

WEST  
DUNBARTONSHIRE  
COUNCIL

# Annual Report 2021 22



## Our vision, values and ethos

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

## Foreword



The annual report is an opportunity to reflect on what has been achieved, where there has been challenge and provides a focus for the future.

The 21/22 report sets out performance against the 2017/22 strategic plan which was developed by the previous administration of the Council.

There is no doubt the Council has faced significant challenge over the last two years as a result of the public health emergency which impacted on services, on resources and on performance.

In spite of this, the determination and dedication of our workforce meant that the vital frontline services our communities rely on most continued and our most vulnerable residents were supported.

In a number of cases, the pandemic changed the way the Council delivered services and the way we all lived, and elements of this are evident in the report, with a 33% rise in the number of online transactions and satisfaction with the website increasing. Other highlights include more people being supported to reduce or sustain debt levels and the street cleanliness index also increasing.

There are a number of areas where performance declined and in some instances these too can be directly attributed to the pandemic such as attendances at leisure centres which had to close for periods. The extent of some of the key challenges are set out below:

- **Rent loss in 2017 due to empty homes was just 0.9% but by last year this had increased to 1.29%.**
- **Fuel poverty in 2017 was 27% but this increased over time to 29% last year.**
- **The child poverty rate in 2017 was 25% but this had increased to 26.8% by 2022.**

- **Household recycling rates were 47.61% in 2017 but last year recycling rates significantly reduced to just 37%.**
- **Attendances at sports facilities in 2017 were 6,198 but during 2021/22 the had reduced to 3,810.**
- **In 2017 the councils delivered 100% of its prioritised local government benchmark performance indicators by 2022 this had reduced to 50%.**
- **Staff sickness absence rates in 2017 were an average of 11.83 days per person but last year the average sickness had increased to 13.3 days per person. This increase does not include COVID absences as these were recorded separately, so loss of productivity was much greater last year.**

Since 21/22 there has been a change in the political leadership of the Council with a number of new members elected and there is an opportunity to drive forward change.

There are clear areas where we need to ensure a continued focus such as on fuel poverty, resident satisfaction, recycling and on the numbers of residents who feel the Council listens to their views when designing and delivering services.

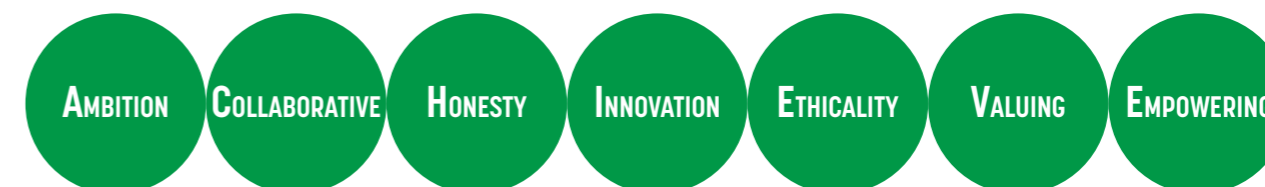
As a Council, we exist to make the lives of local people better and we are focused on improving the lives of our residents, providing critical help with the cost of living crisis and ensuring our communities not only fully recover from the pandemic but are supported to thrive.

Working together we will build a better West Dunbartonshire and ensure our area continues to be a place where people want to live, work, learn, invest and visit.

