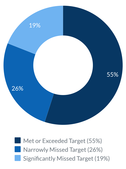
PERFORMANCE FOCUS STRATEGIC PLAN 2020/21

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 fourth year, 2020/21. A summary of all the indicators we use to measure our progress is shown in the chart below with key indicators set out in more detail in the pages that follow.

Strategic Plan Performance Summary of All Indicators



Strategic Plan Performance by Priority

1. A strong local economy and improved job opportunities
2. Supported individuals, families and carers living independently and with dignity
3. Meaningful engagement with active, empowered and informed citizens who feel safe and engaged
4. Open, accountable and accessible local government
5. Efficient and effective frontline services that improve the everyday lives of residents

Strategic Plan PRIORITY 1 — A strong local economy and improved job opportunities

Employment Rate
72.9%
- Target of 72.25% met
- Performance up from 72.6% last year

Workless Households
23.1%
- Target of 21.8% missed
- Performance up from 24.1% last year

Businesses Supported via Business Gateway
200
- Target of 200 met
- Performance down from 206 last year

Strategic Plan PRIORITY 2 — Supported individuals, families and carers living independently and with dignity

Stock Meeting Scottish Government's Social Housing Quality Standard
82.8%
- Target of 96.37% just missed
- Performance down from 95.57 % last year

Reactive Repairs Completed Right First Time
89.8%
- Target of 92% just missed
- Performance down from 92.9% last year

New Homes Built for Rent
97
- Target of 80 met
- Performance up from 84 last year

Rent Lost Due to Voids
1.2%
- Target of 0.88% missed
- Performance down from 0.85% last year

Children Living in Poverty
26.8%
- Target of 25.25% just missed
- Performance down from 25% last year

Fuel Poverty
30%
- Target of 23.5% missed
- Performance down from 28% last year

Strategic Plan PRIORITY 3 — Meaningful engagement with active, empowered and informed citizens who feel safe and engaged

Council Resources Directed by Communities
1.07%
- Target of 0.8% met
- Performance up from 0.42% last year

Overall Satisfaction with Council Services
89%
- Target of 85% met
- Performance up from 87% last year

Feeling Safe in Local Community
96%
- Target of 98% just missed
- Performance up from 95% last year

Able to Influence Council Decision Making and Service Delivery
5.4
- Target of 5.4 met
- Performance unchanged from last year

Council Communicates Well
75%
- Target of 75% met
- Performance up from 63% last year

Council Listens to Community Views when Designing and Delivering Services
67%
- Target of 85% missed
- Performance up from 63% last year

Strategic Plan PRIORITY 4 — Open, accountable and accessible local government

Satisfaction with Council Website
87%
- Target of 85% met
- Performance down from 90% last year

Accessible Public Areas in Council Buildings
96.5%
- Target of 94.5% met
- Performance unchanged from last year

Online Payment Transactions
43,032
- Target of 27,687 met
- Performance up from 41,929 last year

Satisfaction with Council Publications
97%
- Target of 73% met
- Performance up from 84% last year

Committee Agendas Published On Time
100%
- Target of 98.6% met
- Performance unchanged from last year

Strategic Plan PRIORITY 5 — Efficient and effective front line services that improve the everyday lives of residents

Attendance per 1,000 Population for Indoor Sports and Leisure Facilities
601
- Target of 6,724 missed due to closure of facilities by pandemic
- Performance down from 6,999 last year

Positive School Inspections
100%
- Target of 100% met in 2019/20
- No inspections were carried out in 2020/21 due to the pandemic
- Performance in 2019/20 unchanged from previous year

Street Cleanliness Score
84.9
- Target of 92.8 just missed
- Performance down from 89.7 last year

Household Recycling Rate
34.2%
- Target of 58% missed
- Performance down from 44.78% last year

Satisfaction with Roads Maintenance
46%
- Target of 41.5% met
- Performance up from 41% last year

Council Tax Collection Rate
94.18%
- Target of 95.2% just missed
- Performance down from 95.15% last year

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

Find Out More:

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

www.west-dunbarton.gov.uk

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