



Annual Report 2024/25

Introduction

I am pleased to bring forward this year's Annual Report which offers a high-level overview of how the Council is performing against our strategic priorities; national performance in the Local Government Benchmarking Framework (LGBF), resident satisfaction and expectations as well as insight into budgets and workforce.

Like all local authorities in Scotland, West Dunbartonshire continues to face significant challenges with financial pressures and a growing demand for services linked to an ageing population and cost-of-living crisis.

Despite these challenges, we have strived to deliver our commitments in the Strategic Plan over the last year. Our performance against the Plan's 50 performance indicators testifies to that, with 60% meeting or exceeding the targets set for the year, rising to 82% with the inclusion of those where targets were narrowly missed. In addition, our performance compares well against other Scottish councils, with almost half of 108 performance indicators ranked in the top half of 32 Scottish Councils.

Every piece of work undertaken helps us deliver continuing improvement towards strong and resilient communities who are well-supported, a thriving local economy with jobs and investment, and a move to a greener area. So it is right that we celebrate these achievements and commend our workforce for the commitment and dedication they show while we drive our vision for West Dunbartonshire forward.

This document is also really important because it provides a clear insight into the areas we should be directing our focus as we look towards the year ahead. Our delivery plans set out our actions for 2025/26, showing where we are prioritising our resources to ensure we remain on track to meet our Strategic Plan commitments.

For more information about our performance in 2024/25, please visit our website where you will find a suite of detailed performance reports to accompany this short, visual and accessible report.

I trust that together they will help provide a comprehensive picture of our performance in 2024/25 as we work towards building a better West Dunbartonshire for all.

Councillor Martin Rooney, Council Leader
West Dunbartonshire Council



Our Vision, Values and Priorities

The 2022-27 Strategic Plan sets out our vision for West Dunbartonshire:

Delivering services which build on the strengths and resilience of our neighbourhoods and supporting all residents to fulfil their individual potential and that of their communities.

Good governance flows from shared values and culture. Our values, set out below, underpin everything we do and describe how we will deliver our Plan. These values reflect the personal stake that every one of us has in delivering our Council's priorities:



At the core of what we do as a Council is a commitment to reduce inequality and tackle the root causes of poverty. The four strategic priorities for 2022-2027 focus on supporting our communities to thrive, by promoting equality for all.

2022-27 Priorities

Priority 1 Our Communities are resilient and thriving

Priority 2 Our Environment promotes a greener future

Priority 3 Our Economy is strong and flourishing

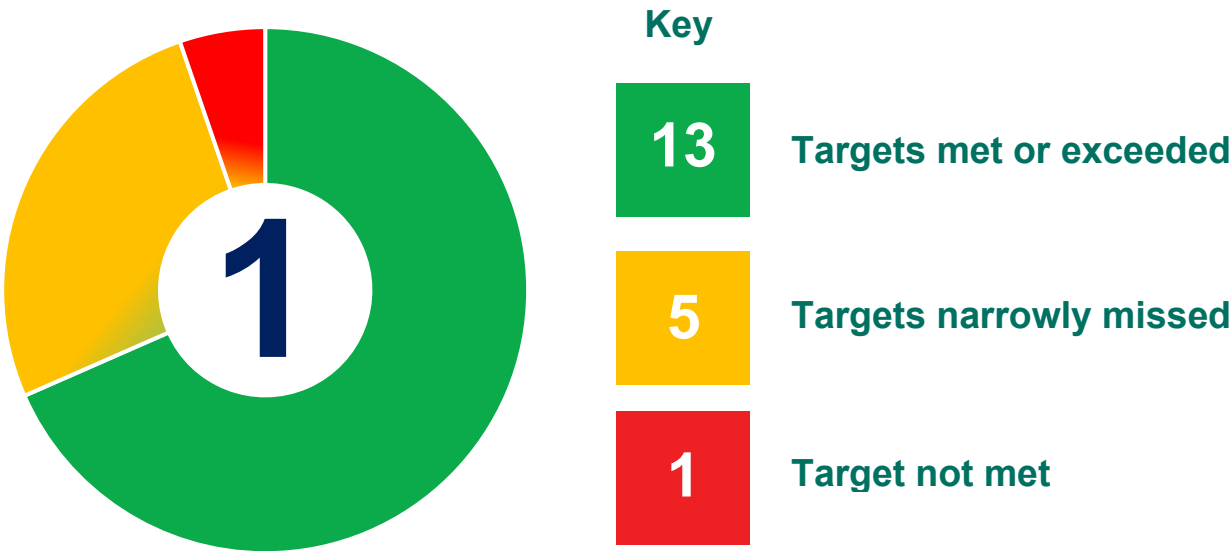
Priority 4 Our Council is inclusive and adaptable

Our Communities - Resilient and Thriving

Our Performance

The key objectives in this area are ensuring our neighbourhoods are safe, resilient and inclusive, supporting residents' health and well-being, and supporting residents to increase life and learning skills.

