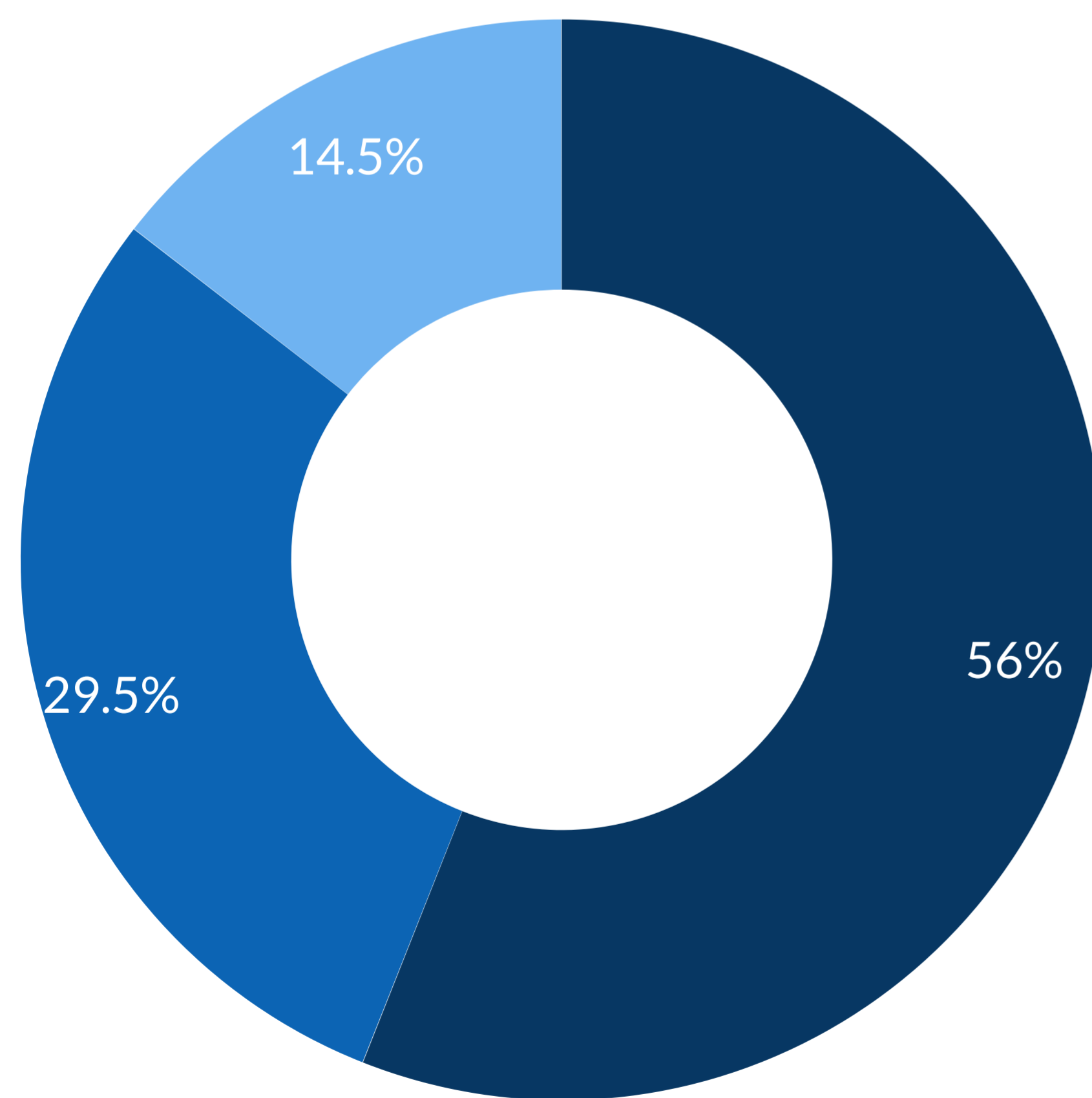


# PERFORMANCE FOCUS STRATEGIC PLAN

2019/20

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 third year, 2019/20, focusing on the indicators we use to measure our progress.

