

WEST DUNBARTONSHIRE COUNCIL

Report by Chief Officer – Citizen, Culture & Facilities

Committee: Cultural Committee: 29 November 2021

Subject: Cultural Elements of the Citizens, Culture & Facilities Delivery Plan 2021/22: Mid-Year Progress

1 Purpose

- 1.1** The purpose of this report is to set out the mid-year progress of the Citizen, Culture & Facilities Delivery Plan 2021/22 which is delegated to Cultural Committee. These are: Clydebank Town Hall, Arts and Heritage, and Communications.

2 Recommendations

- 2.1** It is recommended that the Committee notes the contents of this report and the progress achieved at mid-year.

3 Background

- 3.1** Each Chief Officer develops an annual Delivery Plan. This sets out actions to help deliver the Strategic Plan and address the performance challenges and service priorities identified in the planning process. The Delivery Plan also provides an overview of services and resources, including employees and budgets, sets out the performance indicators for monitoring progress and considers the relevant risks.
- 3.2** The Citizen, Culture & Facilities Delivery Plan 2021/22 was noted by this committee on 17 May 2021, and a commitment was made to submit a mid-year progress report.
- 3.3** Council continues to be central to the national Covid-19 pandemic response supporting communities. We responded quickly to the pandemic, with initial focus on maintaining essential services and protecting communities. Levels of service disruption and adjustments have varied since spring 2020 and there continue to be significant challenges facing services as we move from the response to recovery from the pandemic.

4 Main Issues

Delivery Plan

- 4.1** Full details of mid-year progress are set out in the performance progress report attached at Appendix 1 and summarised below.

- 4.2** At this mid-point of the year, of the six actions in the plan, all actions are making progress and on track for delivery by 31 March 2022.
- 4.3** Also included in the plan are six performance indicators of which four are monitored on a quarterly basis. Of these, three indicators achieved their mid-year target and one narrowly missed the target. The following paragraph details progress against the one quarterly performance indicator that failed to meet target and shows amber status.
- 4.4** Percentage of residents who feel the Council communicates well with them, marginally missed target in both quarters. However performance has improved for the same period in the previous year and continues to remain a key priority.
- 4.5** The plan does not include any Risks.

Service User Feedback – Complaints

- 4.7** A key focus in the development of the delivery plan was ensuring that customer feedback informs learning and improvement. One of the main sources of feedback is complaints data.
- 4.8** There were no complaints in relation to, Clydebank Town Hall, Arts and Heritage, and Communications between 1 April and 30 September 2021. Complaints data will continue to be monitored to identify learning opportunities.

5 People Implications

- 5.1** There are no direct people implications arising from this report.

6 Financial & Procurement Implications

- 6.1** There are no direct financial or procurement implications arising from this report.

7 Risk Analysis

- 7.1** Failure to deliver on the actions assigned to the strategic area may have a direct impact on the delivery of the Council's Strategic Plan. It is essential that remedial action is taken to ensure strategic delivery plans achieve the commitments detailed and approved.

8 Equalities Impact Assessment

- 8.1** As this report details progress on an action plan already agreed, there is no requirement for equalities screening or impact assessment.

9 Consultation

9.1 This report provides an update on the progress achieved across the strategic area, drawing from information provided by officers.

10 Strategic Assessment

10.1 The strategic delivery plan sets out actions to support the successful delivery of all 5 strategic priorities of the Council.

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Date: 21 October 2021

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Appendix: Appendix 1: Citizen, Culture & Facilities Delivery Plan 2021/22: Cultural Mid-Year Progress report.

Background Papers: Citizen, Culture & Facilities Delivery Plan 2021/22

Wards Affected: All wards