

**WEST
DUNBARTONSHIRE
COUNCIL**

Strategic Plan 2017 - 2022

**Performance
Framework**

PERFORMANCE FRAMEWORK

A strong local economy and improved job opportunities

INDICATOR		BASELINE (most recent full year)	2022 TARGET
Attainment by level of deprivation from most deprived (quintile 1) to least deprived (quintile 5)	Quintile 1	633	720
	Quintile 2	813	950
	Quintile 3	951	1000
	Quintile 4	1111	1250
	Quintile 5	1041	1170
% of school leavers in positive and sustained destinations		92.2%	92.6%
% of households that are workless		22.2%	21.8%
Employment Rate		71.9%	72.5%
Number of new start businesses given advice and assistance to start up		194	200
% of procurement spent on local small/medium enterprises		6%	14%

PERFORMANCE FRAMEWORK

Supported individuals, families and carers living independently and with dignity

INDICATOR		BASELINE (most recent full year)	2022 TARGET
% of children in poverty (after housing costs)		26.52%	25%
Rent lost due to empty properties		1.05%	0.8%
% of reactive repairs completed right first time		87.81%	93%
% of citizens who are supported through advice services to sustain or increase income through benefit maximisation		86%	90%
Provision of new supply social housing for rent (by 2022)		91	1000
% of households in fuel poverty		26%	23%

PERFORMANCE FRAMEWORK

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

INDICATOR	BASELINE (most recent full year)	2022 TARGET
% of residents who feel safe/very safe in their local community	98%	98%
Resident satisfaction with Council services overall	93%	93%
% of citizens who agree the Council listens to community views when designing and delivering services	86%	90%
% of residents who feel the Council communicates well with them	72%	78%
% of Council resources directed by communities	new measure baseline tbc	1%
Average score for respondents who state they feel a sense of control and influence in relation to Council decision-making and service delivery	4.5	6.2

PERFORMANCE FRAMEWORK

Open, accountable & accessible local government

INDICATOR	BASELINE (most recent full year)	2022 TARGET
% of citizens satisfied with the Council website	75%	85%
Number of transactions undertaken online	25,077	27,687
% of residents who report satisfaction with Council publications, reports and documents	new measure baseline tbc	tbc following baseline
% of committee agendas published within standing order timescales	98%	99%
% of Council buildings in which all public areas are suitable for and accessible to people with a disability	89%	92%

PERFORMANCE FRAMEWORK

Efficient and effective frontline services that improve the everyday lives of residents

INDICATOR	BASELINE (most recent full year)	2022 TARGET
% of income due from Council Tax received by the end of the year	95.21%	96%
Income generated as a % of total revenue budget	new measure baseline tbc	tbc following baseline
Proportion of operational buildings suitable for current use	91%	93%
Days lost due to absence	Teachers All other local authority employees	5 7
% of employees satisfied with the Council as a place of work	73%	78%
% of Local Government Benchmarking Framework performance indicators prioritised by the Council that have improved locally*	25%	75%
% of education establishment inspections in the year which are graded at 'satisfactory' or better	100%	100%
Street cleanliness index	92%	93%
% of total household waste that is recycled	48.8%	60%
Resident reported satisfaction with local roads maintenance	40%	42%
Increasing the number of attendances per 1,000 population for indoor sports and leisure facilities	4,577	7,000

*Local Government Benchmarking Framework prioritised indicators

Overall average tariff score

% pupils from deprived areas gaining 5+ awards at Level 6

Sickness absence days per teacher

Sickness absence days per employee (*all other local authority employees*)

The % of total waste arising that is recycled

Gross rent arrears (*all tenants*) as at 31 March each year as a percentage of rent due for the reporting year

Percentage of rent due in the year that was lost due to voids

Percentage of dwellings meeting SHQS

Average time taken to complete non-emergency repairs

% unemployed people assisted into work from Council operated/funded Employability Programmes

% of procurement spent on local small/medium enterprises

No of business gateway start-ups per 10,000 population