

WEST
DUNBARTONSHIRE
COUNCIL

Annual Report 2020 21



Foreword



This last year we have faced many challenges that have impacted on how we live and how we work: I am immensely proud of how we, as a Council have responded to ensure we continued to deliver vital services to our residents.

West Dunbartonshire Council quickly adapted to the unique and continually evolving situation, adopting new ways of working to ensure we provided support and services to our residents when they needed us most.

Our dedicated employees are essential to us delivering high quality services and once again they stepped up and ensured that they continued delivering for the people of West Dunbartonshire. I want to take this opportunity to thank them for their colossal efforts and tireless resolve during an unprecedented time.

I also want to thank my fellow citizens across West Dunbartonshire who volunteered during the pandemic, going that extra mile to ensure our most vulnerable residents got the practical and personal assistance they needed. While I laud the work of the Council and our remarkable staff, I am very aware that without the community spirit shown across our area, the outcomes for a great many people would have been very different. We will never forget how we all pulled together as one and can be proud of what we achieved for our communities.

As a Council, we are committed to doing everything we can to support our most vulnerable citizens, delivering the right services at the right time, and

throughout this report you will see the progress we have made this year.

We have celebrated the launch of projects such as the pioneering district heating network with the first large-scale water source heat pump scheme of its kind in the country, which will make Dalmuir one of the greenest areas in Scotland.

Over 99% of our young people achieved one or more SCQF awards and we have successfully rolled out the 1140 hours early years expansion, offering access to free learning and childcare to more of our children and families than ever before.

New homes have been built across the area and new outdoor facilities including play areas and sports courts opened.

Our citizens are at the heart of everything we do and it was particularly pleasing to see that 89% of our residents are satisfied with the services the Council provides.

We will continue to ensure we deliver first class services for every resident in West Dunbartonshire, with a firm focus for the year ahead on ensuring our services, our communities and our residents make a full recovery from the impacts of Covid-19 and building stronger communities for the future.

Jonathan McColl
Council Leader, West Dunbartonshire Council

Our vision, values and ethos

“ The 2017-22 Strategic Plan states that West Dunbartonshire Council will deliver high quality services, led by priorities identified by the communities of West Dunbartonshire, in an open and transparent way ”

As a Council we want every employee to have **PRIDE** in the services they deliver:

Personal
Responsibility
In
Delivering
Excellence

This ethos reflects the personal stake that every one of us has in delivering our Council's priorities and underpins our commitment to the values we have adopted as a Council:

Ambition
Confidence
Honesty
Innovation
Efficiency
Vibrancy
Excellence

At the core of what we do as a Council is a commitment to reduce inequality and tackle root causes of poverty. The strategic priorities we have adopted are focused on improving the lives of people of West Dunbartonshire, by promoting equality for all.

Strategic priorities 2017 - 22

- 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

Underpinning our strategic priorities are key cross cutting principles, which inform all the work that we do. We will be:

- a listening Council
- an accessible Council
- a responsive Council
- an open Council

Covid-19 response in numbers

24,817

home care visits
provided each
week



3,910

residents given support from WDC and
HSCP Crisis Support teams



More than

3,000

residents on shielding list
contacted with 1,273 given
additional support

11,369

highest number of
participants in Google
meets each day

2,000,000

hits on OurCloud.buzz since
March 2020

1,418

highest number of children who
have accessed
school/ELCs
in one day



640

tonnes of
household
waste per week
collected from
45,000 properties



Distributed
4,488 grants totalling

£22.95m

to our Business Community



9,020

Crisis Grants applications

6,579 granted
£466k paid out



3,264

Community Care
Grants applications

2,016 granted
£589k paid out

85,204

calls answered
by the Contact Centre -
21,903 of which were
Council Tax related



38,546

followers on social
media and almost

212,932

interactions
across the channels



145

homeless
assessments



139

households provided with
temporary accommodation

5,500

welfare calls made to our tenants

912

people on shielding list contacted
for additional support and
provided with an action plan

