

**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



**640**

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



**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

Distributed  
4,488 grants totalling

**£22.95m**

to our Business Community



**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



**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



**808,709**

items of PPE  
distributed



**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



# Key projects in 2020/21



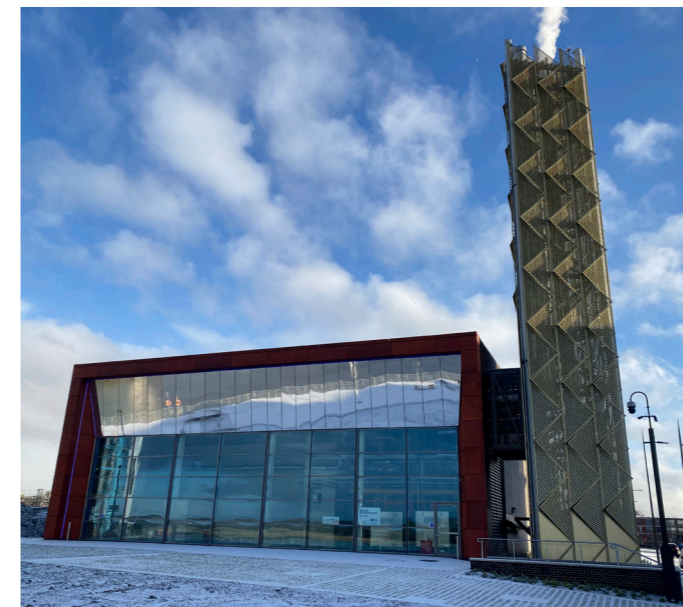
Progressed construction at Renton Campus