### Strategic Plan Performance - All Indicators



■ Met or Exceeded Target (56%)  
■ Narrowly Missed Target (29.5%)  
■ Significantly Missed Target (14.5%)

### 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

Employment Rate

72.6%



- Target of 72% met
- Performance down from 73.2% last year

Workless Households

24.1%



- Target of 22% missed
- Performance down from 22.65% last year

Businesses Supported via Business Gateway

206



- Target of 200 met
- Performance down from 207 last year

Council Spend on Local Small & Medium Enterprises

16.8%



- Target of 12% met
- Performance up from 10.9% 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



- Target of 95.9% just missed
- Performance up from 91.9% last year

## Reactive Repairs Completed Right First Time



- Target of 91% met
- Performance up from 90.48% last year

## New Homes Built for Rent



- Target of 80 met
- Performance down from 142 last year

## Rent Lost Due to Voids



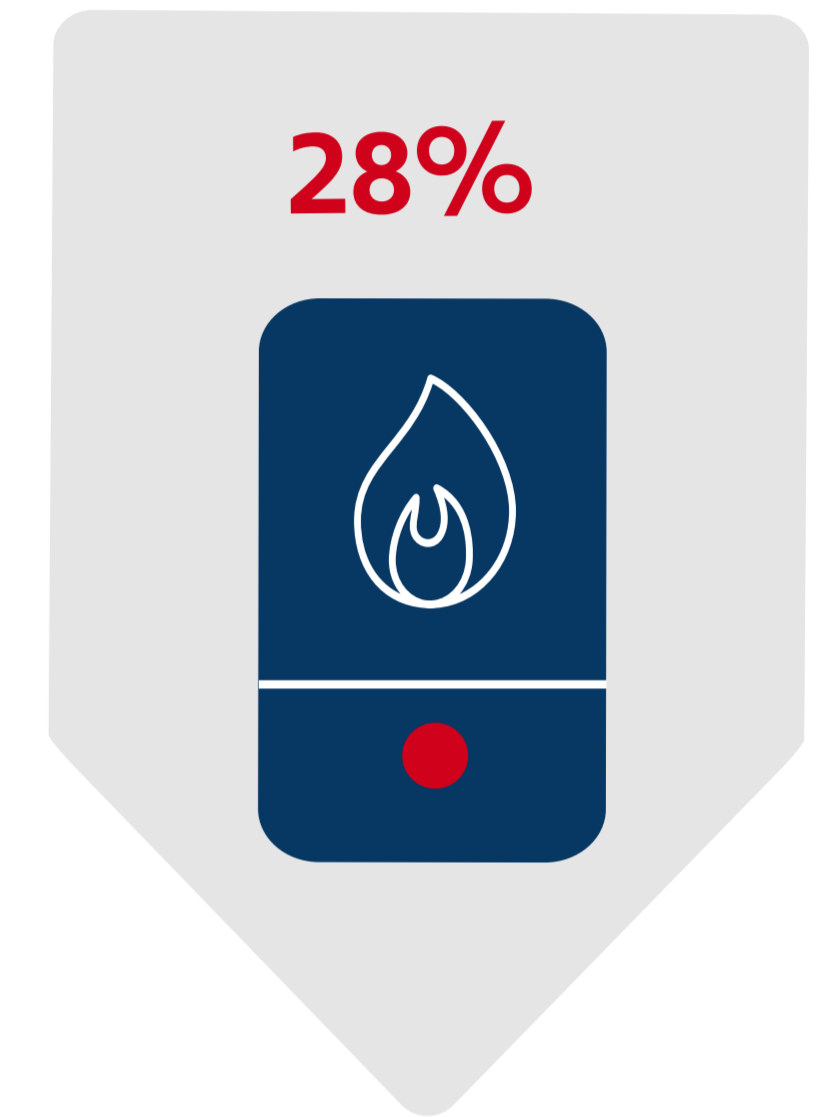
- Target of 0.88% met
- Performance down from 0.73% last year

