







## Strategic Plan (2022-27) mid-year progress 2025-26

	1. Our communities
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	Objective 1. Our neighbourhoods are safe, resilient and inclusive
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Performance Indicator	Q1 2025/26					Q2 2025/26					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
% of anti-social behaviour cases resolved		91%	96%				98.2%	96%			Mid-year target narrowly missed. Although target wasn't met at quarter one improvements have been made in the second quarter. Overall, 569 cases have been resolved within the first half of the year. Whilst the service has been going through a redesign there has been staffing vacancies which may have impacted on performance. The ASB cases resolved is a complex calculation and mid-year performance is indicative of performance to date and subject to change at year end once a data validation exercise is carried out, it	Nicola Pettigrew

Performance Indicator	Q1 2025/26					Q2 2025/26					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
											is anticipated the year-end target will be met.	
Percentage of emergency road related defects repaired within 4 hours of being reported	✓	100%	95%	↑	↑	✓	95%	95%	↓	↓	Mid-year target exceeded.	Liam Greene
% of Public Space CCTV cameras that are operational	Data not available										As the CCTV infrastructure goes through the modernisation process it is not possible to have reliable figures on operational cameras as they are constantly changing. Testing of connectivity and problems solving technical issues means that camera performance at this stage is undeterminable. It is anticipated that when the system upgrade is completed in late Autumn, we will be able to better monitor the performance of the cameras and report an average figure at year end.	Nicola Pettigrew
Percentage of all street light repairs	✓	100%	95%	▬	↑	✓	95%	95%	↓	↓	Mid-year target exceeded.	Liam Greene

Performance Indicator	Q1 2025/26					Q2 2025/26					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
completed within 7 days												

<b>Ob</b>	Objective 2. Our residents' health and wellbeing remains a priority
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Performance Indicator	Q1 2025/26					Q2 2025/26					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
Number of attendances per 1,000 population for indoor sports and leisure facilities		1,747	1,500				1,683	1,659			Mid-year target exceeded.	John Anderson
% of Youth Homelessness levels in West Dunbartonshire		21%	20%				26.2%	20%			Mid-year target not met. Despite reducing the levels of youth homelessness significantly over recent years, levels of presentations have increased slightly in Q1 and Q2 of 2025/26 we will continue to monitor this closely and take any mitigating actions where appropriate.	John Kerr




**Ob** Objective 3. Our residents are supported to increase life and learning skills




Performance Indicator	Q1 2025/26					Q2 2025/26					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
Percentage of school attendance	✓	88.63 %	88.62 %	↓	↓	✓	92.32 %	90%	↑	↑	Mid-year target exceeded.	Andrew Brown
Total number of visits to museums and heritage centres (virtual & in person)	⚠	25,356	26,625	↑	↑	✓	29,003	26,625	↑	↓	Mid-year target exceeded.	Lauren Crooks
Total number of library visits (physical and virtual)	✓	157,136	96,249	↑	↑	✓	172,181	96,249	↑	↑	Mid-year target exceeded.	Stephen Daly

**P** 2. Our Environment

**Ob** Objective 4. Our local environment is protected, enhanced and valued







Performance Indicator	Q1 2025/26					Q2 2025/26					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
% of total household waste that is recycled		44.04 %	60%				46%	60%			Mid year target significantly missed, however improvement seen in Q2. Recycling rates are expected to increase on commencement of recycling prioritisation project which begins 10 November. Currently more than half of the waste that is put in the general bin should go in the blue bin for recycling. Residents will be encouraged to recycle more correctly due to change in uplift with more limited space in the general bin. Full communication campaign has been run, and household information packs have been provided to all residents following elected members briefing sessions.	Ian Bain

Performance Indicator	Half year 2025/26					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend		
% residents satisfied with the		47%	60			Mid-year target not met. Performance missed target and down by 4% from year end. Of the 129 who responded to this question, 60 were satisfied with the service and 69 indicated dissatisfaction. Comments include lack of	Ian Bain

Performance Indicator	Half year 2025/26					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend		
street cleaning service						cleaning of streets, not seeing street cleaners, waste left when bins are collected, too much dog dirt, lack of litter bins and overfull litter bins. The Councils Citizens Panel is the new source for satisfaction measures following the removal of the telephone survey as part of 24/25 budget savings. This change has resulted in a reduction to the base numbers of respondents. With the base numbers being smaller fluctuations in satisfaction levels are expected. It is anticipated the year end will show a more representative result.	
% Residents satisfied with Parks & open spaces		65%	75%			Mid-year target narrowly missed. This represents a decrease by 7% from year end. Of the 115 who responded to this question, 75 were satisfied with the service and 40 indicated dissatisfaction. Comments include dissatisfaction with the lack of grass cutting and tree pruning, high level of litter, general lack of maintenance and overflowing bins. The Councils Citizens Panel is the new source for satisfaction measures following the removal of the telephone survey as part of 24/25 budget savings. This change has resulted in a reduction to the base numbers of respondents. With the base numbers being smaller fluctuations in satisfaction levels are expected. It is anticipated the year end will show a more representative result.	Ian Bain












Objective 5. Our resources are used in an environmentally sustainable way

Performance Indicator	Q1 2025/26					Q2 2025/26					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
Tonnage of biodegradable municipal waste landfilled		1,226.54	3,325				1228.88	3,325			Mid-year target exceeded.	Ian Bain



Objective 6. Our neighbourhoods are sustainable and attractive

Performance Indicator	Q1 2025/26					Q2 2025/26					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
% of tenants satisfied with the repairs and maintenance service		85.8%	91.8%				88.7%	91.8%			Mid-year target not met. Despite this performance has improved in the second quarter with almost nine out of ten people stating satisfaction.	Craig Wilson

Performance Indicator	Half year 2025/26					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend		
% Residents satisfied with roads maintenance		23%	40%			Mid-year target not met. Representing a decrease 1% from year end. Of the 129 who responded to this question, 30 were satisfied with the service and 99 indicated dissatisfaction. Comments include concern at the number	Liam Greene

Performance Indicator	Half year 2025/26					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend		
						and size of potholes, poor general maintenance of roads, lack of notification when roads works are planned and concern shown over lack of white lines in a number of locations. With the base numbers being smaller now we are using the Citizens Panel, fluctuations in satisfaction levels are expected. It is anticipated the year end will show a more representative result.	



