



Reputation Tracker Survey

Quarterly Report

April to June 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 (January to March 2024).

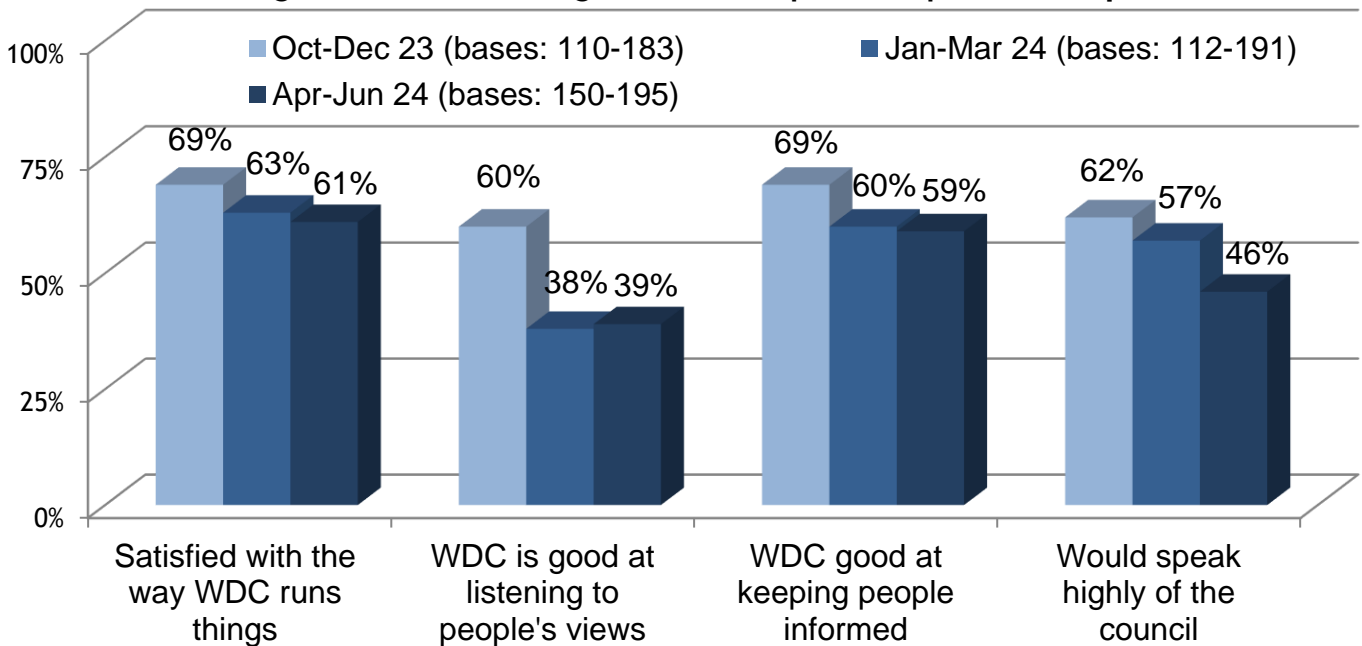
Agreement with Statements about Council

Q1	% change	Statements
59%	-1%	West Dunbartonshire Council is good at keeping people informed of important information (base: 192)
39%	+1%	West Dunbartonshire Council is good at listening to local people's views before it takes decisions (base: 152)
52%	+4%	West Dunbartonshire Council is good at letting local people know how well it is performing (base: 150)
46%	-9%	West Dunbartonshire Council communicates well with its residents (base: 189)
61%	-2%	I am satisfied with the way West Dunbartonshire Council runs things (base: 195)
46%	-14%	West Dunbartonshire Council does the best it can with the money available (base: 172)
46%	-11%	I would speak highly of West Dunbartonshire Council (base: 161)

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





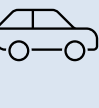
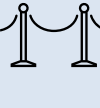




2.2 Figure 1 illustrates levels of agreement with the previous 2 quarters.

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	Q1	% change	Service	Q1	% change
 Street cleaning (base: 215)	68%	-10%	 Libraries (base: 101)	81%	-6%
 Waste service overall (base: 224)	64%	-12%	 Council Website (base: 142)	79%	-13%
 Roads maintenance (base: 210)	27%	+5%	 Museums and Galleries (base: 40)	88%	-6%
 Grounds Maintenance and grass cutting (base: 211)	48%	-25%	 Leisure and sports centres (base: 140)	77%	-5%
 Parks and open spaces (base: 204)	72%	-15%	 Services overall (base: 200)	67%	-17%

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 April to June 2024 and compares this to January to March 2024.