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

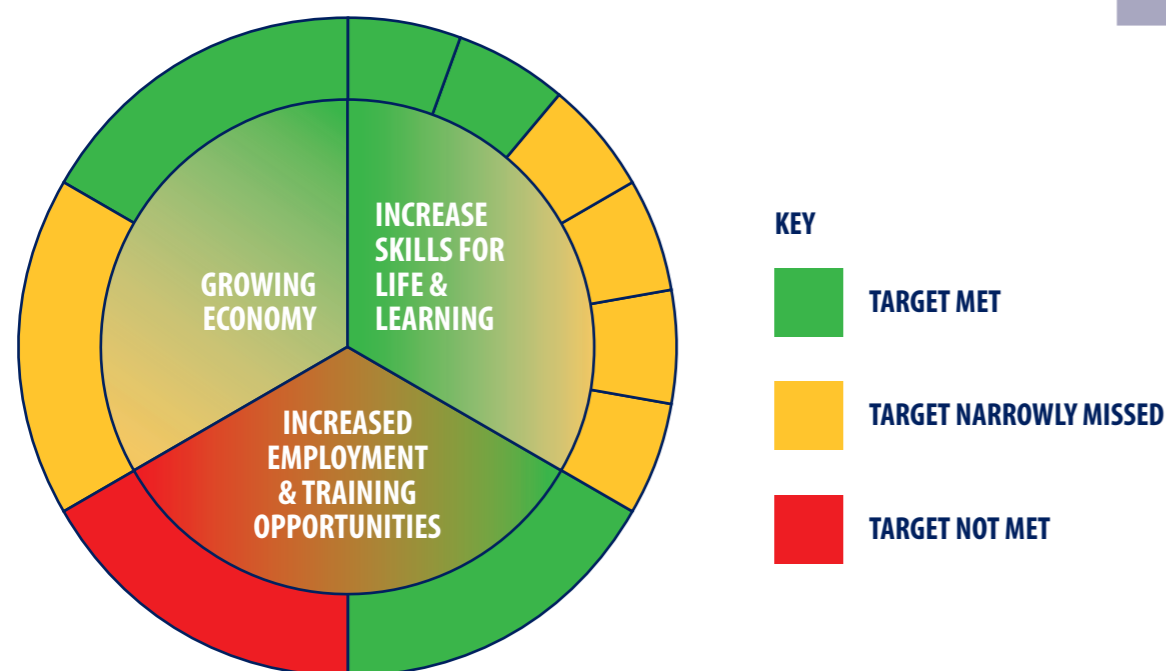


Secured funding for Faifley Education Campus

# A strong local economy and improved job opportunities



## Our measures



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

## £22m

of grant funding delivered to more than 1,800 organisations

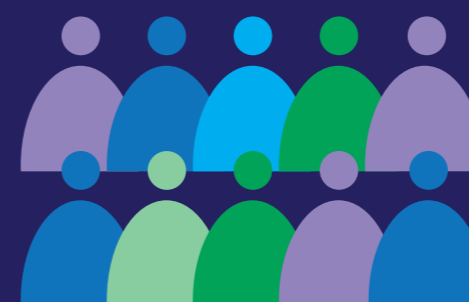
## 99.1%

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



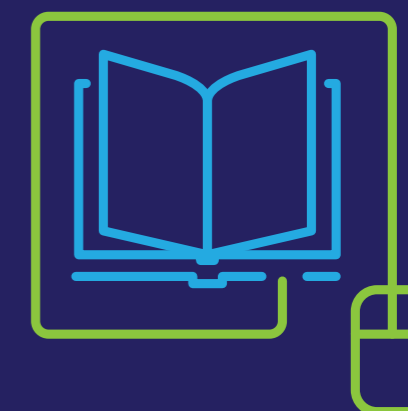
provided training and employment opportunities for 57 modern apprentices

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

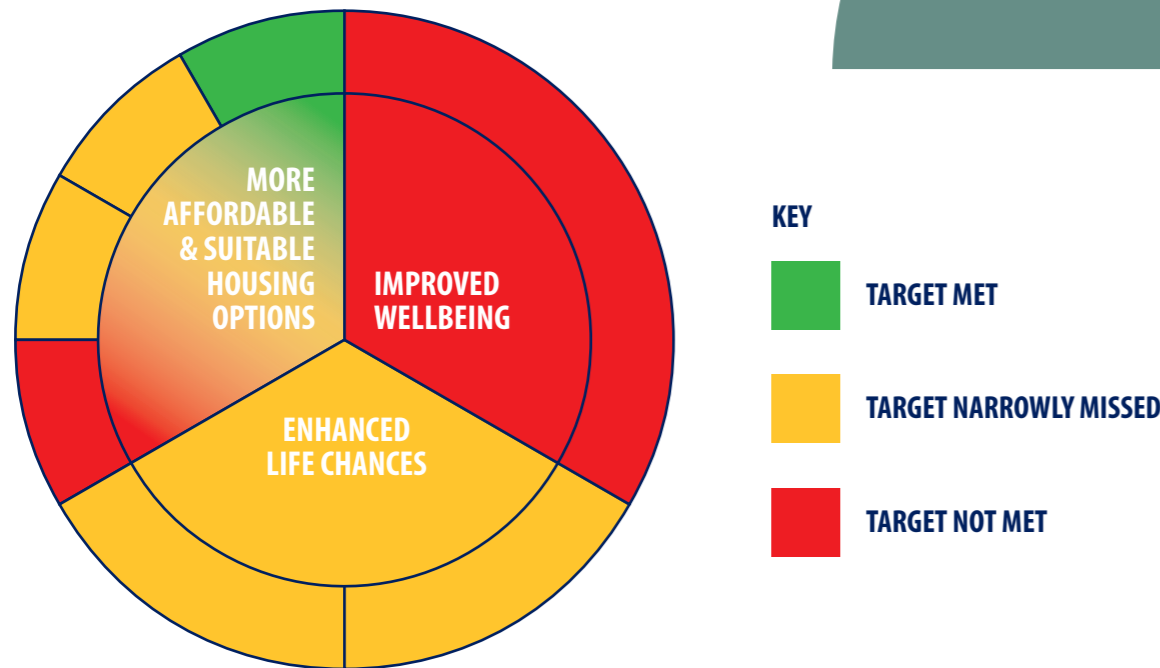
invested more funds than ever in digital stock for libraries