## Children Living in Poverty



- Target of 25.75% met
- Performance up from 26.5% last year

## Fuel Poverty



- Target of 24% missed
- Performance down from 22% last year



# Strategic Plan PRIORITY

3

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

## Council Resources Directed by Communities

0.42%



- Target of 0.6% missed
- Performance up from 0.06% last year

## Overall Satisfaction with Council Services

87%



- Target of 80% met
- Performance up from 80% last year

## Feeling Safe in Local Community

95%



- Target of 98% just missed
- Performance unchanged from last year

## Able to Influence Council Decision Making and Service Delivery

5.4



- Target of 5.4 met
- Performance up from 4.8 last year

## Council Communicates Well

63%



- Target of 73% just missed
- Performance up from 59% last year

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

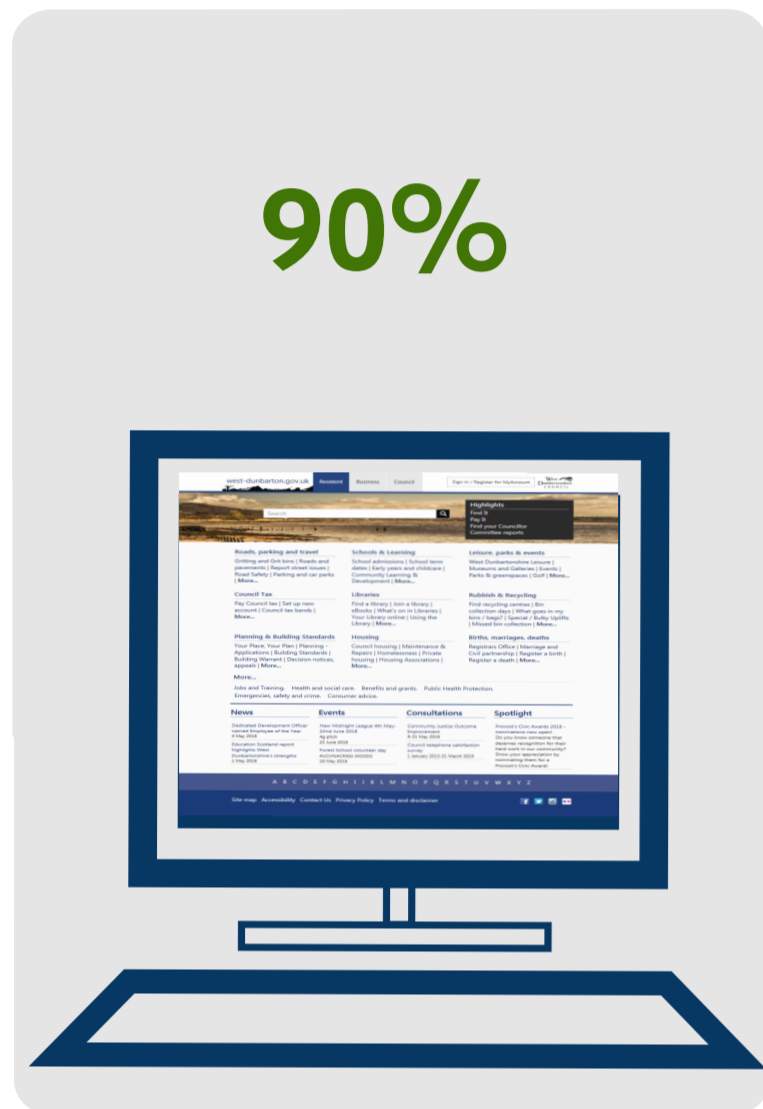
63%



- Target of 70% just missed
- Performance up from 59% last year

Satisfaction with Council Website

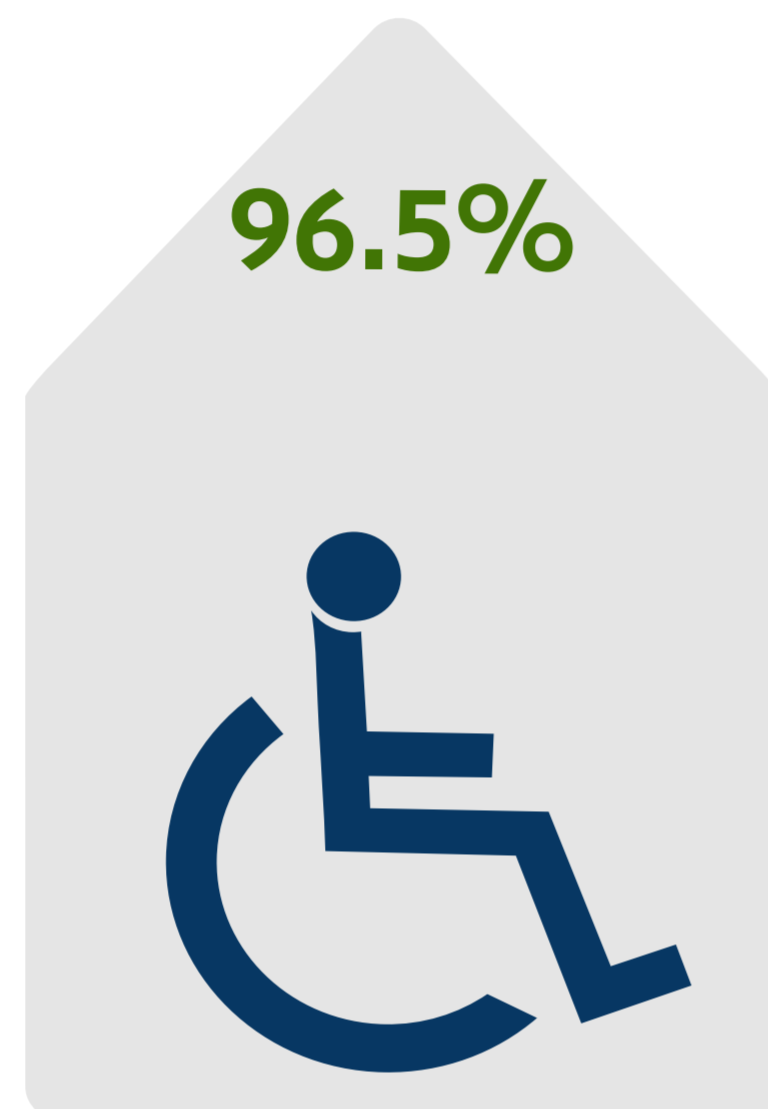
90%



- Target of 90% met
- Performance unchanged from last year

