



















Strategic Plan (2022-27) mid-year progress 2024-25

 1. Our communities
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 Objective 1. Our neighbourhoods are safe, resilient and inclusive

Performance Indicator	Q1 2024/25					Q2 2024/25					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		85.9%	85%				104.7%	96%			Mid-year target exceeded.	Nicola Pettigrew
% of council resources directed by communities	Data not available quarterly											
Percentage of emergency road related defects repaired within 4 hours of being reported		99%	95%				98.5%	95%			Mid-year target exceeded.	Liam Greene
% of Public Space CCTV cameras that are operational		76.57%	85%				88.29%	85%			Mid-year target narrowly missed for mid-year position. Despite this, quarter two saw a marked improved improvement over the last few quarters. It is anticipated the upgrade works to full CCTV network will see new and improved technology and	Nicola Pettigrew

Performance Indicator	Q1 2024/25					Q2 2024/25					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
											increased camera provision throughout the area.	
Percentage of all street light repairs completed within 7 days		95%	95%				100%	95%			Mid-year target exceeded.	Liam Greene
Objective 2. Our residents' health and wellbeing remains a priority												

Performance Indicator	Q1 2024/25					Q2 2024/25					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		1,497	1,345				1,488	1,382			Mid-year target exceeded.	John Anderson
% of Youth Homelessness levels in West Dunbartonshire		18.6%	20%				20.1%	20%			Mid-year target met.	John Kerr
Percentage of children who have reached all of the expected developmental milestones at the time of the child's 27-30 month child health review - Early Years Collaborative Stretch Aim	Data not available quarterly											

Performance Indicator	Q1 2024/25					Q2 2024/25					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
% of adults supported at home who agree that they are supported to live as independently as possible (Core Integration Indicator)	Data not available quarterly											
% of air quality monitoring stations complying with the national objective for nitrogen dioxide at the nearest building façades of residential properties , schools, hospitals and care homes (40ug/m3 NO2)	Data not available quarterly											

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

Performance Indicator	Q1 2024/25					Q2 2024/25					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
Percentage of school attendance		88.23 %	88.23 %								Q1 target met, data for Q2 has not yet been provided.	Andrew Brown
Total number of visits to museums and heritage centres (virtual & in person)		29,391	26,628				25,292	26,628			Mid-year target exceeded.	Lauren Crooks
Total number of library visits (physical and virtual)		113,684	90,000				108,203	90,001			Mid-year target exceeded.	Stephen Daly

Performance Indicator	Q1 2024/25					Q2 2024/25					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
Percentage of children and young people achieving Curriculum for Excellence levels in literacy	Data not available quarterly											
Percentage of children and young people achieving Curriculum for Excellence levels in numeracy	Data not available quarterly											
% of establishments delivering good or very good high-quality learning & teaching (Outcome of Improvement Framework)	Data not available quarterly											
Percentage of 3 & 4 year old children at ELC achieving the benchmark in literacy	Data not available quarterly											
Percentage of 3 & 4 year old children at ELC achieving the benchmark in numeracy	Data not available quarterly											
Percentage of ELC settings meeting the National Standard Criteria of good and above	Data not available quarterly											

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

Performance Indicator	Q1 2024/25					Q2 2024/25					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		38.14%	60%				40.87%	60%			Mid-year target not met.	Ian Bain
% residents satisfied with the street cleaning service		68%	73%				66%	73%			Mid-year target narrowly missed. Further analysis to identify areas for improvement are underway.	Ian Bain
% Residents satisfied with Parks & open spaces		72%	85%				63%	85%			Mid-year target not met. Both Q1 and Q2 target missed. Satisfaction is continuing on a downward trend. The continued progress of a number of initiatives which are underway including improving play parks should increase satisfaction.	Ian Bain
Air Quality: PM10 Concentration	Data not available quarterly											

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

Performance Indicator	Q1 2024/25					Q2 2024/25					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		3,255	3,325				3,196	3,325			Mid-year target exceeded.	Ian Bain
Tonnage of carbon dioxide emissions from Council operations and assets	Data not available quarterly											

Ob Objective 6. Our neighbourhoods are sustainable and attractive

Performance Indicator	Q1 2024/25					Q2 2024/25					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		88.9%	87.5%				88.3%	87.5%			Mid-year target exceeded.	Martin Feeney
% Residents satisfied with roads maintenance		27%	40%				24%	40%			Although the Roads satisfaction has decreased, benchmarking from LGBF figures, last updated in 2022/23, highlighted West Dunbartonshire Council as the 6th highest investor in their roads assets per kilometre compared to other local authorities. Additionally National condition surveys from July 2024 show	Liam Greene

