

## Glasgow City Council

Information on council performance comes from statutory performance indicators, value for money and other reports. **All** of these must be taken into account in considering how a council is performing. Further details about all of the information below are available in Section 1 of this document.

### Contextual data

- total resident population 581,940
- number of households 301,751
- Grant Aided Expenditure for 2008/2009 (£'000) 1,173,852
- Band D Council Tax for 2008/2009 (£) 1,213

A profile of the council area has been prepared by the council as part of its 2008/9 Single Outcome Agreement (SOA) with the Scottish Government. The profile provides the basis for a clearer understanding of the environment within which the council provides its services. The SOA is available at: [Click here to go to the SOA](#)

### Statutory Performance Indicators - summary information

The council's performance worsened by 5% or more on 16 measures, and improved by 5% or more on 26 measures.

	Measures that worsened by...			Measures that improved by...		
	>15%	10-14%	5-9%	5-9%	10-14%	>15%
<b>Scotland</b>	<b>10</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>18</b>
<b>Glasgow</b>	11	3	2	4	9	13

A full set of the SPI measures used for this analysis is included at the end of the profile.

In 2005/06 this council had a ranking of 25 or below in indicators 3, 5, 14, 18, 20, 24, 26, 35, 38, 40, 44, 51, 66, 71, 76, 79, 80 and 81. By 2007/08, they had not improved by at least 5% in the following indicators:

Indicator number	Indicator definition
<b>18</b>	Respite care - percentage of daytime respite not in a day centre aged 18-64
<b>26</b>	Supervision - percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days
<b>40</b>	Council tax - the percentage of council tax income for the year that was collected in the year
<b>51</b>	Use of libraries – the number of borrowers as a percentage of the resident population
<b>79</b>	Refuse collection - the number of complaints per 1,000 households
<b>81</b>	Cleanliness - overall cleanliness index achieved

### Progress towards Best Value

The cyclical programme of Best Value and Community Planning audits began in early 2004. It is anticipated that Best Value Audit reports on all 32 councils will be published by the Spring of 2009.

The Best Value Audit report on Glasgow City Council was published in January 2006. It is available at: [www.audit-scotland.gov.uk](http://www.audit-scotland.gov.uk)

#### **Accounts Commission/Audit Scotland reports (April 2007 to October 2008)**

- There were no Accounts Commission statutory reports published on this council during the time period
- The appointed auditor's report on the council's financial statement for the year was unqualified
- There were no reports published during this period that made reference to the comparative performance of councils.

More information about the work of the Accounts Commission and Audit Scotland are available at [www.audit-scotland.gov.uk](http://www.audit-scotland.gov.uk)

#### **Inspectorates (April 2007 to October 2008)**

- HM Inspectorate of Education did not undertake a QMiE inspection of the council's education service during this period. More information is available at: [www.hmie.gov.uk](http://www.hmie.gov.uk)
- The responsibilities of the Benefit Fraud Inspectorate (BFI) in Scotland were integrated with the benefits audit work of Audit Scotland on 1 April 2008. During the period 1 April 2007 to 31 March 2008 the BFI did not undertake an inspection of the council.
- The Social Work Inspection Agency published its inspection report of the council's Social Work Services in June 2007. More information is available at: [www.swia.gov.uk](http://www.swia.gov.uk)
- The Scottish Housing Regulator did not undertake an inspection of the council during this time period. More information is available at: [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)
- The Food Standards Agency published a report on a core audit of the council in July 2007. More information is available at [www.foodstandards.gov.uk](http://www.foodstandards.gov.uk)

For more information on the work of Inspectorates in general, please refer to Section 1 of this report.

#### **Scottish Public Services Ombudsman (April 2007 to October 2008)**

During this period the SPSO published the following report on complaints against the council that were wholly or partially upheld:

- Glasgow City Council – 2 complaints upheld and 1 complaint partially upheld concerning a benefits matter – December 2007

More information on the work of the Ombudsman is available at [www.spsso.org.uk](http://www.spsso.org.uk)