22,760

repairs calls
answered



998

employees have
volunteered to help

100,000

digital books issued

20,000

books physically issued via Click & Collect



25,000

online sessions including Bookbug,
Early Year crafts and storytelling

808,709

items of PPE
distributed



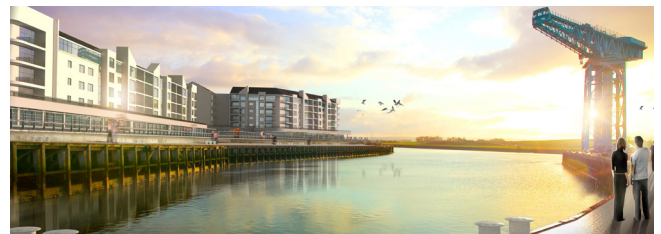
Key projects in 2020/21



Progressed construction at Renton Campus



Opened new care home, Queens Quay House



Unlocked the potential of Queens Quay for development



Launched Queens Quay Energy Centre



Created new Early Learning and Childcare Centres across West Dunbartonshire



Secured planning permission for a major development in Bowling

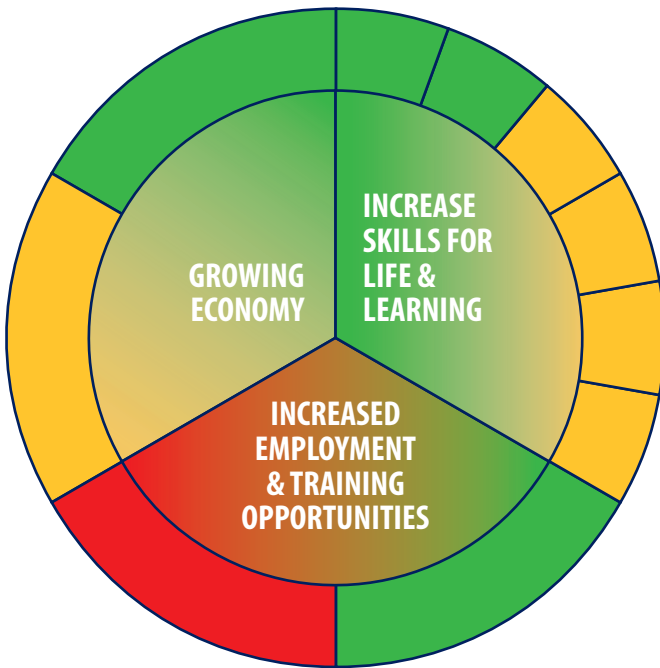


Secured funding for Faifley Education Campus

A strong local economy and improved job opportunities



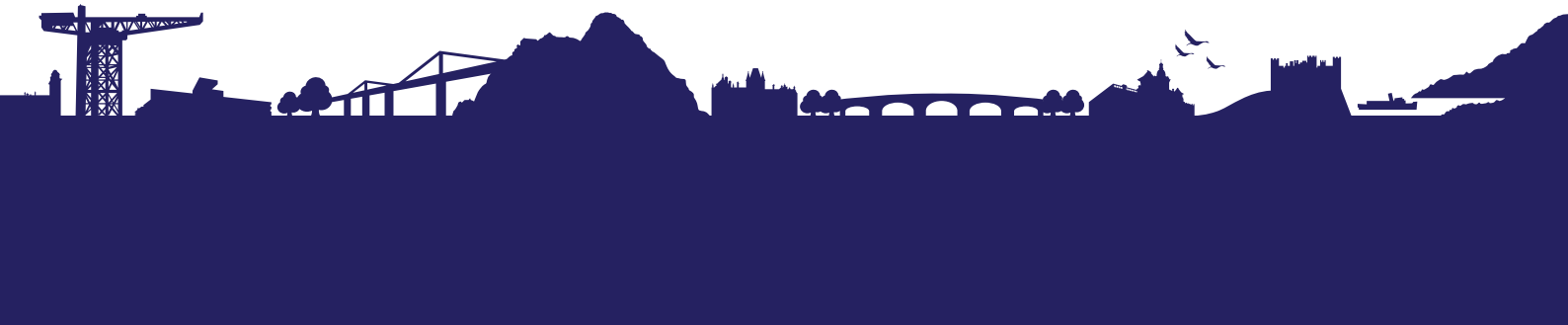
Our measures



KEY

-  **TARGET MET**
-  **TARGET NARROWLY MISSED**
-  **TARGET NOT MET**

For more info on the wheel, please click [here](#), or visit: www.west-dunbarton.gov.uk/council/performance-and-spending



£22m

of grant funding delivered to more than 1,800 organisations

99.1%

of young people attaining 1 or more unit award at SCQF level 1 or above



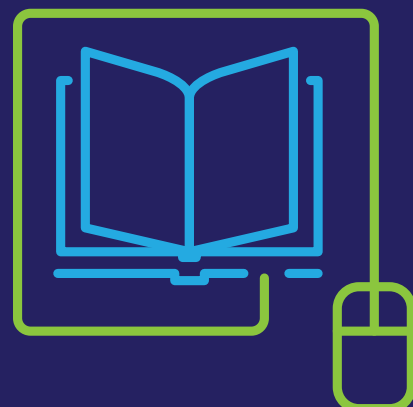
provided training and employment opportunities for 57 modern apprentices

engaged with 120 volunteers to carry out environmental improvement work



delivered the Early Learning and Childcare agenda; 74% of eligible children access 1,140 hours

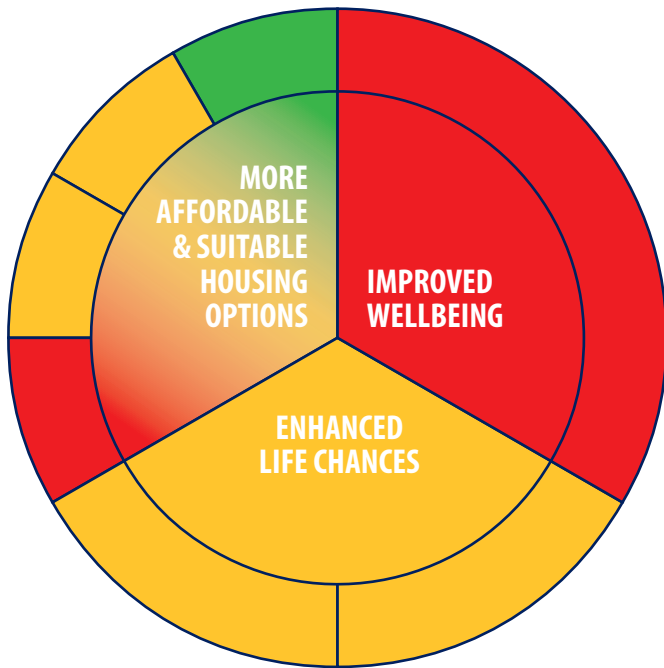
invested more funds than ever in digital stock for libraries