Martin Rooney  
Council Leader, West Dunbartonshire Council

These values reflect 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 -

### ACHIEVE

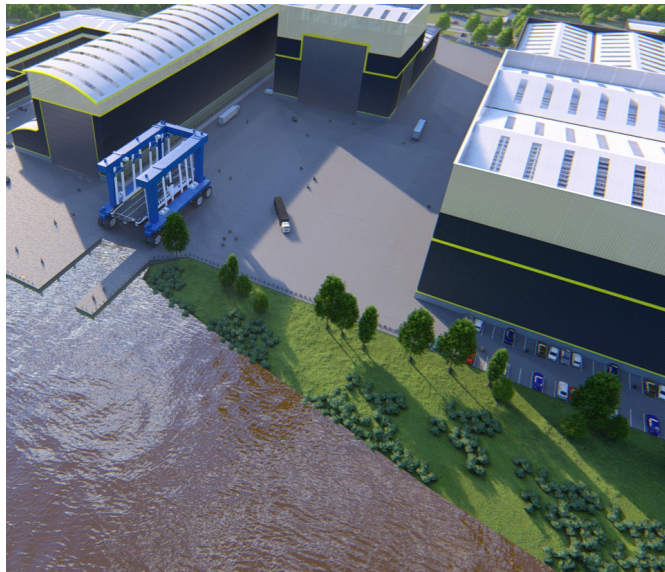


At the core of what we do as a Council is a commitment to reduce inequality and tackle the root causes of poverty. The five strategic priorities adopted between 2017-2022, focus on improving the lives of the people of West Dunbartonshire, by promoting equality for all.

### 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**

# Key projects in 2021/22



Invested £2 million in the development of a Scottish Marine Technology Park, which when complete will bring 1,000 jobs to West Dunbartonshire



Secured £19.9 million Levelling Up Funding to regenerate Dumbarton Town Centre including redevelopment of Glencairn House



Established Alexandria Masterplan and Clydebank Framework to ensure town centres thrive



Completed the £3.6 million restoration and refurbishment of Lomond Bridge as part of significant regeneration works in Balloch



Delivered 306 new Council homes and established the Council as the largest social housing developer in West Dunbartonshire



Introduced rapid Electric Vehicle chargers across West Dunbartonshire, contributing to our Net Zero by 2045 ambitions

# Key achievements in 2021/22

## £31m

of COVID-19 grants delivered to more than 1,500 businesses over the period of the pandemic



## £2m

processed in Free School Meals and hardship payments to families in need throughout the pandemic



## 1,578

digital devices distributed through the Connecting Scotland Programme and 1,392 households provided with Wi-Fi



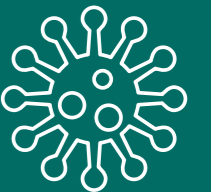
## 2,106

self isolation support grants managed and processed totalling £1,053,000



## 60

Kickstart employees recruited, creating jobs and experience for young people, to help manage the vaccination centre support teams



## Recognition Awards



Awarded the Touchstone Award for Hallmarking for valuable work around counterfeit precious metals for Trading Standards



The 'Rediscovering the Antonine Wall' project was recognised on an international level, receiving the Honourable Mention for the European Archaeological Heritage Prize 2021 and shortlisted as a finalist for an Association for Heritage Interpretation award for sculpture and distance stone at Nethercroy.



The District Heating Network at Queens Quay won two prestigious awards in its first year:

- District Heating Network at the European Heat Pump Awards, Heat Pump City of the Year category, for the most efficient, smart and sustainable project of the year
- Carbon Reduction Award at the Scottish Green Energy Awards



The Council was recognised with a national award as one of the top ten flexible employers

