

**WEST DUNBARTONSHIRE COUNCIL****Report by Chief Officer – Citizen, Culture & Facilities****Corporate Services Committee: 24 November 2021**

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**Subject: 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 Corporate Services Committee. These are: Performance and Strategy, Libraries, Citizen Services and Facilities.

**2 Recommendations**

- 2.1** It is recommended that the Committee notes the contents of this report and the progress achieved at mid-year.
- 2.2** The Committee is asked to note that the Delivery Plan will also be submitted to the next Cultural Committee to enable scrutiny of the Town Hall, Arts and Heritage and Communications.

**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 19 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 19 actions in the plan, two actions are complete and the remaining 17 actions are making progress and on track for delivery by 31 March 2022.
- 4.3** Also included in the plan are 12 performance indicators of which seven are monitored on a quarterly basis. Of these, five indicators achieved their mid-year target, one narrowly missed the target and one was significantly adrift of target. The following paragraphs detail progress against the performance indicator that was significantly adrift of target and shows a red status.
- 4.4** Percentage of citizens who agree the Council listen to community views when designing and delivering services, missed target in both quarters with a downturn in Q2. Whilst the pandemic restrictions have meant that consultations have been limited to online and remote methods there have been a number of consultations launched across the service areas since April 2021. These include consultations on Community Councils, Allocations Policy, the Alexandria Masterplan, Climate Change, the Schools Admission and Placing Request Policy and the Faifley Campus. Citizen engagement and consultation remains a key priority and we will continue to focus on this area.
- 4.5** The plan includes seven risks, six risks have been reassessed with no change to the risk assessments. One risk has been reassessed to an increased risk score, moving from green to amber risk rating. This reflects the status of the performance indicator that missed target and the additional management attention and monitoring in place to manage this risk.

#### 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** Between 1 April and 30 September this year, the Citizen, Culture & Facilities service area received a total of 16 complaints, all of which were Stage 1 complaints. During the same period, 13 complaints were closed at Stage 1 and three categorised as resolved. This new category of resolved complaints was introduced by the Scottish Public Services Ombudsman from April 2021. It relates to complaints where both parties agree that the complaint can be resolved effectively without a full investigation such as rescheduling an appointment, processing a refund, or explaining a decision to a complainant. Neither the outcome (upheld/not upheld) nor the time taken to close complaints of this type are recorded.
- 4.9** Of the 13 complaints closed at Stage 1, all met the 5 working day target for resolving complaints and eight were upheld representing 62% of all complaints for this period.

## **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 five strategic priorities of the Council.

**Malcolm Bennie**  
**Chief Officer – Citizen, Culture & Facilities**  
**Date: 2 November 2021**

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

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

**Wards Affected:** All wards