## Statutory Performance Indicators – list of measures

### Glasgow City

	Measure	Rank in 07/08		PI measurement			Better ✓ or worse X since 05/06		
		1-32	✓1-8 X 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
<b>Adult Social Work</b>									
1	Staff qualification – the percentage of care staff who are qualified, working in care homes for older people	23		39.9	43.2	44.2			✓
2	Staff qualification – the percentage of care staff who are qualified, working in care homes for other adults	5	✓	80.0	72.2	68.8			X
3	Privacy - percentage of residential care places occupied by older people that are in single rooms	25	X	74.3	84.0	90.0			✓
4	Privacy - percentage of residential care places occupied by older people that have en-suite facilities	16		67.4	71.7	73.9	✓		
5	Privacy - percentage of residential places occupied by other adults that are in single rooms	32	X	69.7	80.4	83.0			✓
6	Privacy - percentage of residential places occupied by other adults that have en-suite facilities	15		50.4	49.5	54.9	✓		
7	Home care - total hours as a rate per 1,000 population aged 65+	1	✓	784.4	798.6	818.6			
8	Home care - number of home care clients aged 65+ receiving personal care as a percentage of clients	21		61.4	69.2	74.3			✓
9	Home care - number of home care clients aged 65+ receiving care in evenings/overnight as a percentage of clients	1	✓	50.3	54.1	56.6			✓
10	Home care - number of home care clients aged 65+ receiving care at weekends as a percentage of clients	9		61.0	65.7	68.3			✓
11	Respite care - total overnight respite nights provided for older people aged 65+ per 1,000 population	16		275.8	305.7	298.0	✓		
12	Respite care - percentage of respite nights not in a care home aged 65+	12		0.3	0.9	2.6			✓
13	Respite care - total daytime respite hours provided for older people aged 65+ per 1,000 population	14		3036.1	3419.1	3104.9			
14	Respite care - percentage of daytime respite not in a day centre aged 65+	26	X	0.6	3.2	6.1			✓
15	Respite care - total overnight respite nights provided for people aged 18-64 per 1,000 population	22		36.2	35.0	35.1			
16	Respite care - percentage of respite nights not in a care home aged 18-64	21		0.1	0.9	1.0			✓
17	Respite care - total daytime respite hours provided for people aged 18-64 per 1,000 population	5	✓	1751.2	1738.2	1665.9			
18	Respite care - percentage of daytime respite not in a day centre aged 18-64	29	X	1.2	1.4	0.7			X
19	Social enquiry reports - the proportion of reports submitted by the social work department to the courts by the due date	22		95.9	94.7	96.7			
20	Probation - the proportion of new probationers seen by a supervising officer within one week	29	X	26.8	28.3	55.0			✓
21	Community service - the average hours per week taken to complete community service orders	13		4.5	4.3	3.8			X
<b>Benefits Administration</b>									
22	Administration costs - the overall gross administration cost (£) per council tax or housing benefit application	9		-	40.62	42.23			
23	New claims - the average time (days) taken to process new claims	10		38.3	37.8	25.3			✓

**Glasgow City**

	Measure	Rank in 07/08		PI measurement			Better ✓ or worse X since 05/06		
		1-32	✓1-8 X 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
<b>Education &amp; Children's Services</b>									
24	Primary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	25	X	40.4	39.2	49.4			✓
25	Secondary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	20		86.2	76.7	73.3		X	
26	Supervision - percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days	31	X	64.3	65.4	58.4	X		
27	Staff qualification – the percentage of care staff in residential homes for children who are qualified	5	✓	68.2	73.8	75.3			✓
28	Respite care - total overnight respite nights provided per 1,000 population	3	✓	88.4	73.1	88.2			
29	Respite care - percentage of respite nights not in a care home	4	✓	43.9	50.9	44.0			
30	Respite care - total daytime respite hours provided for children per 1,000 population	21		632.2	494.2	505.6			X
31	Respite care - percentage of daytime respite hours provided not in a day centre	22		59.7	48.5	67.4			✓
<b>Corporate Management</b>									
32	Sickness absence - the percentage of working days lost through sickness absence for chief officers and local government employees	28	X	5.4	5.7	6.4			X
33	Sickness absence - the percentage of working days lost through sickness absence for craft employees	NS		4.3	4.3	NS			
34	Sickness absence - the percentage of working days lost through sickness absence for teachers	26	X	3.8	3.8	4.5			X
35	Litigation claims - number of claims per 10,000 population	26	X	44.9	44.2	34.5			✓
36	Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women	19		32.2	34.2	33.6			
37	Equal opportunities policy - percentage of highest paid 5% of earners among council employees that are women	11		41.0	41.1	45.8			✓
38	Public access - percentage of public service buildings that are suitable and accessible to disabled people	27	X	23.0	26.9	37.7			✓
39	Council tax - the cost of collecting council tax per dwelling (£) (see note 2)	25	X	14.46	15.59	16.85			X
40	Council tax - the percentage of council tax income for the year that was collected in the year (see note 2)	32	X	86.1	86.0	88.0			
41	Invoice payment - the percentage of invoices paid within 30 days	12		87.5	86.9	87.2			
42	Asset management - proportion of GIA that is in satisfactory condition	1	✓	-	97.2	96.1			
43	Asset management - percentage of operational buildings that are suitable for their current use	3	✓	-	90.6	88.2			

