

WEST DUNBARTONSHIRE COUNCIL**Report by Strategic Lead – Regeneration****Infrastructure, Regeneration & Economic Development: 20 November 2019**

Subject: Regeneration Delivery Plan 2019/20: Mid-Year Progress Report**1 Purpose**

- 1.1 The purpose of this report is to set out the mid-year progress of the Regeneration Delivery Plan 2019/20 actions.

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 Annual Strategic Delivery Plans sets out actions to address the key service specific issues identified during routine strategic assessment exercises. These plans also provide an overview of the assets and resources available to support delivery of the plan and consider risks at both strategic and operational level.
- 3.2 The Regeneration Delivery Plan 2019/20 was noted by this committee on 15 May 2019 and a commitment was made to submit a mid-year progress report.

4 Main IssuesDelivery Plan progress

- 4.1 The Regeneration plan contains a range of actions designed to support delivery of the strategic priorities of the council. At this mid-point all 14 actions set out in the delivery plan are progressing as planned, it is anticipated that all actions will be achieved by year end.
- 4.2 Also included in the plan are 17 performance indicators which measure progress across key areas and link to the Strategic Plan 2017-2022. Four of these indicators are monitored quarterly. At mid-year, three indicators have achieved target, one has narrowly missed target.
- 4.3 Strong performance has been recorded in relation to gas safety checks completed, building accessibility and the suitability of council buildings; all indicators met target in both quarters of 2019 and are on track to meet annual targets.

- 4.4 Number of businesses given advice and assistance to start up through business gateway narrowly missed target for the mid year point although significant progress was made in Q2. If this progress continues there is still a likelihood that this will meet the overall year end target.
- 4.5 Appendix 1 sets out the progress of all delivery plan actions and those performance indicators that are monitored quarterly.

Self-Evaluation Programme

- 4.6 The Council adopted the West Dunbartonshire Self Evaluation Framework in August 2016, which embeds a rolling three year improvement programme across services not subject to external evaluation and inspection. Within the Regeneration service three services carried out a self-evaluation and have implemented an action plan to address the identified areas of improvement. Some areas of the regeneration services are not included in the programme as they fall within the external assessment and evaluation carried out by the Scottish Housing Regulator.

Citizen Feedback – Complaints

- 4.7 Capturing learning from a variety of feedback mechanisms in order to inform continuous improvement is a key focus for the organisation. Central to this approach is ensuring the service captures and identifies service specific learning from complaints received from citizens.
- 4.8 Between 1 April and 30 September 2019, the Regeneration service area received a total of one hundred and twenty complaints, of which one hundred and twelve were Stage 1 complaints and eight were Stage 2 complaints. During the same period, one hundred and four complaints were closed, ninety nine at Stage 1 and five at Stage 2.
- 4.9 Of the complaints closed at Stage 1, 49% met the 5 working days target for resolving complaints. Of the ninety nine complaints closed at Stage 1, sixty six were upheld. Of the seven complaints closed at Stage 2, three were upheld.
- 4.10 Performance in quarter 2 in relation to complaints decreased from the previous quarter and work will continue to improve customer experience and quality of service over the remaining year.

4.11 Service User feedback

The regeneration service area work closely with partners and citizens to ensure a quality of service is achieved; the satisfaction response in the first half of 2019 has been very positive and have praised many aspects of the working relationship. Measuring satisfaction for all Regeneration services remains a priority over the rest of the 2019/20. Below is a sample of some of this feedback.

Capital Investment

'The level of service received from CIT is professional and efficient. All aspects of contract working with the team is carried out in a planned approach with flexibility for the client department for decision making, planning all aspects of the project and to consider the effects of all outcomes. There has been in depth working with all senior colleagues within the client department for all comments, thoughts and client requirements to be taken into account. CIT provide a reliable and robust service with interactions between other service departments within the Council ie. Procurement/Committee Admin., the project contractor and the client department from inception of the project, through delivery and handover and the defect period' (Learning & Attainment schools project October 2019)

'Throughout the Clydebank Leisure Centre project WDLT found the Capital Investment Team accommodating, professional and conscientious in all elements of the project. The delivery of the project was successful due to a number of people and in particular the Project Lead, who was dedicated throughout to ensure this £24m project was as successful as possible, delivered on budget and on time for the residents of West Dunbartonshire'. (WDL trust, October 2019)

Economic Development - Business Gateway

'..Explained in terms easy for me to understand, giving me the advice and guidance I needed for my new business' (New start retail business Aug 2019)

'I was very impressed how easy the website was to use and after sending an email receiving a very quick response and a course offered within a few days. The course and location was excellent and very enjoyable. I am very glad I used the website and did the course and I will hopefully do more.' (Established business in June 2019)

Housing & Capital investment

The Housing Capital investment programme survey 100 customers every quarter to measure satisfaction, to date the level of customer satisfaction has exceed targets to achieve 100% satisfaction in the first quarter of 2019.

Building Services

Building services carry out satisfaction surveys to measure tenant satisfaction with the repairs and maintenance service, satisfaction in 2019 compared with the same period last year has dipped and is below the targets set for the service. Investigations are currently underway with the Service carrying out the surveys with a view to ensure improvements are in place for the next quarter and to capture the reasons for dissatisfaction.

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 strategic priorities of Council.

Jim McAloon
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Appendix: Appendix 1: Regeneration Delivery Plan 2019/20- Mid-Year Progress

Background Papers: None

Wards Affected: All wards