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

2

## Our measures



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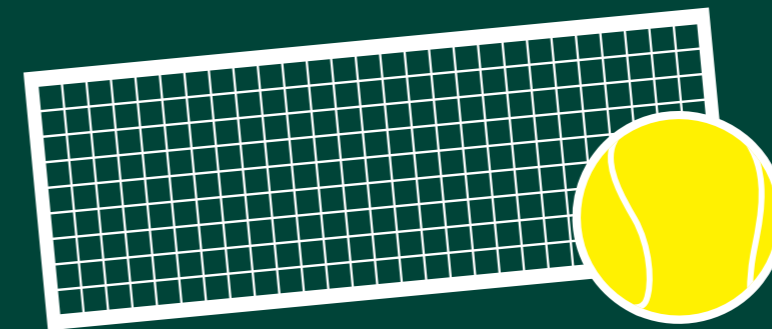


achieved 'Food for Life' accreditation for primary and early years lunch menus from the Soil Association Scotland



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

## Our measures



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# 3

# 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

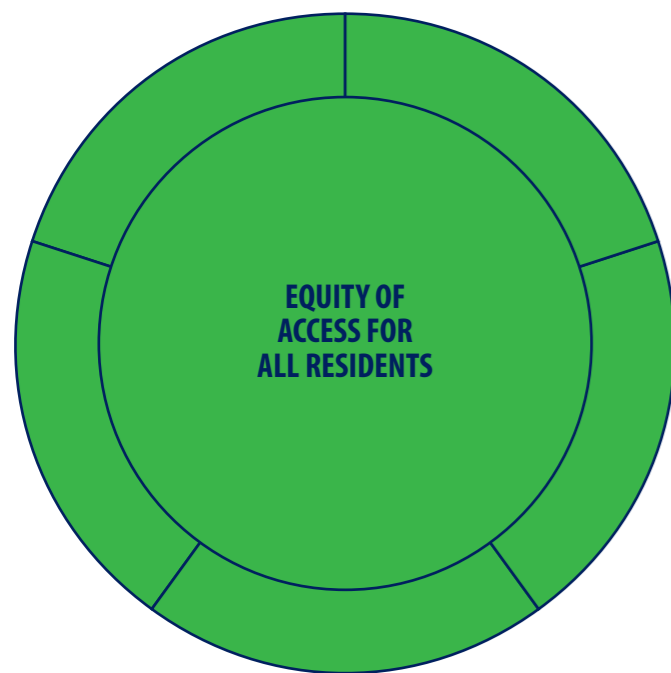


developed  
the  
new  
Climate  
Change  
Strategy



# Open, accountable and accessible local government

## Our measures



KEY

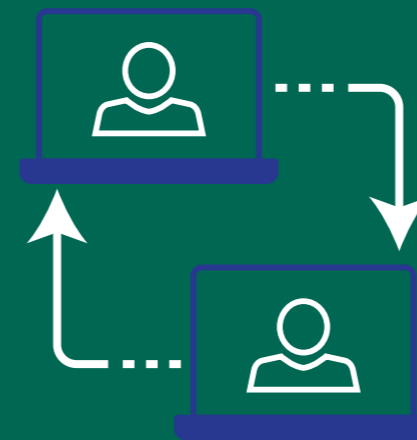


TARGET MET

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# 4

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



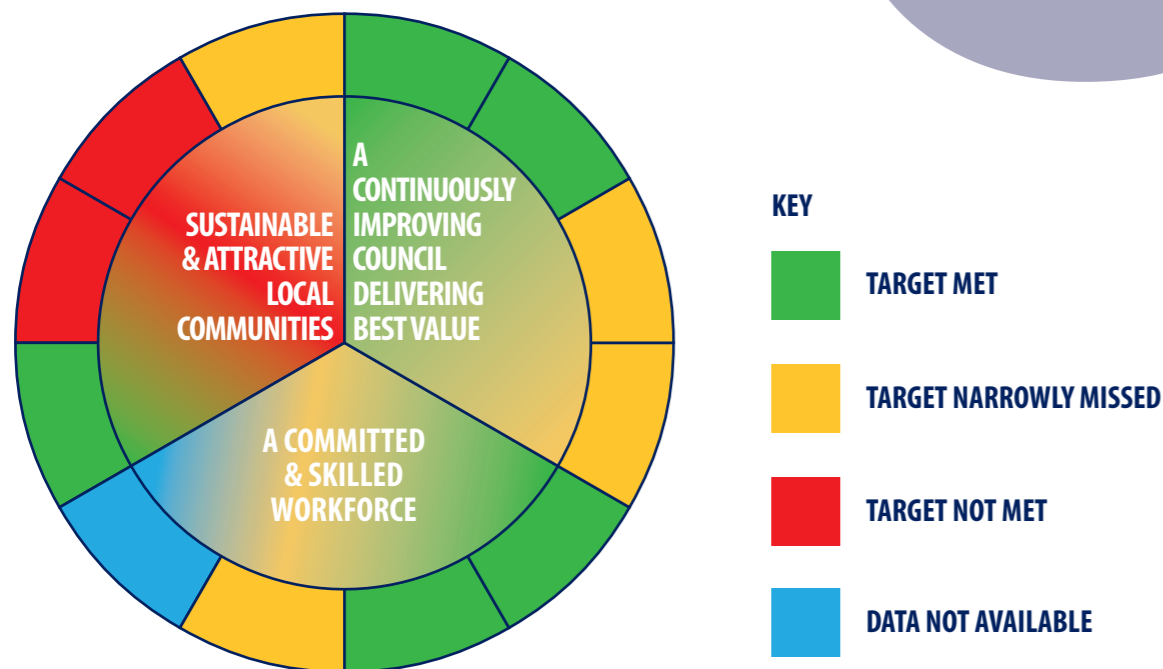
# 100%

of committee agendas  
published within timescales