Performance Indicator	Q1 2024/25					Q2 2024/25					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
											that, due to previous years investments, the condition of our road's assets overall is rated as the 5th highest in Scotland.	
Number of new supply social housing for rent	Data not available quarterly											
% Satisfaction with quality of new build council housing	Data not available quarterly											
% of council houses that are energy efficient	Data not available quarterly											

P 3. Our Economy

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

Performance Indicator	Q1 2024/25					Q2 2024/25					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		47	45				56	45			Mid-year target exceeded.	Gillian McNamara

Performance Indicator	Q1 2024/25					Q2 2024/25					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
% of procurement spent on local small/medium-sized enterprises and SMEs who have a presence in West Dunbartonshire	Data not available quarterly											
Immediately available employment land as a % of total land allocated for employment purposes	Data not available quarterly											

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







Performance Indicator	Q1 2024/25					Q2 2024/25					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	✓	131	110	↑	↑	✓	102	98	↓	↓	Mid-year target exceeded.	Stephen Brooks
Number of local people gaining a full qualification	✓	303	228	↑	↑	✓	274	158	↓	↑	Mid-year target exceeded.	Stephen Brooks

Ob Objective 9. Our partnerships will support economic development to deliver increased prosperity for our area

Performance Indicator	Q1 2024/25					Q2 2024/25					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
Number of people receiving support through Working 4U with more than one barrier to employment (aggregate)	Data not available quarterly											
Percentage of local people with increased or sustained income through reduced debt liability/debt management	Data not available quarterly											

 4. Our Council

 Objective 10. Our workforce is resilient and skilled where digital technology supports service delivery for our residents

























Performance Indicator	Q1 2024/25					Q2 2024/25					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.)		-15%	1%				10.6%	1%			Mid-year target not met. The attendance improvement rate for Teachers and Local Government for Q2 is 10.6%. Whilst this can partly be attributed to lower levels of absence during the summer months when employees are typically on leave, it is	Alison McBride

Performance Indicator	Q1 2024/25					Q2 2024/25					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
											encouraging and will continue to be closely monitored.	
Percentage of Council employees who feel valued in the workplace	Data not available quarterly											

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

Performance Indicator	Q1 2024/25					Q2 2024/25					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 received by the end of the year %		29.52 %	28%				54.5 %	53%			Mid-year target exceeded.	Ryan Chalmers
No. of transactions undertaken online		14,961	15,500				20,442	15,000			Mid-year target exceeded.	Stephen Daly
Rent collected as a % of total rent due	Data not available quarterly											
Cost of collecting council tax per dwelling £	Data not available quarterly											
Income generated as a % of total revenue budget	Data not available quarterly											

Ob Objective 12. Our residents are engaged and empowered

Performance Indicator	Q1 2024/25					Q2 2024/25					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
Percentage of residents who are satisfied with the Council website		79%	85%				88%	85%			Mid-year target narrowly missed.	Stephen Daly
% of committee agendas published within standing order timescales		100%	99%				100%	99%			Mid-year target exceeded.	Carol-Ann Burns
Residents' satisfaction with Council services overall		67%	85%				71%	85%			Mid-year target not met. Recent changes across a number of Council services due to budget reductions have impacted on the satisfaction rate	Amanda Graham
% of residents who feel the Council communicates well with them (WDC keeps people informed of important information)		59%	75%				56%	75%			Mid-year target not met. Proactive communication continues to be a key priority with a range of channels utilised to keep residents informed of the work of the Council and information about the area including social media, Council website, print media, Housing News and printed marketing materials where appropriate to ensure the widest range of residents can access information easily.	Amanda Graham

Performance Indicator	Q1 2024/25					Q2 2024/25					Notes & History Latest Note	Owner
	Status	Value	Target	Short Trend	Long Trend	Status	Value	Target	Short Trend	Long Trend		
% of stage 1 complaints responded to within 5 working days.		58%	100%				60%	100%			Mid-year target missed. Overall, 275 Stage 1 complaints were responded within 5 working days. A further 162 stage 1 complaints were closed. Delays were due to increased workload and delays in responses from services.	Stephen Daly

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse