

Priority 3

Objective 2:

Fully consulted and Involved citizens who are able to make full use of the Community Empowerment (Scotland) Act 2015



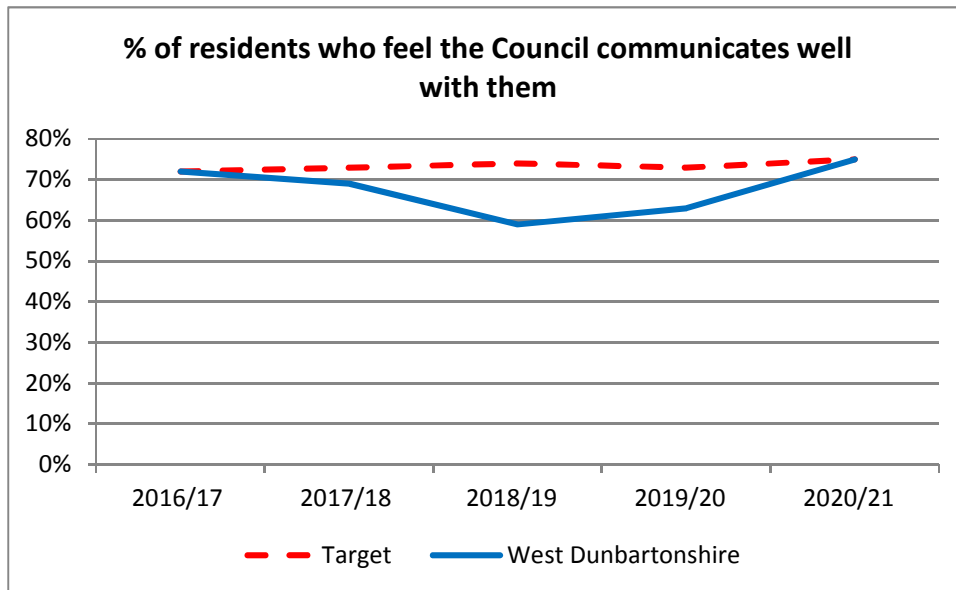
Indicator:

% of residents who feel the council communicates well with them



Target:

75%



What does the data say?

Results for 2019/20 show that the target has been met and performance has improved by 2% points from the previous year.

This information is taken from the Resident Telephone survey using random sampling and work continues to identify any areas where communication can be improved.

Quarterly feedback will continue to be monitored closely to ensure actions are targeted on a locality or wider basis as appropriate.