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

## Our measures

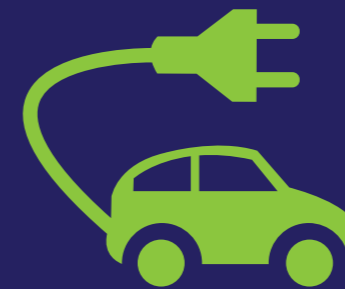


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# 5

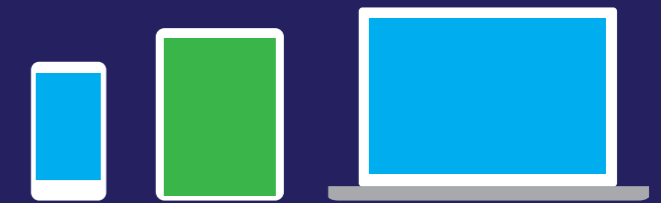


improved residents'  
satisfaction with  
roads maintenance



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

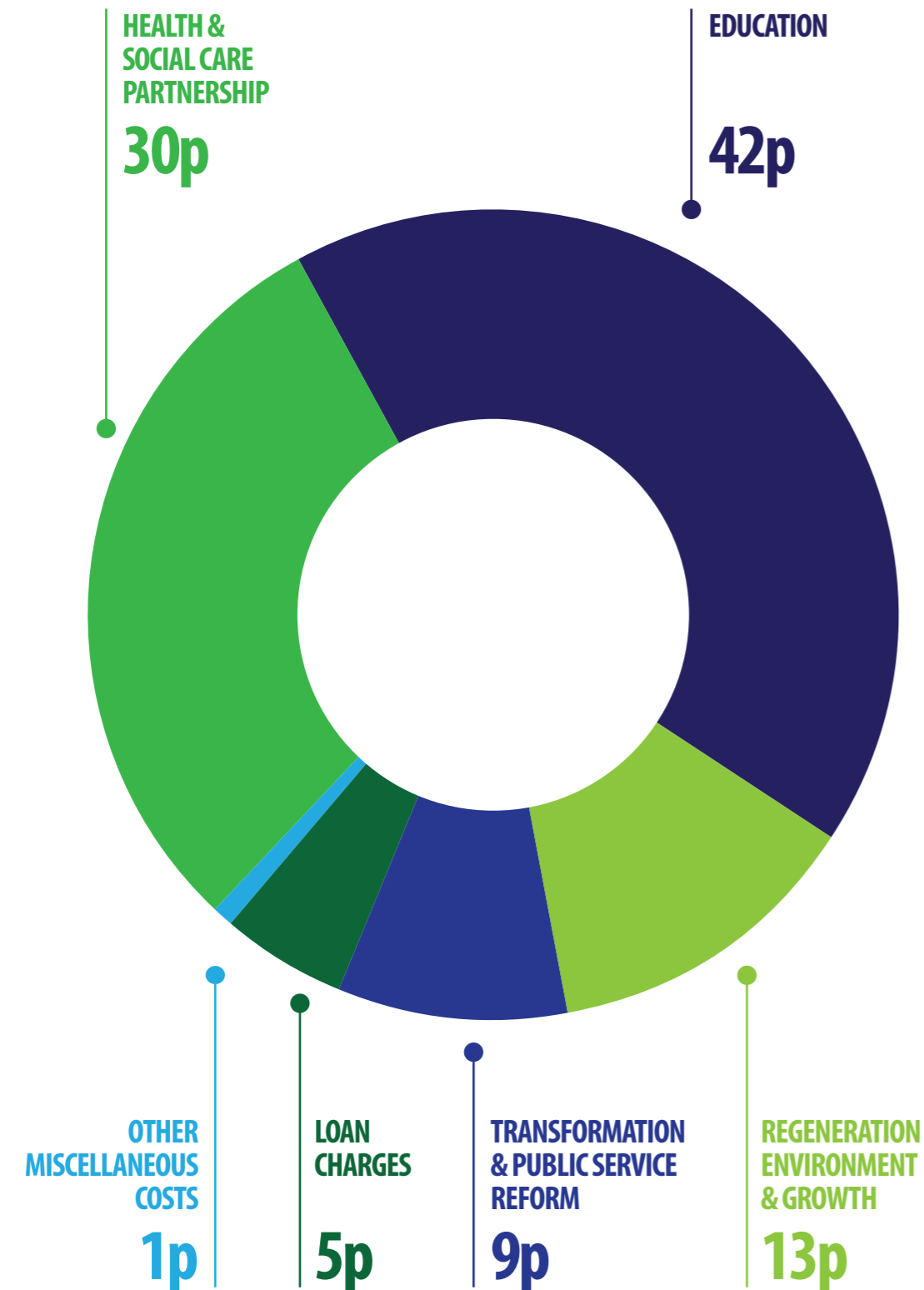
developed the new  
4 year equalities outcomes  
report enabling us to  
focus our priorities to  
"build back better"



