

CCF 2020/21 Delivery Plan (Cultural) Year end progress report



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

Ob Strong and active communities

Performance Indicator	2019/20	2020/21					Latest Note	Managed By
	Value	Status	Value	Target	Short Trend	Long Trend		
Total number of visits to council funded and part funded museums and heritage centres (in person) per 1,000 population	110.08		7.51	19.57			Due to Covid 19 all venues closed to the public in March 2020. For this reason, no footfall was recorded in any venue during 2020/21. In person visits also include collections based enquiries, which the Arts and Heritage team continued to respond to remotely.	Sarah Christie
Number of visits to council funded or part funded museums (virtual) per 1,000 population	844.88		2,049.36	1,829.33			In line with the wider museum and heritage sector, with venues closed due to Covid 19 activity was moved online and renewed focus brought to social media platforms. A marked uplift in virtual visits reflects the success of this online activity. This newly expanded audience will remain a focus during 2021/22.	Sarah Christie
% of residents who report satisfaction with Council publications, reports and documents	84%		97%	73%			Target has been exceed representing significant progress made over the last two years to improve resident satisfaction with Council publications	Amanda Graham
% of residents who feel the Council communicates well with them	63%		75%	75%			Target has been exceeded representing improved performance in both the short and long term.	Amanda Graham

Action	Status	Progress	Due Date	Comments	Managed By
Pursue a funding package which supports proposals for the development of Glencairn House		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #cccccc; display: flex; align-items: center; justify-content: center;">20%</div>	31-Mar-2021	As a direct result of Covid 19 major funders in the Heritage sector suspended normal funding streams during 2020/21 to focus support on resilience and	Sarah Christie

Action	Status	Progress	Due Date	Comments	Managed By
				recovery. Concurrent with this, restrictions on the construction sector impeded access to Glencairn House for the purpose of design development. During 2021/22 the redevelopment of Glencairn House will continue to be progressed, taking cognisance of the post-Covid funding landscape.	
Develop and launch an innovative heritage strategy, reflecting the investment in the cultural offering for the area		<div style="border: 1px solid black; width: 60px; height: 15px; background-color: #d9e1f2; display: flex; align-items: center; justify-content: center;">40%</div>	31-Mar-2021	Work on a heritage strategy to describe investment made or planned in West Dunbartonshire's cultural assets was begun during 2020/21. This strategy also sought to capture our ambitions for the future. However, this activity was paused due to Covid 19. Work on the strategy will resume in 2021/22, with the additional central aim of acknowledging the impact of Covid 19 on the wider cultural sector and representing sectoral priorities in the context of post-Covid recovery going forward.	Sarah Christie
Progress investment projects in Alexandria library, Clydebank museum and Dalmuir gallery		<div style="border: 1px solid black; width: 60px; height: 15px; background-color: #d9e1f2; display: flex; align-items: center; justify-content: center;">50%</div>	31-Mar-2021	Due to Covid 19 capital investment projects were paused across the board. Whilst work has resumed in all instances, delivery of these projects will continue throughout 2021/22.	Sarah Christie
Development of a comprehensive community based engagement plan for future Glencairn House activity		<div style="border: 1px solid black; width: 60px; height: 15px; background-color: #d9e1f2; display: flex; align-items: center; justify-content: center;">75%</div>	31-Mar-2021	During the early part of 2020/21, and particularly during the initial period of lockdown, community engagement activity focused on Glencairn House was paused. While this activity resumed during Q3 and Q4, engagement will continue into 2021/22 and especially as the redevelopment of Glencairn House is progressed.	Sarah Christie

 Open, accountable and accessible local government

 Equity of access for all residents

Performance Indicator	2019/20	2020/21				Notes & History Latest Note	Managed By	
	Value	Status	Value	Target	Short Trend			Long Trend
Cost per museum visit £	£1.42	Data not available until Feb 2022	£1.42				Overall spending costs for Museum visits has reduced from the previous year by £0.52 per visit. The latest figures show West Dunbartonshire ranked as the fourth highest performing council across Scotland for this indicator.	Sarah Christie
% of adults satisfied with museums and galleries	69.23%	Data not available until Feb 2022	81%				The latest figures show West Dunbartonshire Museums ranked eleventh highest in Scotland for satisfaction on par with the Scottish average of 69%. Local satisfaction measures for museums during this same period have returned much higher levels of satisfaction.	Sarah Christie