**Glasgow City**

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		1-32	✓1-8 X 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
<b>Cultural and Community Services</b>									
44	Sport and Leisure Management - the number of attendances per 1,000 population for all pools	30	X	1,809	2,287	2,358			✓
45	Indoor facilities - the number of attendances per 1,000 population	19		4,542	4,315	4,228	X		
46	Museum services - the number of visits to/usages of council funded or part funded museums per 1,000 population	1	✓	-	7898	7157			
47	Museum services - the number of visits to/usages of council funded or part funded museums that were in person per 1,000 population	1	✓	-	7806	7094			
48	Stock turnover – the percentage of the national target met for replenishing lending stock for adults	8	✓	65.1	83.1	74.4			✓
49	Stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers	5	✓	92.0	94.6	92.5			
50	Use of libraries – the number of visits to libraries per 1,000 population	5	✓	-	7242	7710			
51	Use of libraries – the number of borrowers as a percentage of the resident population	19		18.9	19.3	19.7			
52	Learning centre and learning access points - number of users as a percentage of the resident population	11		<u>26.6</u>	12.2	12.5			
53	Learning centre and learning access points - number of times terminals are used per 1,000 population	1	✓	<u>1,407.0</u>	1,733.2	2,029.6			
<b>Development Services</b>									
54	Processing time – the percentage of householder applications dealt with within two months	25	X	87.1	92.7	71.8			X
55	Processing time – the percentage of all applications dealt with within two months	24		64.2	67.7	54.2			X
<b>Housing</b>									
56	Tenancy changes - the percentage of rent loss due to voids	NS		NS	NS	NS			
57	Tenancy changes - the percentage of dwellings that were not low demand that were re-let within four weeks	NS		NS	NS	NS			
58	Tenancy changes - the average time (days) to re-let houses that are not low demand	NS		NS	NS	NS			
59	Rent arrears - current tenant arrears as a percentage of the net amount of rent due in the year (see note 2)	NS		NS	NS	NS			
60	Rent arrears - the percentage of current tenants owing more than 13 weeks' rent at the year end, excluding those owing less than £250 (see note 2)	NS		NS	NS	NS			
61	Rent management - the proportion of tenants giving up their tenancy during the year that were in rent arrears (see note 2)	NS		-	NS	NS			
62	Rent management - the average number of weeks rent owed by tenants leaving in arrears (see note 2)	NS		-	NS	NS			
63	Rent management - the percentage of former tenant arrears written off or collected during the year (see note 2)	NS		-	NS	NS			
64	Council house sales - the percentage of sales completed within 26 weeks	NS		NS	NS	NS			
65	Homelessness - average time (weeks) between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	19		18.0	20.6	26.0			X
66	Homelessness - percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed	30	X	11.6	12.9	10.1			✓

## Glasgow City

	Measure	Rank in 07/08		PI measurement			Better ✓ or worse X since 05/06		
		1-32	✓1-8 X 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
<b>Protective Services</b>									
67	Food hygiene - the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time	24		92.5	98.9	96.1			
68	Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site: Requiring attendance on site	NR		-	NR	NR			
69	Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site: Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	22		-	3.2	2.9			
70	Consumer complaints - the percentage of complaints processed within 14 days of receipt	18		67.8	68.7	70.4			
71	Business advice requests - the percentage of requests dealt with within 14 days of receipt	16		91.3	96.7	96.6	✓		
72	Inspection of trading premises - the percentage of premises in high and medium risk inspection level that were inspected on time	8	✓	96.4	68.5	99.5			
<b>Roads &amp; Lighting</b>									
73	Carriageway condition - percentage of network that should be considered for maintenance treatment	3	✓	-	-	24.9			
74	Traffic light repairs - the percentage of repairs completed within 48 hours	13		96.4	97.3	96.1			
75	Street light repairs - the percentage of repairs completed within seven days	10		98.7	95.4	94.8			
76	Road network restrictions - the percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes	29	X	27.5	27.5	21.6			✓
<b>Waste Management</b>									
77	Refuse collection - the net cost per property (£) of refuse collection (see note 2)	7	✓	38.32	40.15	52.69			X
78	Refuse collection - the net cost per property (£) of refuse disposal (see note 2)	5	✓	42.66	54.17	57.98			X
79	Refuse collection - the number of complaints per 1,000 households	25	X	44.8	41.3	50.2		X	
80	Recycling - of the municipal waste collected by the authority, the percentage that was recycled	32	X	15.7	16.8	18.1		✓	
81	Cleanliness - overall cleanliness index achieved (see note 2)	28	X	66	67	68			
82	Abandoned Vehicles - proportion of abandoned vehicles removed within 14 days (see note 2)	16		-	90.5	83.0			
		✓1-8	19						
		X 25-32	20						

Data features	Symbol	05/06	06/07	07/08
No Service	(NS)	6	9	10
Failure to report	(FTR)	0	0	0
Unreliable data	(underlined)	2	0	0
Not Required	(NR)	0	1	1

### Notes

1. An underlined measurement indicates unreliable data.
2. This measure is presented in family groups in Section 3.
3. Unreliable data has not been ranked.

Count of measures showing significant change since 2005/06	
<b>Improvement</b>	
5-9%	4
10-14%	9
>15%	13
<b>Decline</b>	
5-9%	2
10-14%	3
>15%	11