

# Priority 3



## Objective 2:

Fully consulted and Involved citizens who are able to make full use of the Community Empowerment (Scotland) Act 2015



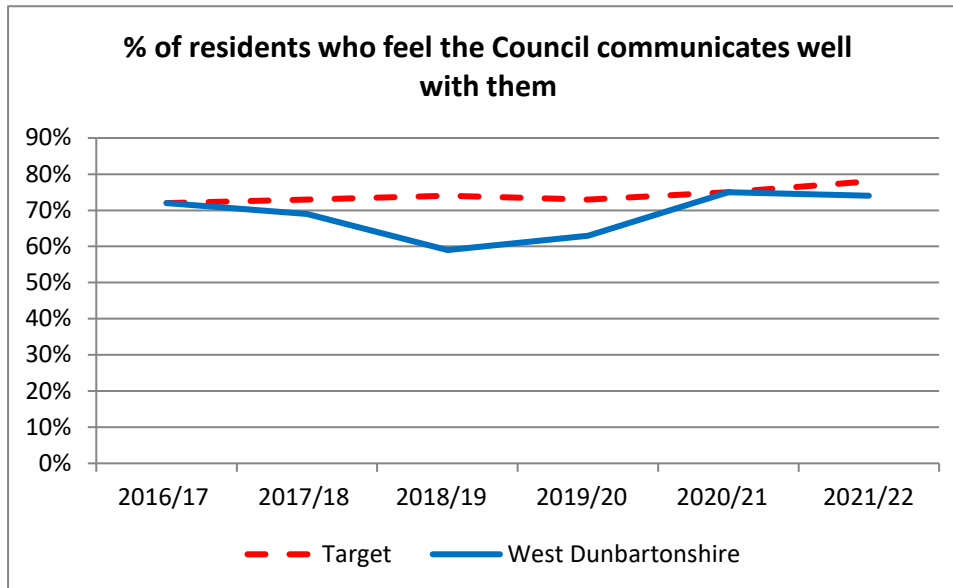
## Indicator:

% of residents who feel the council communicates well with them



## Target:

78%



### What does the data say?

Results for 2021/22 show that performance has fallen by 1% point from the previous year. The target set for 2021/22 has been marginally missed.

This information is taken from the resident telephone survey using random sampling and work continues to identify any areas where communication can be improved.

Quarterly feedback will continue to be monitored closely to ensure actions are targeted on a locality or wider basis as appropriate.