Supported individuals, families and carers living independently and with dignity

2

Our measures



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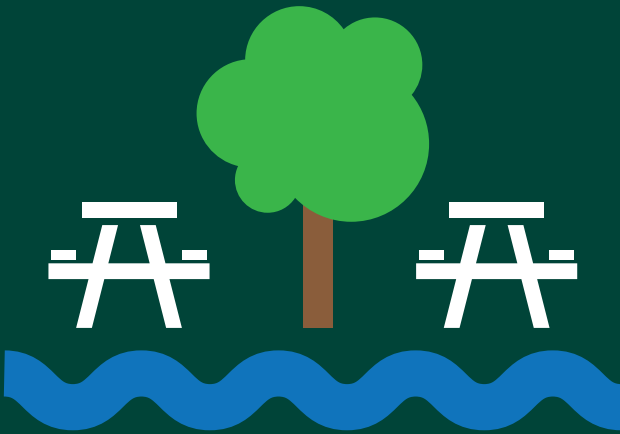
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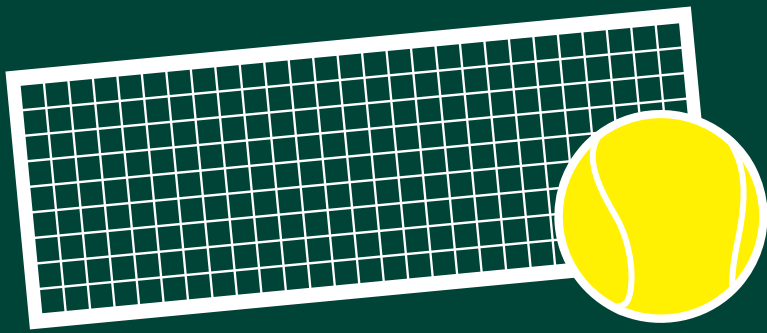


achieved 'Food for Life' accreditation for primary and early years lunch menus from the Soil Association Scotland



Levensgrove Park:

- rolled out 4 new play areas, including the area's first additional needs play facility
- awarded green flag status



delivered 3 all-weather floodlit tennis courts at Argyll Park

110

new homes delivered in St Andrews, Haldane, Aitkenbar and Creveul Court and 29 empty homes brought back into use



4,525

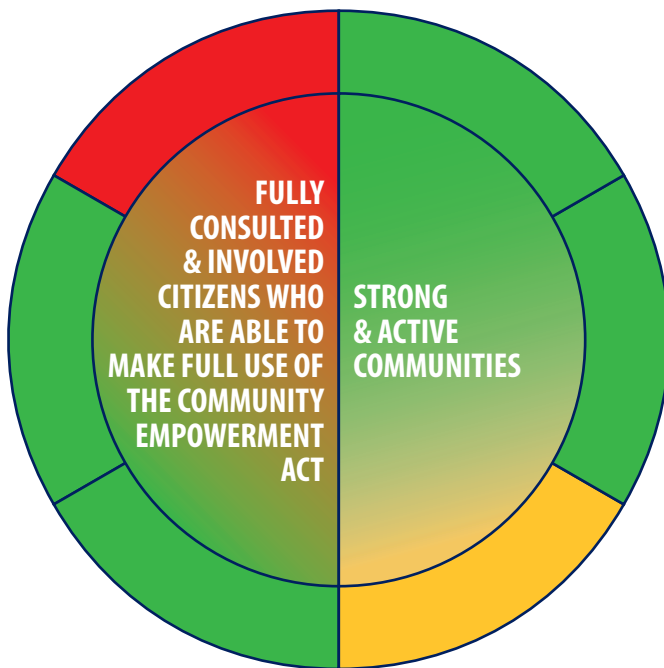
internal housing upgrades



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

3

Our measures



KEY



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1.4m



the number of citizens engaged with the Council's social media channels and reaching an audience of more than 38,000 people