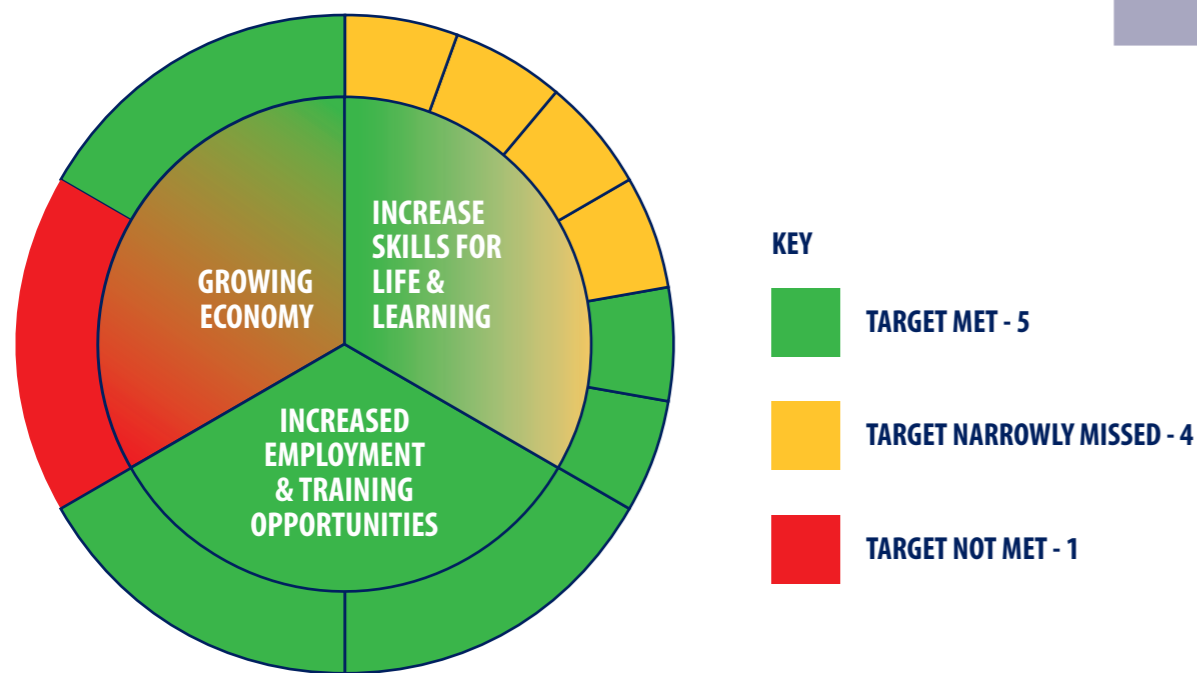


Recognition for W4U services including attainment of quality standard accreditation for the delivery of information and advice services. In addition, the CLD team received an award in partnership with West College Scotland

# A strong local economy and improved job opportunities



## Our measures



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



Progressed work on a new gym, changing pavilion and all-weather running track at Posties Park



Increased exhibition space at Clydebank Town Hall



Progressed the Connecting Clydebank project, including sustainable transport improvements to enhance the area for pedestrians and motorists

Successful funding applications of almost £60k to develop projects around Sustainability and Disengaged Learners



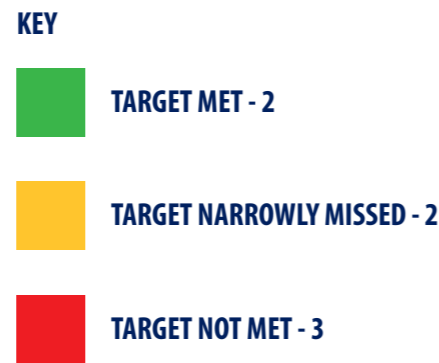
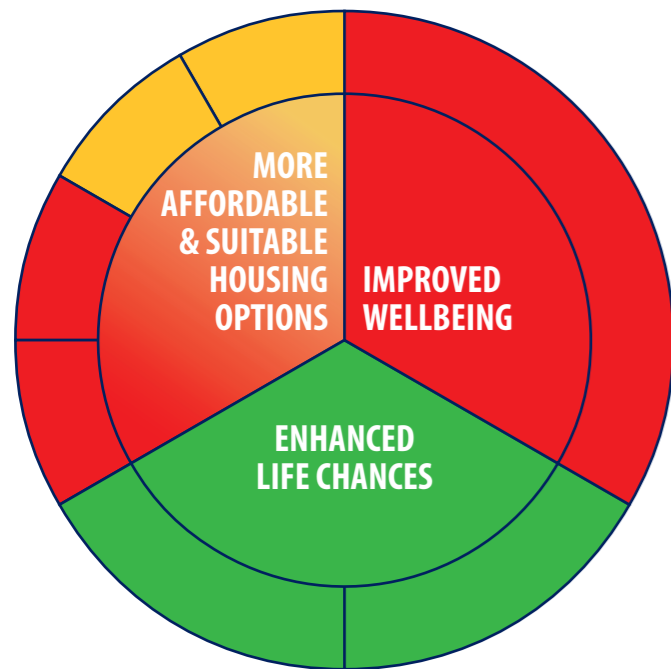
Major refurbishment of Alexandria Library, including significant upgrades to adult and children's library spaces