Overall, performance was good, with 68% of 19 indicators meeting or exceeding targets, rising to 95% with the inclusion of those where targets were narrowly missed.



Our Key Achievements



Rolled out our proactive approach to tackling damp and mould by installing over 1,500 environmental sensors in our homes. By tracking temperature, humidity and carbon dioxide, they alert us to properties at high-risk of damp and mould, allowing early intervention to tackle the causes and advise tenants. Tenants can also track their data in real time through an app, enabling them to act promptly.

Delivered a new sports hub and running track at Posties Park in partnership with West Dunbartonshire Leisure Trust. It includes a six-lane all-weather running track, facilities for field events including long jump and throwing, changing accommodation for individuals, teams and officials and ample parking.



Reduced the attainment gap between the most and least deprived pupils in our primary and secondary schools for both literacy and numeracy. Primary pupils in deprived areas are also performing better than the Scottish average, with literacy four percent higher and numeracy three percent higher.

Our residents' views



Our Telephone Survey gathered feedback from 900 residents over the last year. This is what they said...



81% were satisfied with museums and galleries

75% were satisfied with libraries

81% were satisfied with leisure and sports

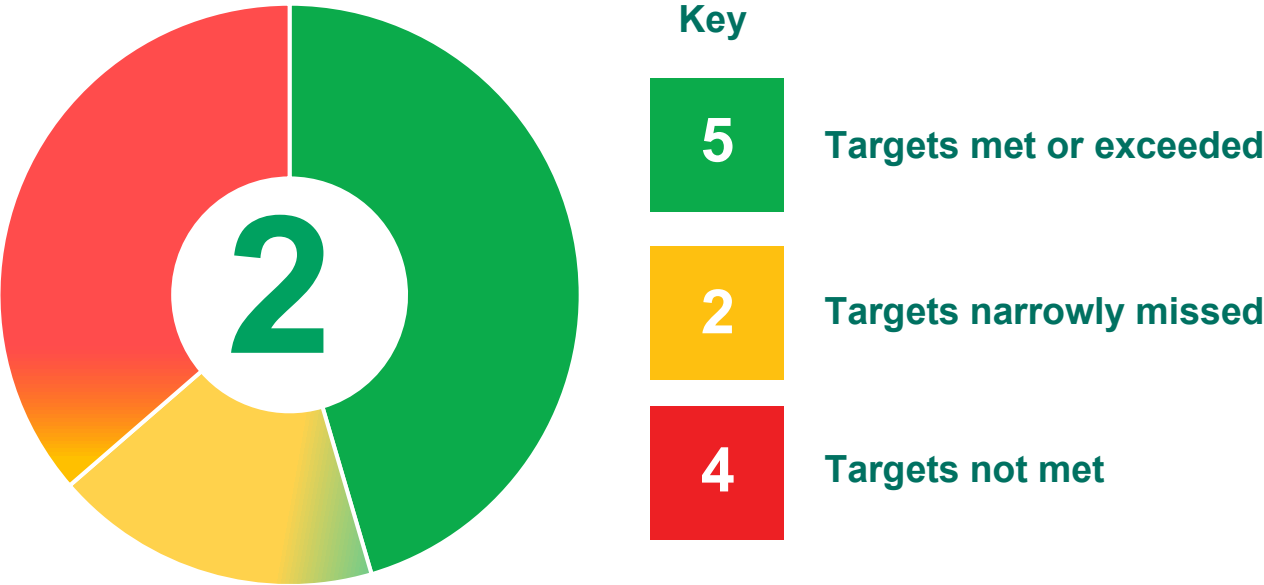
91% rated West Dunbartonshire as a good or very good place to live

Our Environment - A Greener Future

Our Performance

The key objectives in this area are ensuring our environment is protected, enhanced and valued, our resources are used in an environmentally sustainable way, and our neighbourhoods are sustainable and attractive.