percentage of citizens satisfied with Council services overall

89%

percentage of citizens satisfied with the way the Council communicates

75%



1.07% of Council resources were directed by communities



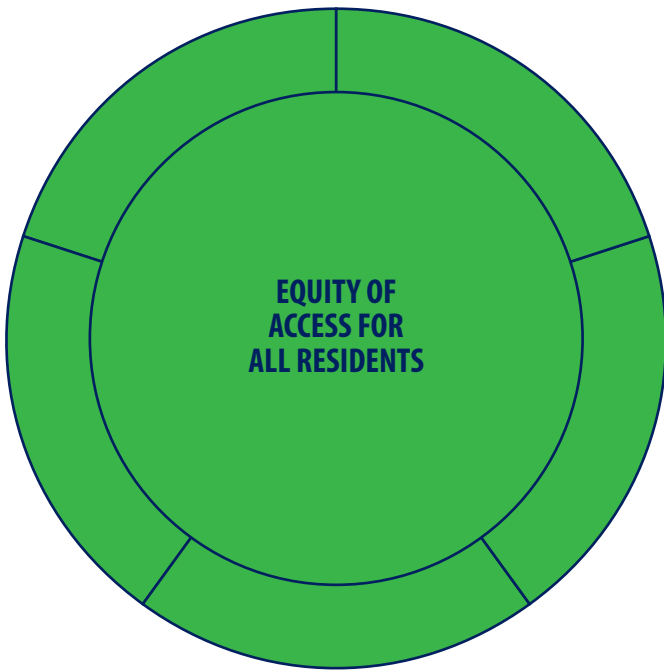
developed the new Climate Change Strategy



Open, accountable and accessible local government

4

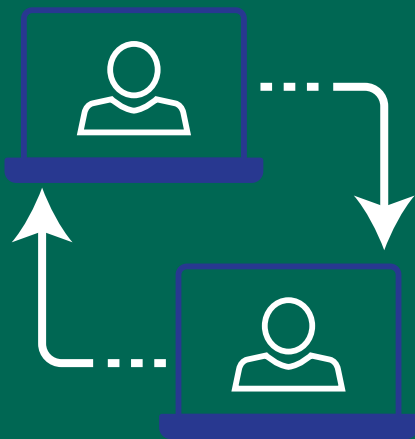
Our measures



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named as one of the Top 10 Flexible Employers in Scotland, recognising the range of flexible working practices in place



successfully introduced remote Council and committee meetings during the pandemic, continuing to live stream meetings from home, providing transparency of decision-making

97%

increased performance for satisfaction with Council publications

maintained a high level of satisfaction with the Council website



100%

of committee agendas published within timescales

Effective and efficient frontline services that improve the everyday lives of residents

5

Our measures



KEY

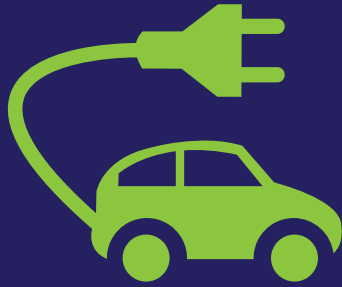
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- DATA NOT AVAILABLE

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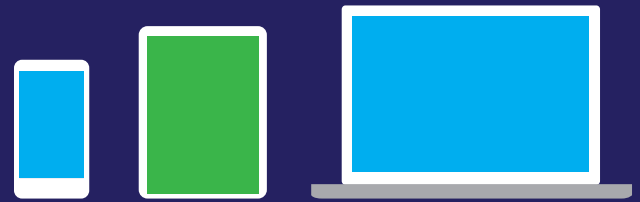


improved residents' satisfaction with roads maintenance



introduced 9 additional electric pool cars to frontline services along with recharging points at Richmond Street

delivered a number of new electric charging points in car parks throughout West Dunbartonshire



rapid realignment of ICT resources to increase capacity of remote workers across the Council