# Supported individuals, families and carers living independently and with dignity

# 2

## Our measures

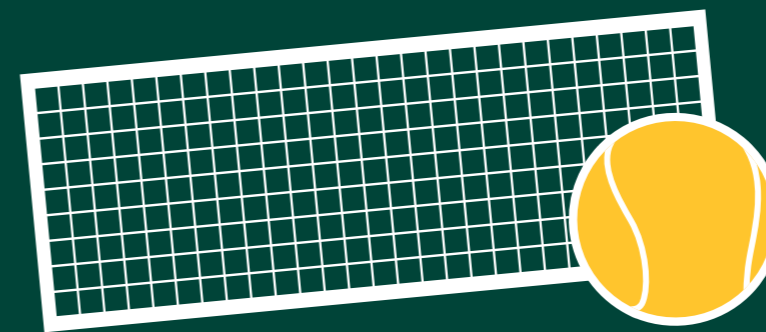
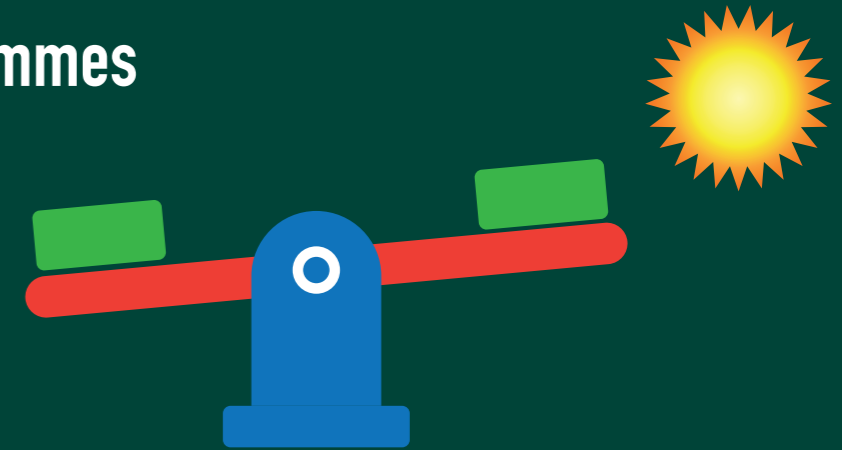


For more info on the wheel, please click [here](#), or visit: [www.west-dunbarton.gov.uk/council/performance-and-spending](http://www.west-dunbarton.gov.uk/council/performance-and-spending)



Welcomed pupils into the new Renton Campus, with Primary School, Early Learning and Childcare Centre, and language and communication base

Provided holiday programmes and ensured access to 11,038 places at 337 summer events across the Council



Opened three all-weather professional standard tennis courts in Argyll Park



Successfully rolled out free school meals for all Primary 4 and 5 pupils

# 1,140

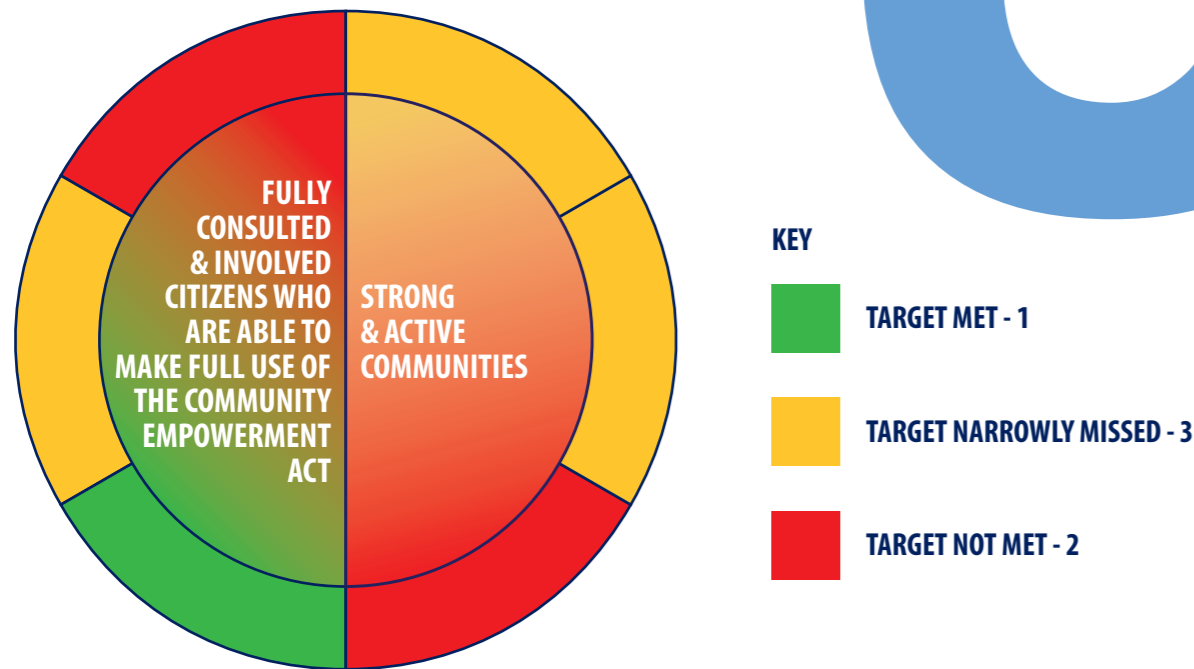
Free Early Learning and childcare offered for all three and four-year-olds and all eligible two-year-olds



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

# 3

## Our measures



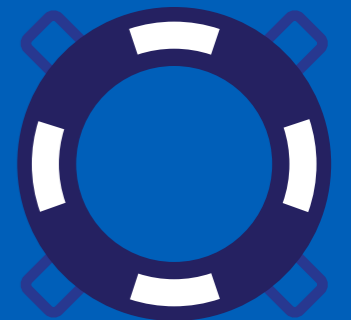
For more info on the wheel, please click [here](#), or visit: [www.west-dunbarton.gov.uk/council/performance-and-spending](http://www.west-dunbarton.gov.uk/council/performance-and-spending)



Provided professional learning opportunities for education staff to include training sessions in:

- Dyslexia Awareness
- Autism Spectrum Diagnosis Awareness
- Hearing Impairment
- British Sign Language
- Visual Impairment Learning

Installed additional life-saving water safety equipment in key locations in partnership with Scottish Fire and Rescue and Police Scotland



Delivery of Community Transport, Community Budgeting and Participatory Budgeting mainstreaming pilot projects

Establishment of Community Empowerment Project Board and Project Teams to ensure delivery against approved Community Empowerment Strategy

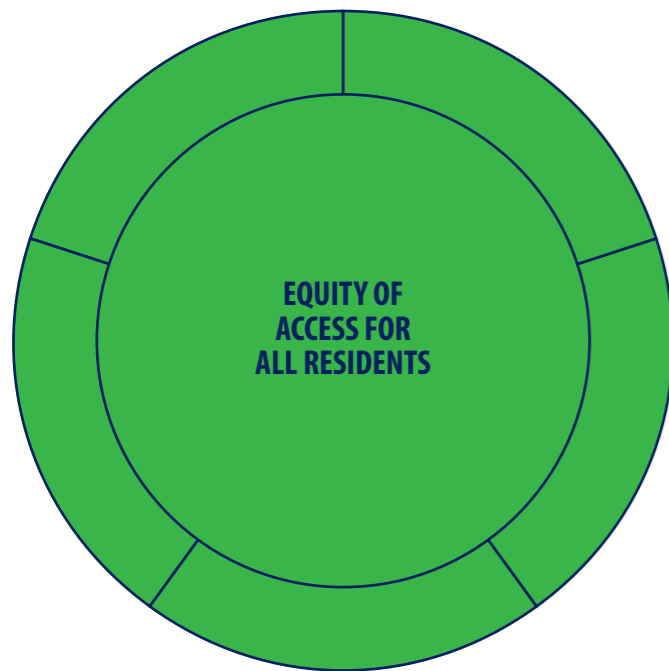


Improved 5Ghz wireless connectivity across the organisation, and upgraded network backup solution



# Open, accountable and accessible local government

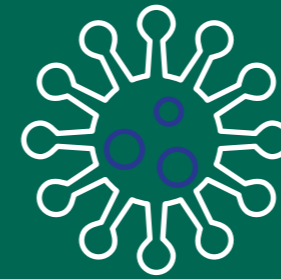
## Our measures



KEY  
 TARGET MET - 5

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

# 4



Supported the strategic management team with provision of data and performance information during the pandemic including national and local data, performance information and support with Equality Impact Assessments for reopening of services



Continued to implement our Additional Support Needs (ASN) Strategy. All staff in our 7 specialist settings have committed to SCERTS (Social Communication, Emotional Regulation and Transactional Supports) framework and approach



Supported an increase in the uptake of ELC placements by parents and carers of eligible 2 year olds.



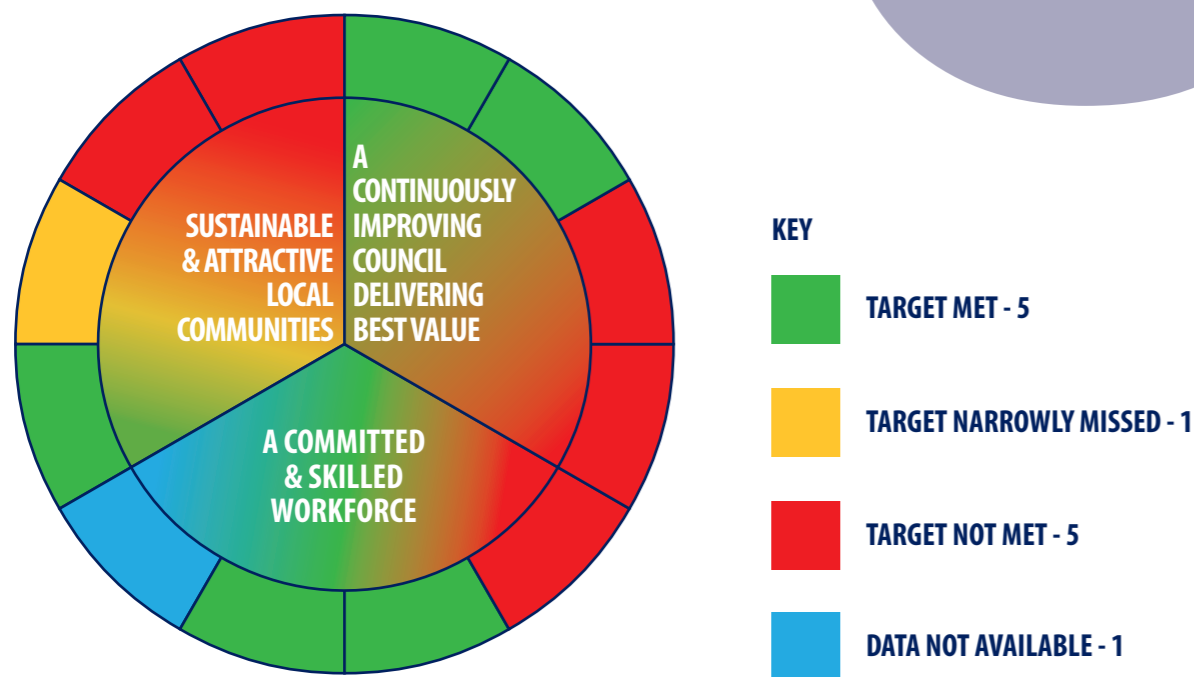
Introduced Fit for Future reviews, holistically reviewing services with a people-centred approach, using service design and identifying both recommendations for improvement and savings



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

# 5

## Our measures



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



Implemented digital improvements in Housing Operations for communicating with customers including use of text messaging, online surveys and improvement in online forms for new applicants and medical assessments

# £0.571m

processed in clothing grants to parents and carers of 4,234 school pupils



# £2.5m

processed in Discretionary Housing Payments to assist the most vulnerable tenants with housing costs



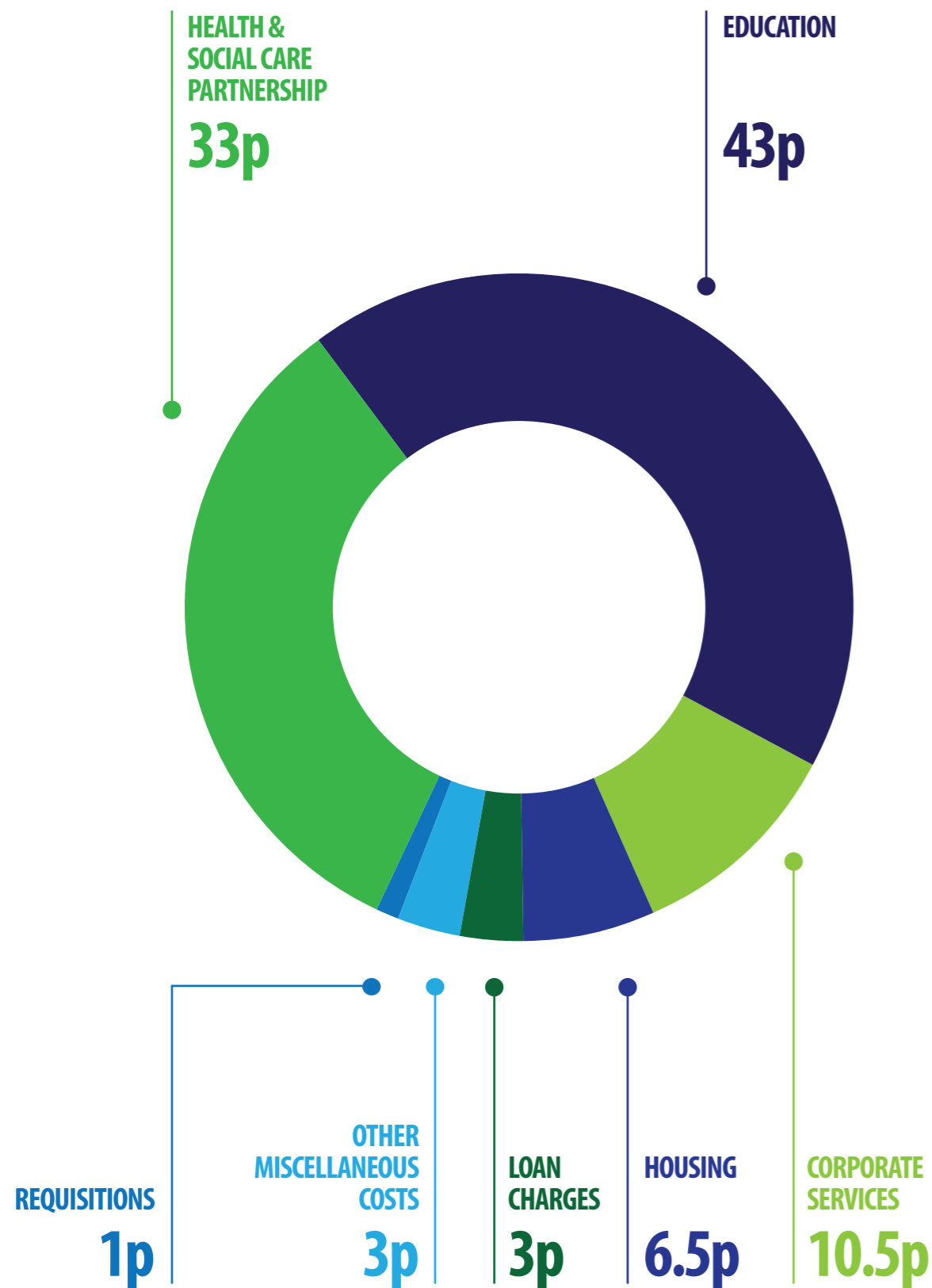
Implemented electronic timesheets submission within Home Care and Facilities Management