Figure 2: % satisfaction levels compared to previous quarter

Citizen, Culture and Facilities	Jan-Mar 2024	Apr-Jun 2024	% Change
Libraries (Jan to Mar 2024 base: 102, Apr to Jun 2024 base: 101)	87%	81%	-6%
Contact Centre (Jan to Mar 2024 base: 31, Apr to Jun 2024 base: 56)	65%	58%	-7%
Museums and Galleries (Jan to Mar 2024 base: 31, Apr to Jun 2024 base: 40)	94%	88%	-6%
Council Website: Finding Information (Jan to Mar 2024 base: 98, Apr to Jun 2024 base: 144)	89%	79%	-10%
Council Website: Ease of Use (Jan to Mar 2024 base: 98, Apr to Jun 2024 base: 135)	93%	84%	-9%
Council Website: Completing Transactions (Jan to Mar 2024 base: 80, Apr to Jun 2024 base: 76)	97%	90%	-7%
Council Website Overall (Jan to Mar 2024 base: 97, Apr to Jun 2024 base: 142)	92%	79%	-13%

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

Ease of Making Contact	Jan-Mar 2024	Apr-Jun 2024	% Change
Telephoning Citizen Contact Centre (Jan to Mar 2024 base: 31, Apr to Jun base: 56)	54%	63%	+9%
Telephoning Specific Council Department (Jan to Mar 2024 base: 70, Apr to Jun base: 21)	95%	66%	-29%
Through Council's website (Jan to Mar 2024 base: 56, Apr to Jun base: 45)	86%	65%	-21%
Visiting One of Main Offices (Jan to Mar 2024 base: 1, Apr to Jun base: 7)	0%	63%	+63%

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	Jan-Mar 2024	Apr-Jun 2024	% Change
Use the internet (Jan to Mar 2024 base: 225, Apr to Jun base: 225)	84%	92%	+8%
Confident using the internet (Jan to Mar 2024 base: 187, Apr to Jun base: 204)	90%	91%	+1%
Ever used Council website (Jan to Mar 2024 base: 188, Apr to Jun base: 206)	53%	71%	+18%

4.0 ROADS AND NEIGHBOURHOOD

4.1 Figure 5 details Roads and Neighbourhood services for April to June 2024 and compares this to January to March 2024.

Figure 5: % satisfaction levels compared to previous quarter

Roads and Neighbourhood	Jan-Mar 2024	Apr-Jun 2024	% Change
Street cleaning (Jan to Mar 2024 base: 216, Apr to Jun base: 215)	78%	68%	-10%
Waste services (Jan to Mar 2024 base: 216, Apr to Jun base: 224)	76%	64%	-12%
Roads Maintenance (Jan to Mar 2024 base: 215, Apr to Jun base: 210)	22%	27%	+5%
Grounds maintenance and grass cutting (Jan to Mar 2024 base: 201, Apr to Jun base: 211)	73%	48%	-25%
Parks & open spaces (Jan to Mar 2024 base: 198, Apr to Jun base: 204)	87%	72%	-15%

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	Jan-Mar 2024	Apr-Jun 2024	% Change
The quality of road surfaces generally (Apr to Jun base: 199)	N/A	20%	-
Clarity of markings on the road (Apr to Jun base: 178)	N/A	49%	-
Road signage (Apr to Jun base: 178)	N/A	68%	-
Lighting of roads (Apr to Jun base: 193)	N/A	71%	-
Notification of upcoming roadworks and diversions (Apr to Jun base: 182)	N/A	52%	-

