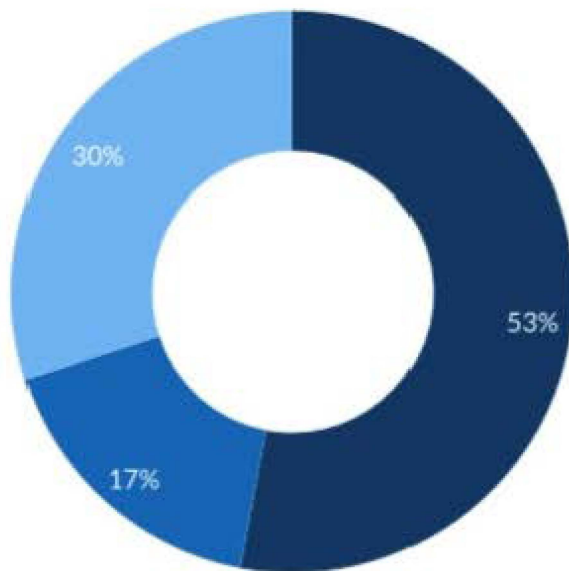


PERFORMANCE FOCUS STRATEGIC PLAN

2021/22

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 final year, 2021/22. 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.

Summary of All Indicators



■ Met or Exceeded Target (53%)
■ Narrowly Missed Target (17%)
■ Significantly Missed Target (30%)

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

Employment Rate

73.9%



- Target of 72.5% met
- Performance up from 70.1% last year

Workless Households

19%



- Target of 21.8% met
- Performance unchanged from last year

Businesses Supported via Business Gateway

201



- Target of 200 met
- Performance up from 200 last year

Stock Meeting Scottish Government's Social Housing Quality Standard



- Target of 86.15% missed
- Performance down from 79.18% last year

Reactive Repairs Completed Right First Time



- Target of 90% just missed
- Performance down from 89.76% last year

New Homes Built for Rent



- Target of 680 missed
- Performance up from 110 last year

Rent Lost Due to Voids



- Target of 0.88% missed
- Performance down from 1.2% last year

Children Living in Poverty



- Target of 25% met
- Performance up from 26.8% last year

Fuel Poverty



- Target of 23% missed
- Performance unchanged from last year

Overall Satisfaction with Council Services

88%



- Target of 93% just missed
- Performance down from 89% last year

Feeling Safe in Local Community

92%



- Target of 98% just missed
- Performance down from 96% 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

74%



- Target of 78% just missed
- Performance down from 75% last year

Council Listens to Community Views when Designing and Delivering Services

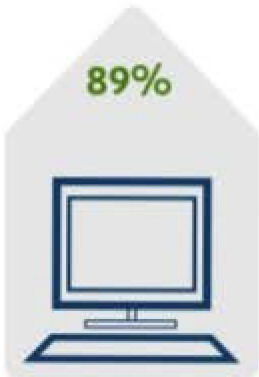
66%



- Target of 90% missed
- Performance down from 67% last year

Satisfaction with Council Website

89%



- Target of 85% met
- Performance up from 87% last year

Accessible Public Areas in Council Buildings

96.5%



- Target of 92% met
- Performance unchanged from last year

Online Payment Transactions

57,543



- Target of 27,687 met
- Performance up from 43,032 last year

Satisfaction with Council Publications

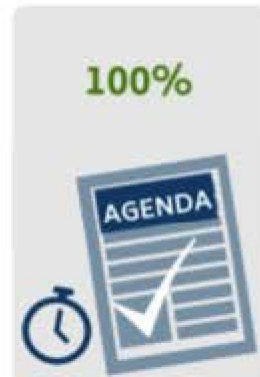
93%



- Target of 75% met
- Performance down from 97% last year

Committee Agendas Published On Time

100%



- Target of 99% met
- Performance unchanged from last year

Attendance per 1,000 Population for Indoor Sports and Leisure Facilities

3,810



- Target of 5,137 missed
- Performance up from 601 last year

Street Cleanliness Score

94.1



- Target of 93 met
- Performance up from 84.9 last year

Household Recycling Rate

37%



- Target of 60% missed
- Performance up from 34.2% last year

Satisfaction with Roads Maintenance

38%



- Target of 41.5% just missed
- Performance down from 46% last year

Council Tax Collection Rate

94.53%



- Target of 93.5% met
- Performance up from 94.18% 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:

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Find Out More:

Further details on the the progress of our Strategic Plan are available on our website:

www.west-dunbarton.gov.uk

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