absence levels reduced  
across the Council

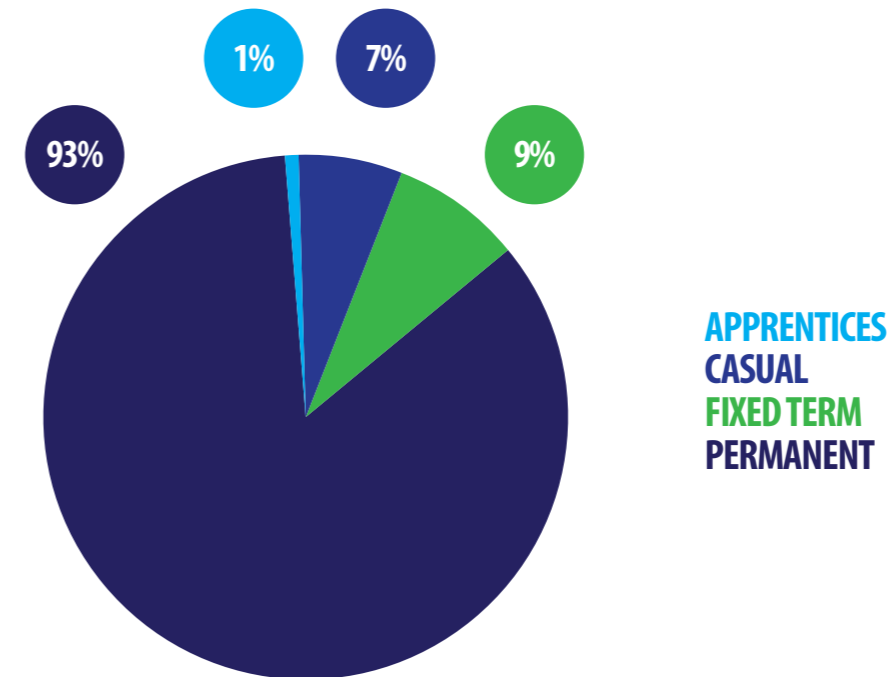
# Council budget

How each £ is spent



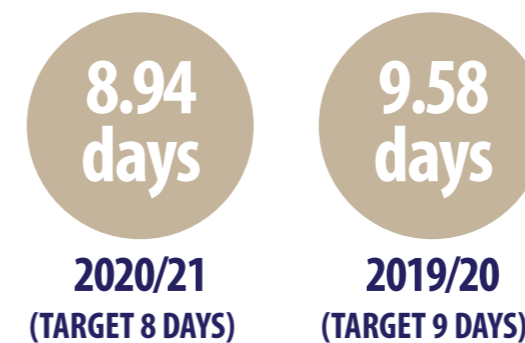
# Council workforce

Workforce breakdown

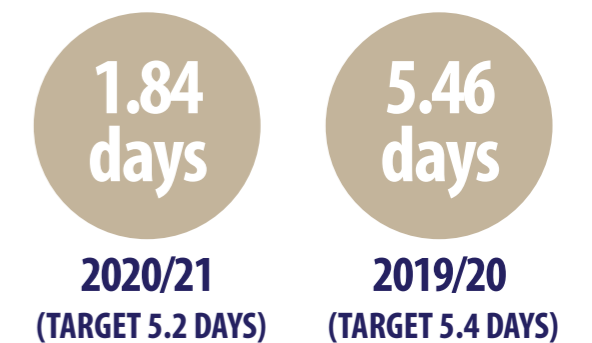


## Absence stats

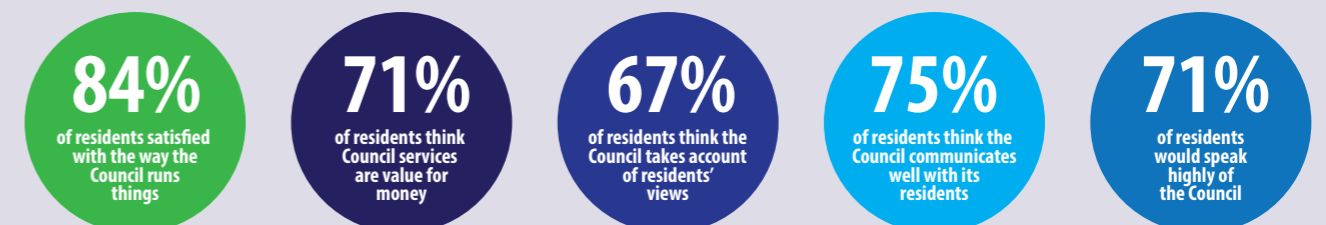
Sickness absence days per employee per year



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