Accessible Public Areas in Council Buildings

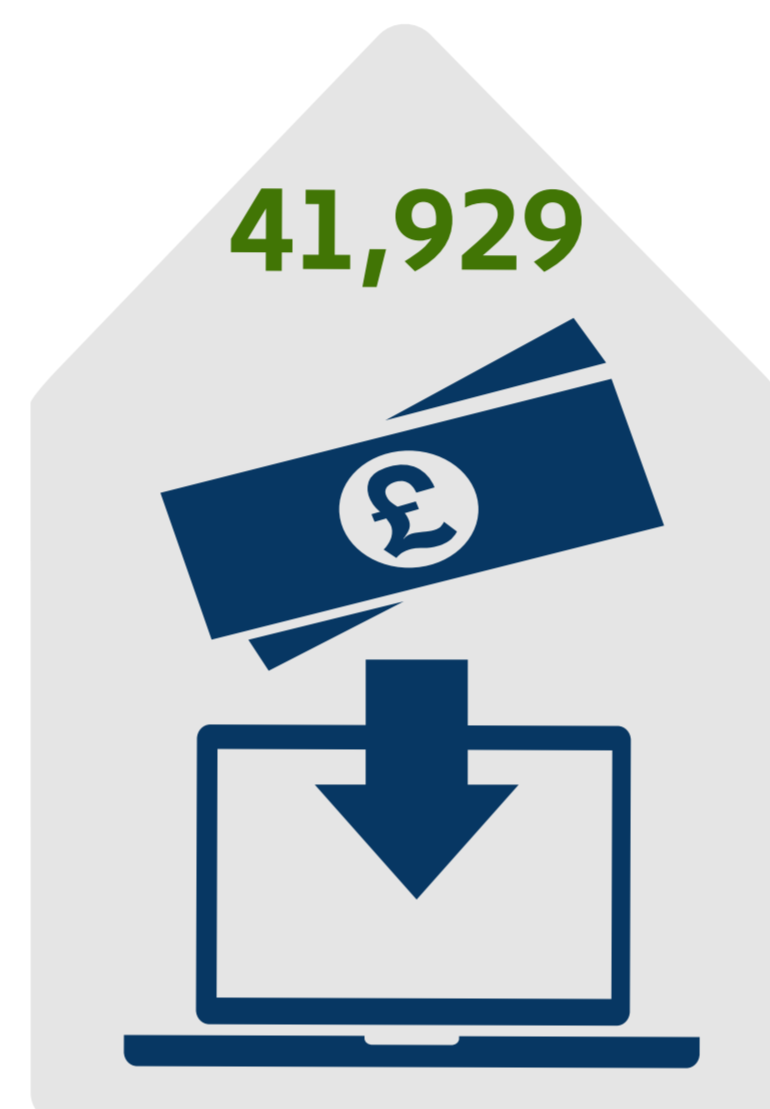
96.5%



- Target of 92.5% met
- Performance up from 96.4% last year

Online Payment Transactions

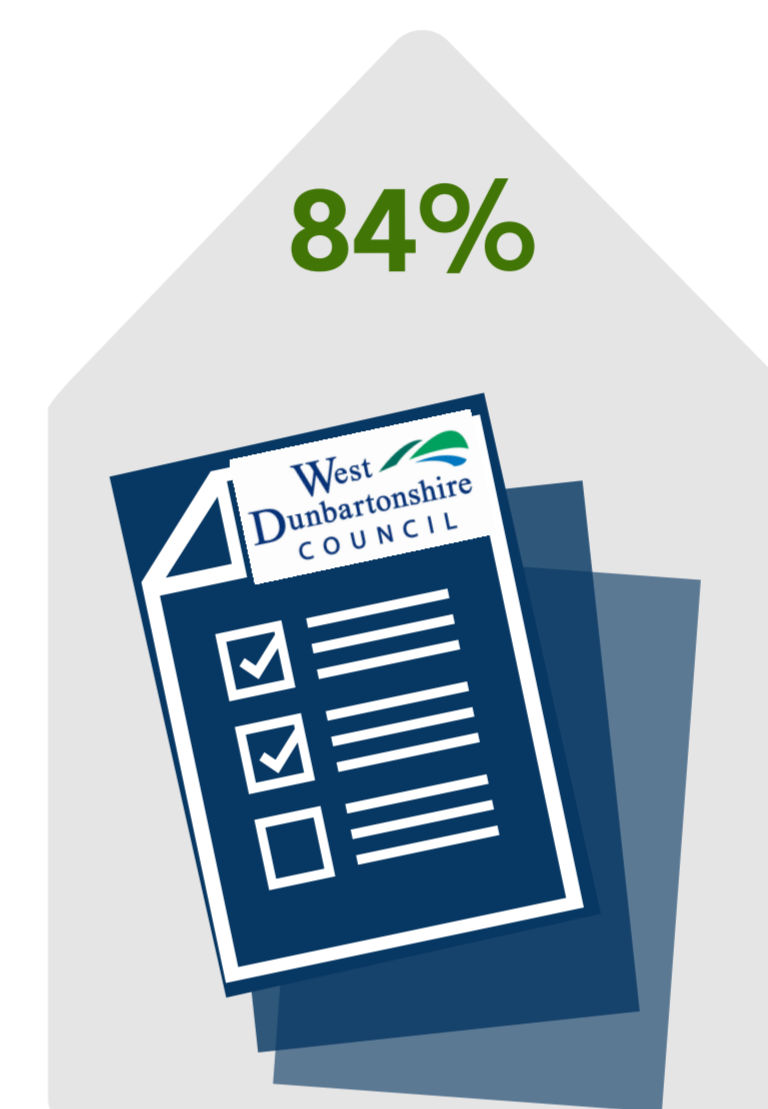
41,929



- Target of 37,017 met
- Performance up from 35,251 last year

Satisfaction with Council Publications

84%



- Target of 56% met
- Performance up from 68% last year

Committee Agendas Published On Time

100%



- Target of 98.4% met
- Performance up from 99.1% 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