### 3. Our Economy



### Objective 7. Our area has the infrastructure for sustainable and inclusive growth where businesses can flourish

Performance Indicator	Q1 2025/26					Q2 2025/26					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
Number of businesses given advice and assistance to start up through Business Gateway		53	45				53	45			Mid-year target exceeded.	Gillian Scholes



### Objective 8. Our residents are supported to access employment and training opportunities



Performance Indicator	Q1 2025/26					Q2 2025/26					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
Number of local people entering employment through Working 4U	✓	84	80	↓	↓	✓	103	100	↑	↓	Mid-year target exceeded.	Stephen Brooks
Number of local people gaining a full qualification	✓	235	196	↓	↓	✓	258	65	↑	↑	Mid-year target exceeded.	Stephen Brooks

	4. Our Council
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	Objective 10. Our workforce is resilient and skilled where digital technology supports service delivery for our residents
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Performance Indicator	Q1 2025/26					Q2 2025/26					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
% employee attendance improvement rate (teachers & local govt.)	✓	4.75 %	1%	↓	↑	✓	4.58 %	1%	↓	↑	The levels of attendance have improved by 4.58% across the Council compared to the same period last year. This can be attributed to a decrease in absence across the majority of absence reasons	Louise Hastings

Performance Indicator	Q1 2025/26					Q2 2025/26					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
											including minor illnesses, work related stress and acute medical conditions. It should be noted that personal stress is the main absence reason that has not decreased during the period indicating the ongoing challenges that employees face in their personal lives and supports available to employees continue to be promoted through the regular communication channels and through the application of the Supporting Employee Wellbeing policy.	

**Ob** Objective 11. Our Council is adaptable and focused on delivering best value for our residents







Performance Indicator	Q1 2025/26					Q2 2025/26					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
Percentage of income due from council tax	✓	29.58 %	28%	↑	↓	✓	54.5 %	53%	↑	↓	Mid-year target exceeded.	Ryan Chalmers




Performance Indicator	Q1 2025/26					Q2 2025/26					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
received by the end of the year %												
No. of transactions undertaken online	✓	17,858	17,000	↑	↑	✓	14,659	14,000	↓	↓	Mid-year target exceeded	Stephen Daly




**Ob** Objective 12. Our residents are engaged and empowered




Performance Indicator	Q1 2025/26					Q2 2025/26					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
% of committee agendas published within standing order timescales	✓	100%	99%	▬	▬	✓	100%	99%	▬	▬	Mid-year target exceeded.	Carol-Ann Burns
% of stage 1 complaints responded to within 5 working days.	⛔	68.92%	100%	↓	↓	⛔	60.11%	100%	↓	↓	Target missed. In the 6-month period April - October 2025 there were 430 complaints responded to at Stage 1. Of these 280 complaints were responded to within 5 working days. A further 93 stage 1 complaints were closed with extensions being applied. Delays were due to increased	Stephen Daly


Performance Indicator	Q1 2025/26					Q2 2025/26					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
											workload and delays in responses from services.	

Performance Indicator	Half year 2025/26					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend		
Percentage of residents who are satisfied with the Council website		81%	85%			Mid-year target narrowly missed. Representing a decrease 3.2% from year end. Of the 101 who responded to this question, 85 were satisfied with the service and 24 indicated dissatisfaction. Comments include difficulty navigating and finding required information and slow or no response to online enquiries. These enquiries are managed by each service area rather than the Web team. With the base numbers being smaller now we are using the Citizens Panel, fluctuations in satisfaction levels are expected. It is anticipated the year end will show a more representative result.	Stephen Daly
Residents' satisfaction with Council services overall		49%	85%			Mid-year target not met. Of the 129 who responded, 63 were satisfied with the service and 66 indicated dissatisfaction. Comments include dissatisfaction with the service provided by a number of services across the Council, the poor condition of the local environment, and high cost of Council tax with reduced services. Recent changes across a number of Council services due to budget reductions have impacted on the satisfaction rate.	Amanda Graham

Performance Indicator	Half year 2025/26					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend		
						With the base numbers being smaller now we are using the Citizens Panel, fluctuations in satisfaction levels are expected. It is anticipated the year end will show a more representative result.	
% of residents who feel the Council communicates well with them (WDC keeps people informed of important information)		46%	60%			<p>Mid-year target not met. Performance has reduced from year end although has been trending in red status for some time. Of the 105 who responded, 48 were satisfied with the service and 57 indicated dissatisfaction. Comments include too much emphasis on social media for communication, concern that key messages and information is not getting to everyone.</p> <p>With the base numbers being smaller now we are using the Citizens Panel, fluctuations in satisfaction levels are expected. It is anticipated the year end will show a more representative result.</p>	Amanda Graham

PI Status
 Target significantly missed (where value has deviated by more than 15% from target)
 Target significantly missed (where value has deviated between 0-15% from target)
 Target met or exceeded (where value has not deviated from target or where target has been exceeded)

Long Term Trends
 Improving
 No change
 Getting Worse

Short Term Trends
 Improving
 No change
 Getting Worse