Overall, performance was challenging, with 45% of 11 indicators meeting or exceeding targets, rising to 64% with the inclusion of those where targets were narrowly missed.



Our Key Achievements

Secured £225k in funding for new mountain bike trails and circular pump track in Balloch Castle Country Park. The trails and track will make use of the natural features of the park, with climbing, descending and level sections. Due to open around Spring 2026, it will support and encourage the development of cycling skills for all ages and abilities.



Improved household recycling by more than 50% over the past year, from 35% to 55%, and reduced the tonnage of bio-degradable waste sent to landfill by more than 50% over the same period, from around 16.5k tonnes to just over 8k tonnes. These significant improvements followed the introduction of improved screening and sorting methods for general domestic waste and bulky household waste.

Built 88 net zero flats, houses and bungalows at Clydebank East, with super insulation, triple glazing and zero-emissions heating systems. Nine of the properties are fully wheelchair accessible. The development is part of the More Homes programme which also saw 29 empty properties brought back into use, and another 30 added back into Council stock through the Buy Back scheme.



Our residents' views



Our Telephone Survey gathered feedback from 900 residents over the last year. This is what they said...



61% were satisfied with waste services

49% were satisfied with grounds maintenance and grass cutting

72% were satisfied with parks and open spaces

62% were satisfied with street cleaning

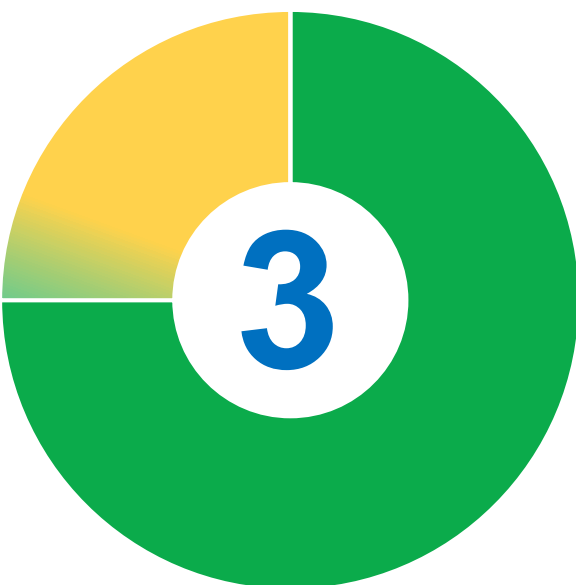
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Our Economy - Strong and Flourishing

Our Performance

The key objectives in this area are ensuring the infrastructure for sustainable and inclusive growth is in place, supporting businesses to flourish, and supporting residents to access training and employment opportunities.

Overall, performance was very good, with 75% of 8 indicators meeting or exceeding targets, rising to 100% with the inclusion of those where targets were narrowly missed.



Key

6

Targets met or exceeded

2

Target narrowly missed

0

Targets not met

Our Key Achievements



Commenced construction at the former Exxon site in Bowling to improve transport infrastructure and unlock the site's potential. It follows the successful completion of the development phase, including the purchase and remediation of land, site clearance and appointment of contractors. Work on the infrastructure, including an A82 relief road, is underway, with all construction works, including a waterfront pedestrian and cycle path, due for completion in late 2027.

Supported more pupils than ever to move on to positive destinations after finishing school, with a record 96.1% in further or higher education, training, volunteer work, personal skills development activity or employment.



Supported residents to achieve 1,021 nationally recognised qualifications, assisted 367 people to progress in the workplace through apprenticeships or training, and supported 537 people into work, the highest in six years.

Our residents' views



Our Citizens' Panel gathered feedback from 309 residents over the last year. This is what they said...



72%

feel secure about their finances

84%

shop locally for groceries and general household items, while 73% engage local trades such as plumbers and electricians

56%

reported no issues with digital inclusion, while almost all, 96%, were aware of the free digital support provided by the Council, for absolute beginners to more experienced users

Our Council - Inclusive and Adaptable

Our Performance

The key objective in this area is to have a skilled and resilient workforce, enabled to deliver best value services for our residents who are engaged and empowered.

Overall, performance was fair, with 50% of 12 indicators meeting or exceeding targets, rising to 67% with the inclusion of those where targets were narrowly missed.

Our Key Achievements

Achieved the Defence Employer Recognition Scheme Gold Award for demonstrating our commitment to supporting armed forces personnel. Since signing the Covenant in 2016 and receiving the Gold Award in 2019, we have worked to support the armed forces community, focusing on reservists, service leaders, service spouses and their families.



Introduced a brand new all-digital tenancy resource to help Council tenants set up their homes. Convenient, easy-to-use and accessible in a range of languages, it covers setting up energy supplies, rent and Council Tax payments, and managing the tenancy, including links to the tenant handbook.

Launched our award-winning online chatbot tool for reporting and tracking missed bin collections. Available 24/7 on our website, it has streamlined contact with residents and led to significant improvements in our responsiveness and efficiency. This is one of many innovative, digital solutions implemented across the Council, improving engagement with residents and delivering fast, efficient and accessible services.



Key

6

Targets met or exceeded

2

Targets narrowly missed

4

Targets not met

Our residents' views



Our Telephone Survey gathered feedback from 900 residents over the last year. This is what they said...



53%

think the Council is good at keeping them informed about important issues

50%

would speak highly of the Council

55%

were satisfied with the way the Council runs things

84%

were satisfied with the Council website overall



Our Comparative Performance

The Local Government Benchmarking Framework (LGBF) is a set of 108 performance indicators (PIs) that all local authorities in Scotland are measured against. The latest data is summarised below, showing our performance compared to the previous year, all Scottish councils, and similar councils (known as our family group).

Of the 11 **Satisfaction** PIs in the LGBF set:

9%
performed better than the previous year

64%
performed better than the Scottish average

64%
performed better than the family group average

Of the 21 **Cost** PIs in the LGBF set:

52%
performed better than the previous year

57%
performed better than the Scottish average

62%
performed better than the family group average

Of the 76 **Performance** PIs in the LGBF set:

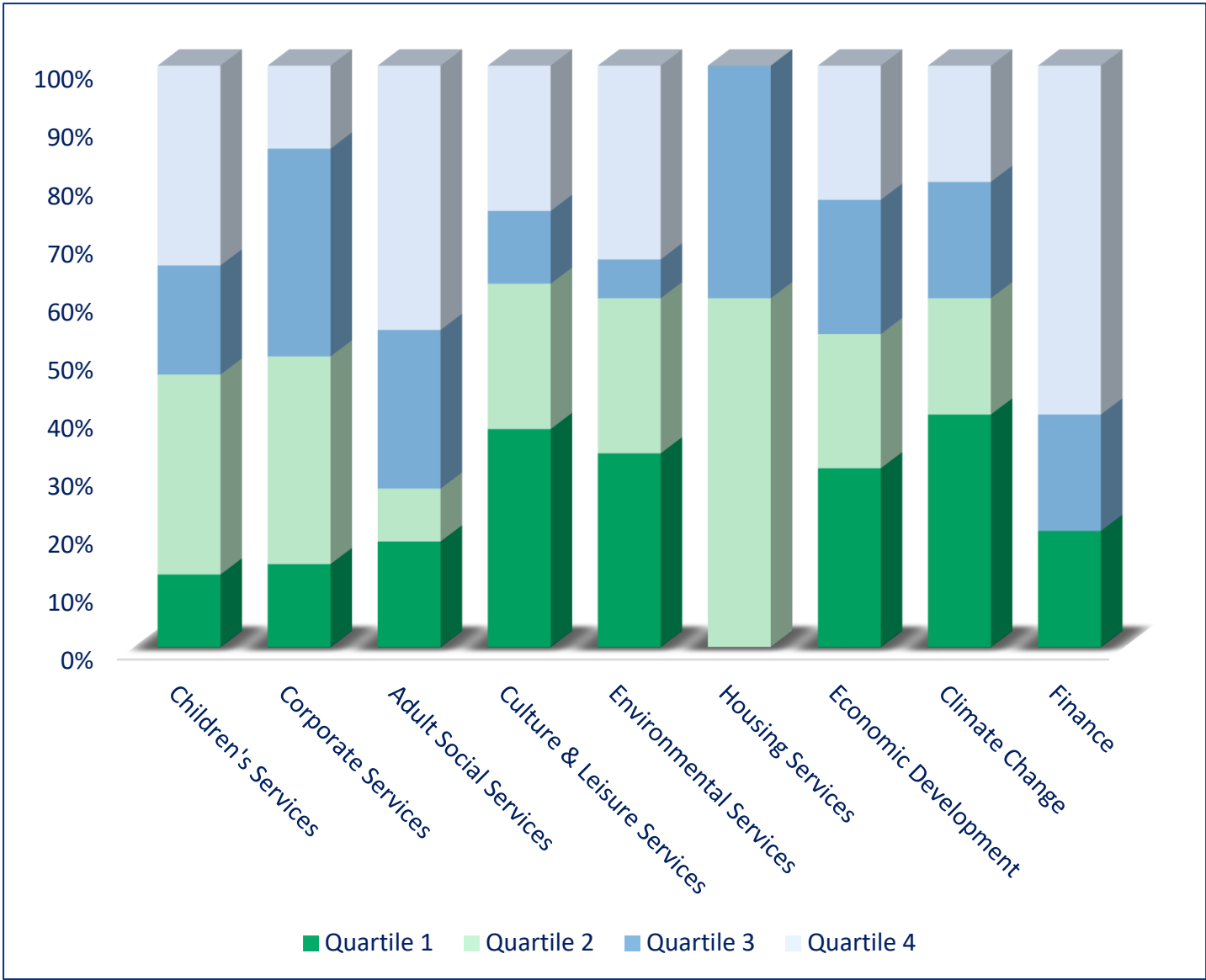
47%
performed better than the previous year

43%
performed better than the Scottish average

39%
performed better than the family group average

This graph sets out the performance of all 108 indicators by service area and by quartile (Q). There are 32 councils in Scotland, so each quartile reflects a group of 8 councils. The quartiles range from Q1, the top 8 performing councils, to Q4, the bottom 8. Some services have PIs that sit in only two or three quartiles, for example Housing, and this is reflected in the columns below. Of the 108 PIs:

- 21% ranked in the top 8 (Q1)
- 49% ranked in the top half (Q1 + Q2)
- 5 recorded the best performance in Scotland





Our Budget

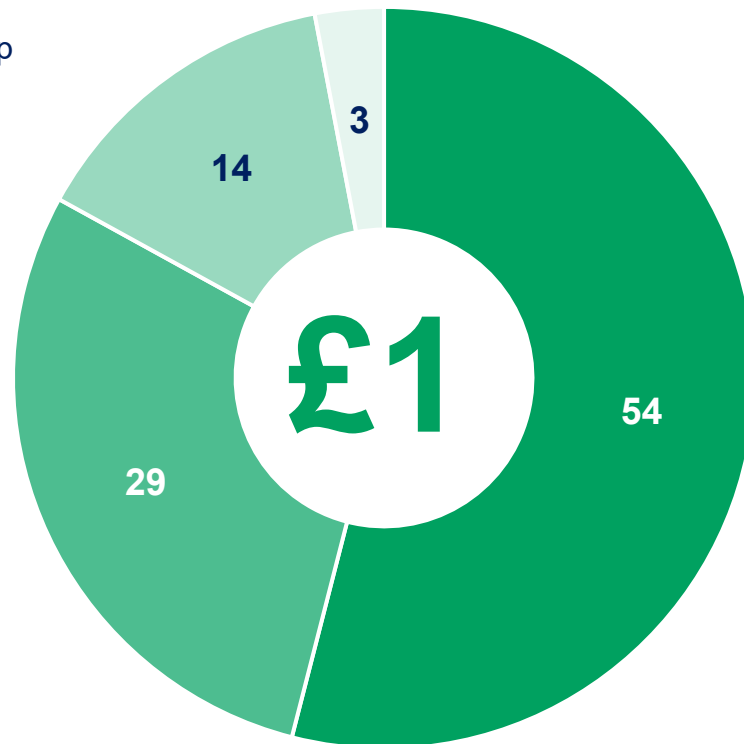
Income

In 2024/25, every £1 of income came from (in pence):

£295.469m

(Revenue Budget 2024/25)