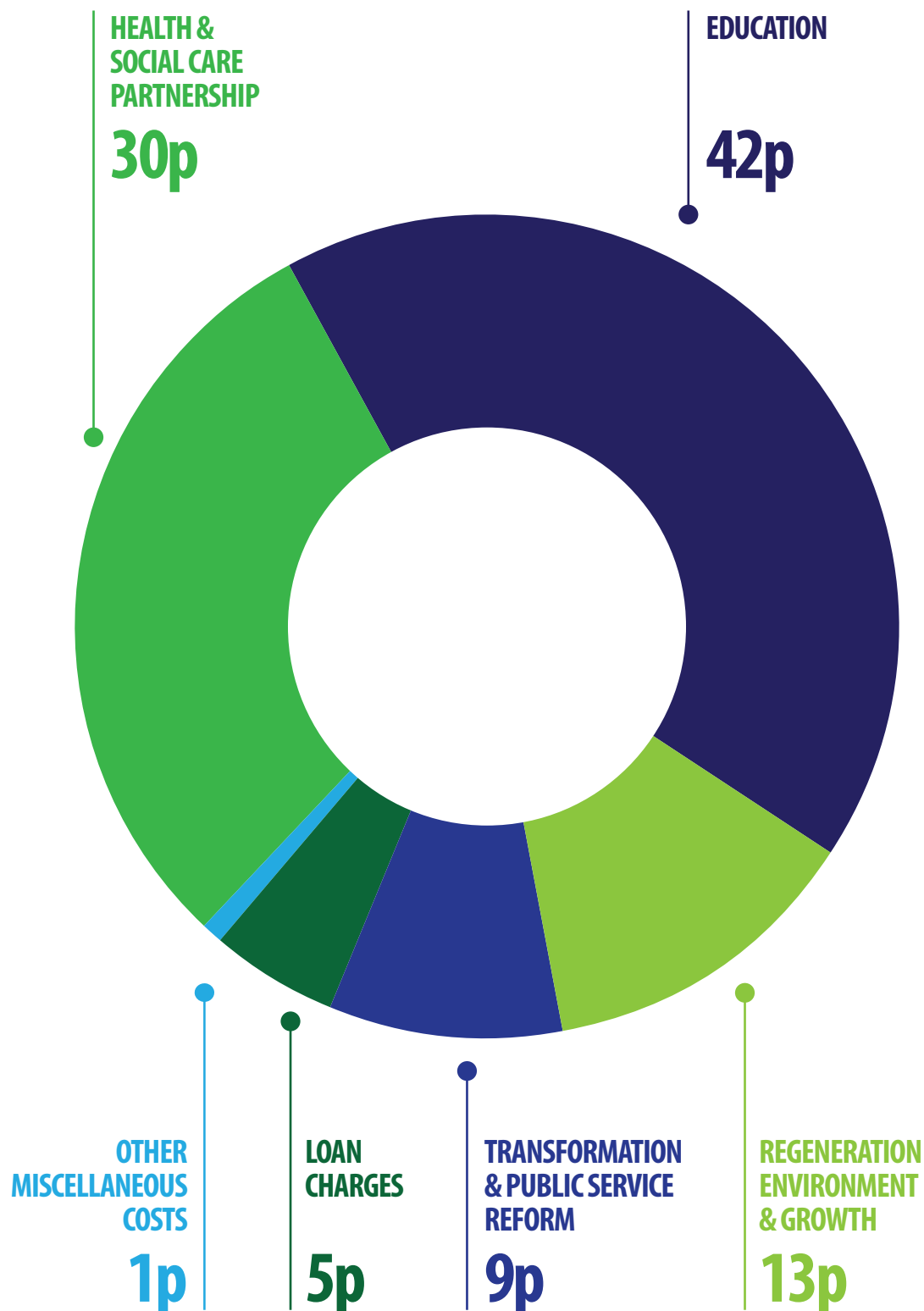
developed the new 4 year equalities outcomes report enabling us to focus our priorities to "build back better"