6,999



- Target of 7,154 just missed
- Performance down from 7,014 last year

## Positive School Inspections

100%



- Target of 100% met
- Performance unchanged from last year

## Street Cleanliness Score

91.5



- Target of 92.6 just missed
- Performance down from 93.4 last year

## Household Recycling Rate

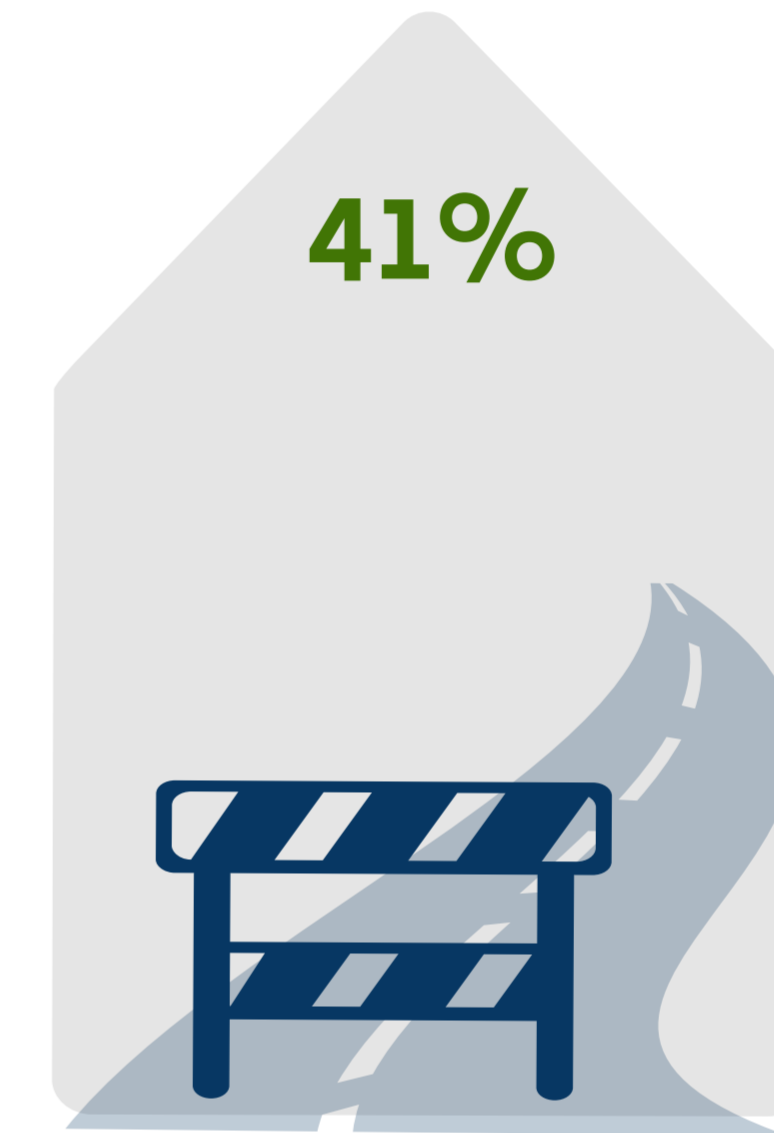
43.4%



- Target of 55% missed
- Performance down from 43.5% last year

## Satisfaction with Roads Maintenance

41%



- Target of 41% met
- Performance up from 33% last year

## Council Tax Collection Rate

95.15%



- Target of 95.6% just missed
- Performance down from 95.55% last year
- However, income collected increased by £1.072m

## 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:

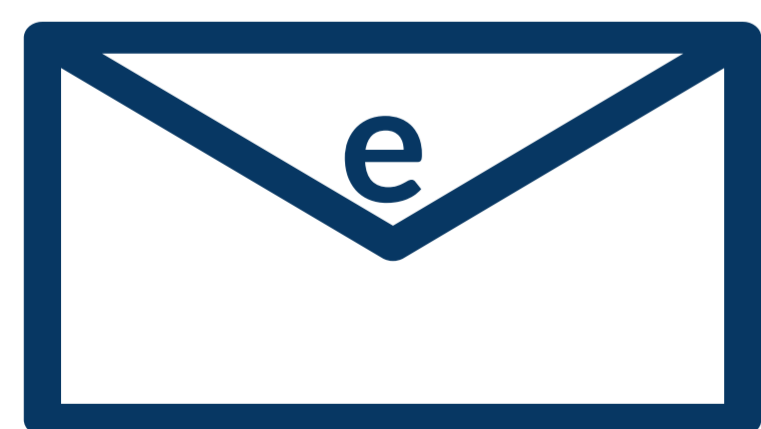


You can find more detailed performance information about our Strategic Plan progress on our website:

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

## Contact Us:

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



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