

# STRATEGIC PLAN PERFORMANCE FOCUS 2018/19

West Dunbartonshire Council's Strategic Plan sets out our priorities over a five year period, from April 2017 to March 2022. Here we provide an overview of our performance in the second year, 2018/19, focusing on some of the key indicators we use to measure our progress.

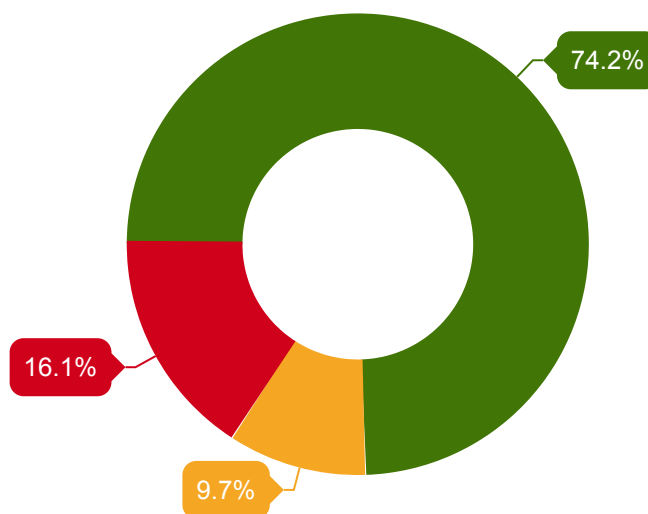
Our performance compared to the previous year is shown as follows:

- Consistent
- Improved
- Declined

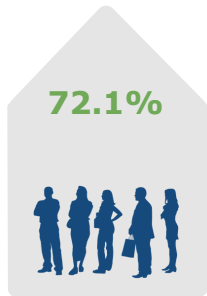
Our performance compared to the target set for 2018/19 is shown as follows:

- Green** Target met or exceeded
- Amber** Target narrowly missed
- Red** Target significantly missed

Here is a summary of our Strategic Plan performance in 2018/19, looking at all of the indicators we use to measure our progress:



■ Met or Exceeded Target (74.20%) ■ Narrowly Missed Target (9.70%) ■ Significantly Missed Target (16.10%)



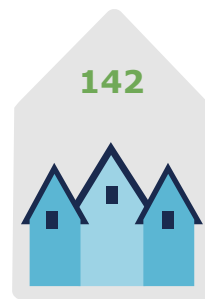
**Employment Rate**



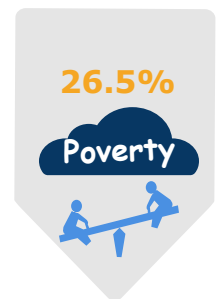
**Workless Households**

**PRIORITY:**  
**A strong local economy and improved job opportunities**

**PRIORITY:**  
**Supported individuals, families and carers living independently and with dignity**



**New Homes Built for Rent**



**Children Living in Poverty**



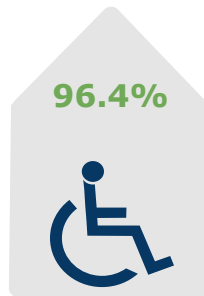
**Overall Satisfaction with Council Services**



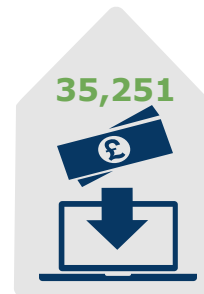
**Council Listens to Community Views when Designing and Delivering Services**

**PRIORITY:**  
**Meaningful engagement with active, empowered and informed citizens who feel safe and engaged**

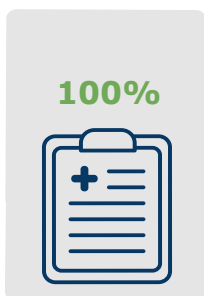
**PRIORITY:  
Open, accountable  
and accessible local  
government**



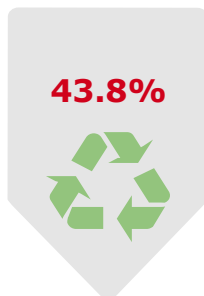
**Accessible Public  
Areas in Council  
Buildings**



**Online Payment  
Transactions**



**Positive School  
Inspections**

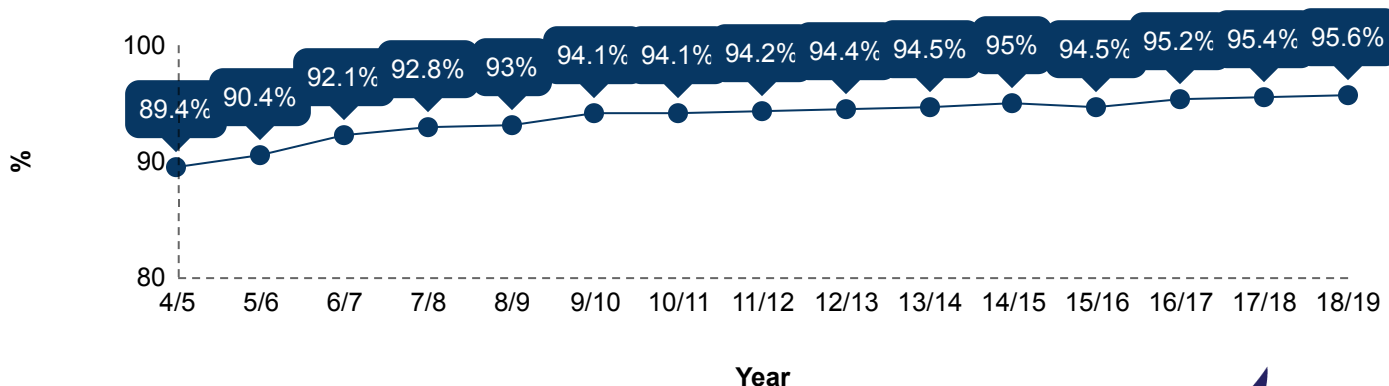


**Household  
Recycling Rate**

**PRIORITY:  
Efficient and effective  
frontline services that  
improve the  
everyday lives of  
residents**

**Paying for Our Services: Council Tax Income**

Council Tax pays for the services we provide, so it is essential that we collect as much of the money owed in Council Tax as possible. Our collection rate has increased every year, from 89.4% in 2004/5 to 95.6% in 2018/19, with the exception of 2015/16.





### Give Feedback:

We'd like to know what you think about this publication. If you have any comments or suggestions, please email us at:

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



### Find Out More:

You can find more detailed performance information about our Strategic Plan progress on our website:

[www.west-dunbarton.gov.uk](http://www.west-dunbarton.gov.uk)



### Contact Us:

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