absence levels reduced across the Council

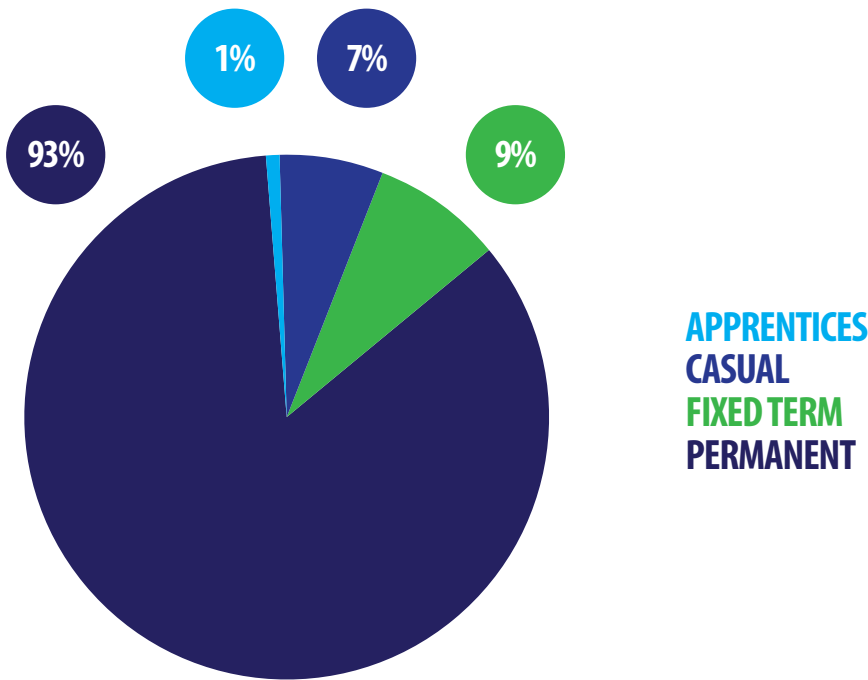
Council budget

How each £ is spent



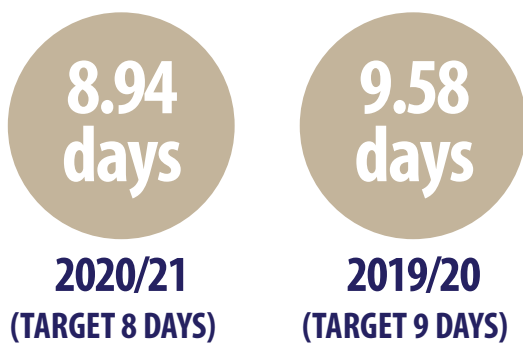
Council workforce

Workforce breakdown

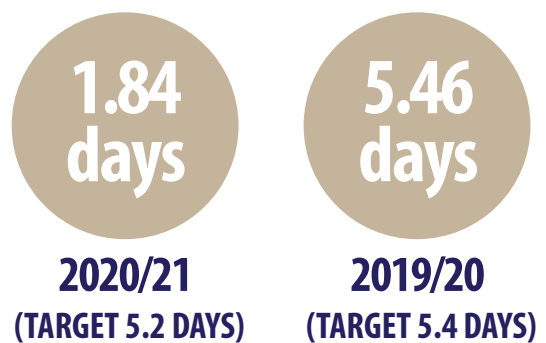


Absence stats

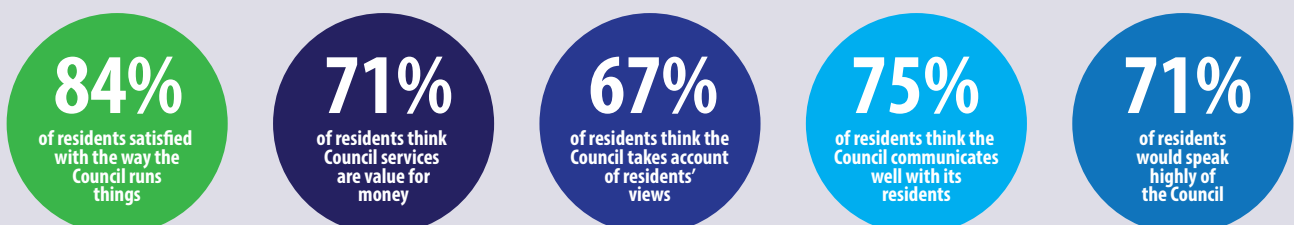
Sickness absence days per employee per year



Sickness absence days per teacher per year



Resident satisfaction in 2020/21





Find out how the Council is
performing by visiting:

**[www.west-dunbarton.gov.uk/
council/performance-and-spending](http://www.west-dunbarton.gov.uk/council/performance-and-spending)**

Email us at:

performance@west-dunbarton.gov.uk