Provision</b> (base 7)	100%	100%