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	Jan-Mar 2024	Apr-Jun 2024	% Change
Excessive surface water on roads (Apr to Jun base: 184)	N/A	73%	-
High number of potholes / repeated pothole repairs (Apr to Jun base: 198)	N/A	90%	-
Poorly maintained verges (Apr to Jun base: 184)	N/A	75%	-
Unclear road markings (Apr to Jun base: 169)	N/A	61%	-
Uneven road surfaces (Apr to Jun base: 182)	N/A	80%	-

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	Jan-Mar 2024	Apr-Jun 2024	% Change
Heavy traffic (Apr to Jun base: 198)	N/A	84%	-
Length of time to respond to a pothole / repeated pothole repairs (Apr to Jun base: 184)	N/A	90%	-
Poor quality materials used in repairs (Apr to Jun base: 178)	N/A	87%	-
Poor weather conditions (Apr to Jun base: 180)	N/A	89%	-

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	Jan-Mar 2024	Apr-Jun 2024	% Change
Increases likelihood of damage to vehicle	N/A	84%	-
Impacts on road safety	N/A	75%	-
Increases journey times	N/A	63%	-
Makes journey less comfortable	N/A	65%	-
Something else	N/A	1%	-
Base	N/A	181	

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	Jan-Mar 2024	Apr-Jun 2024	% Change
Availability of pavements and footpaths generally (Apr to Jun base: 220)	N/A	81%	-
The quality of pavement and footpath surfaces generally (Apr to Jun base: 221)	N/A	61%	-
Accessibility of pavements and footpaths (Apr to Jun base: 221)	N/A	79%	-

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	Jan-Mar 2024	Apr-Jun 2024	% Change
Availability of safe crossing places (Apr to Jun base: 216)	N/A	35%	-
Excessive surface water (Apr to Jun base: 212)	N/A	46%	-
Lack of dropped kerbs for road crossing (Apr to Jun base: 205)	N/A	42%	-
Poor lighting levels (Apr to Jun base: 207)	N/A	37%	-
Uneven footway surfaces (Apr to Jun base: 213)	N/A	57%	-
Vehicles blocking or parked on footpaths (Apr to Jun base: 214)	N/A	63%	-

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	Jan-Mar 2024	Apr-Jun 2024	% Change
As a driver in the local area (Apr to Jun base: 148)	N/A	87%	-
As a cyclist in the local area (Apr to Jun base: 15)	N/A	73%	-
As someone walking on pavements and footpaths in the local area (Apr to Jun base: 154)	N/A	85%	-

5.0 LOCAL AREA AND COMMUNITIES

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

Figure 6: % ratings compared to previous quarter

Local Area and Community	Jan-Mar 2024	Apr-Jun 2024	% Change
Feeling of safety (Jan to Mar 2024 base: 224, Apr to Jun 2024 base: 222)	90%	86%	-4%
Attractiveness of local environment (Jan to Mar 2024 base: 220, Apr to Jun 2024 base: 219)	63%	58%	-5%
Strength of economy and job opportunities (Jan to Mar 2024 base: 150, Apr to Jun 2024 base: 143)	18%	33%	+15%
Neighbourhood as a place to live (Jan to Mar 2024 base: 219, Apr to Jun 2024 base: 225)	89%	91%	+2%

6.0 EDUCATION

6.1 Figure 14 details education services for April to June 2024 and compares this to January to March 2024.

Figure 7: % satisfaction levels compared to previous Quarter

Education Services	Jan-Mar 2024	Apr-Jun 2024	% Change
Early Education and Childcare Centres / Nurseries (Jan to Mar 2024 base: 19, Apr to Jun 2024 base: 34)	95%	98%	+3%
Primary Schools (Jan to Mar 2024 base: 46, Apr to Jun 2024 base: 67)	91%	93%	+2%
Secondary Schools (Jan to Mar 2024 base: 39, Apr to Jun 2024 base: 38)	67%	90%	+23%
Additional Support Needs Provision (Jan to Mar 2024 base: 9, Apr to Jun 2024 base: 19)	44%	35%	-9%