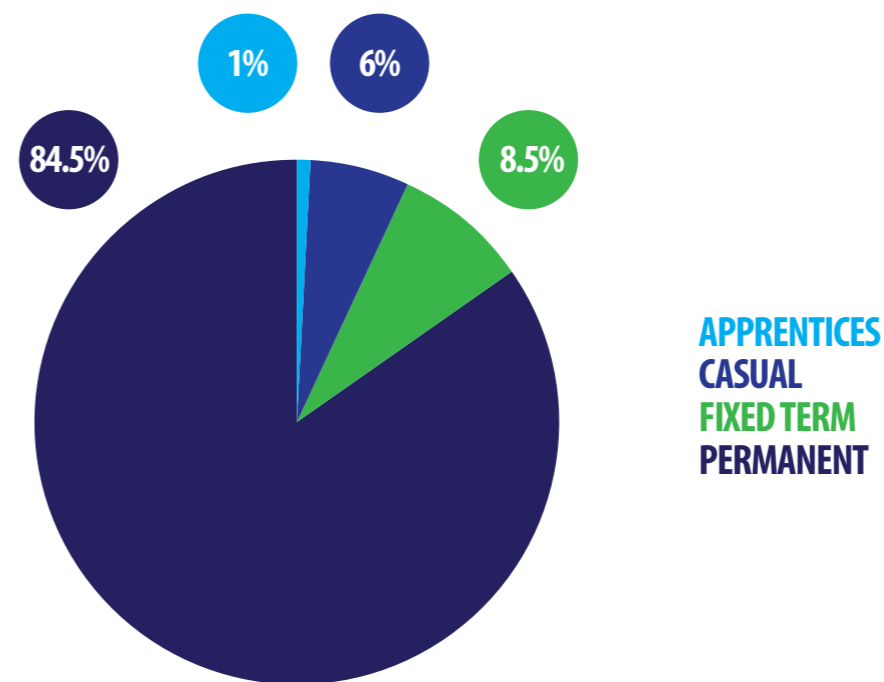
# Council budget

How each £ is spent



# Council workforce

Workforce breakdown



## Absence stats

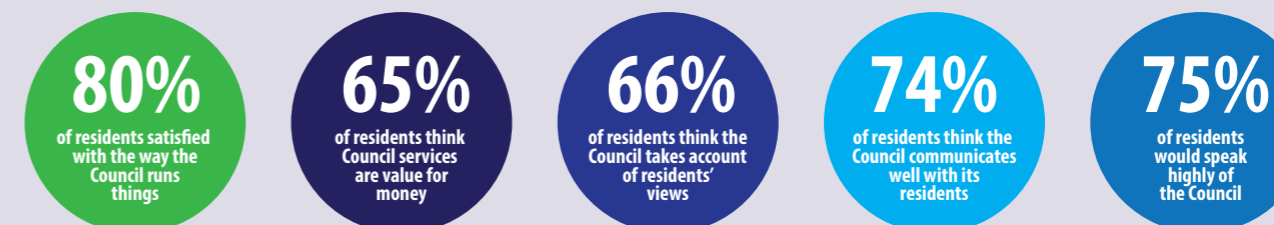
Sickness absence days per employee per year



Sickness absence days per teacher per year



## Resident satisfaction in 2021/22





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