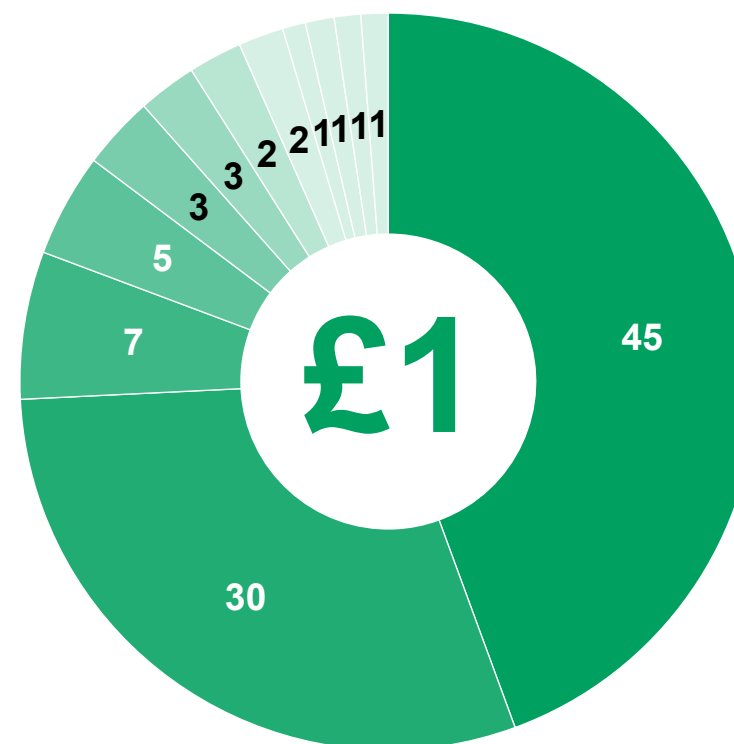
- Scottish Government Grant 54p
- Non Domestic Rate 29p
- Council Tax 14p
- Reserves 3p



Expenditure

In 2024/25, every £1 of income was spent on (in pence):

- Education 45p
- Health & Social Care Partnership 30p
- Financial Commitments (eg Loan Charges) 7p
- Citizens, Culture & Facilities 5p
- Waste Services 3p
- Roads & Infrastructure 3p
- Support Services (eg Resources, People & Technology) 2p
- Other 2p
- Housing & Employability 1p
- Regulatory & Regeneration 1p
- Leisure Management 1p
- Sundry Services (eg Insurance, Pension Costs) 1p



Our performance

98.4%

of rent was collected, just missing the target of 99.1%.



93.8%

of Council Tax was collected, meeting the target of 93.5%.

68p

was spent collecting Council Tax per property, better than the target of £3 and an improvement on the previous year's figure of 70p which was the second best performance of all Scottish councils.



Our People



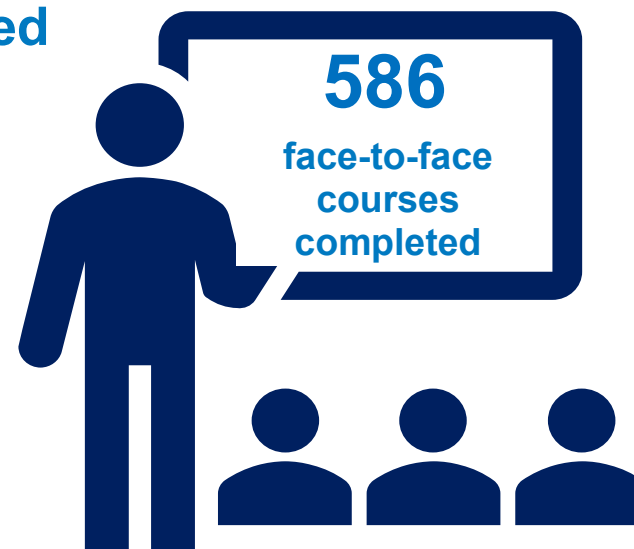
Corporate Training Programme

Ensuring our workforce is skilled and resilient helps us deliver high quality, best value services. Training courses are available to support this, some focused on specific services or roles and others targeted at a wider audience through our Corporate Training Programme. Participation in this Programme has increased year-on-year, with a 40% increase between 2023/24 and 2024/25. Here are some highlights in 2024/25.



Top 5 face-to-face courses completed

- 1 New Employee Induction 116
- 2 Modern Leaders 107
- 3 New Manager Induction 97
- 4 Be the Best at Managing People 59
- 5 Core Strengths 35



Top 5 on-line courses completed

- 1 Fire Safety (including Wardens) 973
- 2 Data Protection 945
- 3 Display Screen Equipment Awareness 605
- 4 Fraud Awareness 582
- 5 Manual Handling 562

Our people stats

74%
female



26%
male

4,695

Full-time equivalent
employees, compared to
4,976 the previous year

89%
permanent
posts

49%
with 10+ years
service at WDC

59
apprenticeship
placements



Get in Touch



Find Out More:

To find out more about our performance, visit our website at:

[PPR Strategic Performance | West Dunbartonshire Council](#)



Get Involved:

To join our Citizens' Panel, contact us at: engagement@west-dunbarton.gov.uk



Contact Us:

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COUNCIL