

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 578,790
- number of households 296,582
- Grant Aided Expenditure for 2007/2008 (£'000) 1,157,397
- Band D Council Tax for 2007/2008 (£) 1,213

Statutory Performance Indicators - summary information

The council's performance worsened by 5% or more on 12 measures, and improved by 5% or more on 19 measures.

	Measures that worsened by...			Measures that improved by...		
	>15%	10-14%	5-9%	5-9%	10-14%	>15%
Scotland	7	3	4	5	4	11
Glasgow	6	2	4	5	3	11

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

In 2004/05 this council had a ranking of 25 or below in indicators 3, 5, 24, 26, 35, 39, 40, 51, 54, 55, 66, 71, 76 and 81. By 2006/07, they had not improved by at least 5% in the following indicators:

Indicator number	Indicator definition
26	Supervision - percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days
35	Litigation claims - number of claims per 10,000 population
39	Council tax - the cost of collecting council tax per dwelling (£)
40	Council tax - the percentage of council tax income for the year that was collected in the year
51	Use of libraries – the number of borrowers as a percentage of the resident population
76	Road network restrictions - the percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes

Progress towards Best Value

Between 1999 and 2002, the Accounts Commission's Performance Management and Planning (PMP) audit assessed the arrangements that councils' had in place to manage their performance under Best Value. It examined the extent to which councils and their various services had in place the basic building blocks for Best Value, in particular the key management processes required. Comment on the findings of the PMP Audit for the council may be found in the Profiles for 2001/02.

The PMP audits have been superseded by a cyclical programme of Best Value and Community Planning audits. This programme began in early 2004 and aims to cover all 32 councils over three years.

Accounts Commission/Audit Scotland reports (April 2006 to October 2007)

- 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

Inspectorates (April 2006 to October 2007)

- 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
- The Benefit Fraud Inspectorate completed an inspection of the council in March 2007. More information is available at www.bfi.gov.uk
- The Social Work Inspection Agency published its inspection report of City of Glasgow's Criminal Justice Social Work Services in June 2006. More information is available at: www.swia.gov.uk
- Communities Scotland did not undertake an inspection of the council during this time period. More information is available at: www.communitiesscotland.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

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

Scottish Public Services Ombudsman (April 2006 to October 2007)

There were no findings of maladministration against this council during this time period.

More information on the work of the Ombudsman is available at www.spsso.org.uk

Statutory Performance Indicators – list of measures

Glasgow City

	Measure	Rank in 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
		1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Adult Social Work									
1	Staff qualification – the percentage of care staff who are qualified, working in care homes for older people	22		-	39.9	43.2			
2	Staff qualification – the percentage of care staff who are qualified, working in care homes for other adults	5	✓	-	80.0	72.2			
3	Privacy - percentage of residential care places occupied by older people that are in single rooms	29	✗	74.1	74.3	84.0		✓	
4	Privacy - percentage of residential care places occupied by older people that have en-suite facilities	17		64.4	67.4	71.7		✓	
5	Privacy - percentage of residential places occupied by other adults that are in single rooms	32	✗	69.0	69.7	80.4			✓
6	Privacy - percentage of residential places occupied by other adults that have en-suite facilities	16		45.4	50.4	49.5	✓		
7	Home care - total hours as a rate per 1,000 population aged 65+	2	✓	797.1	784.4	798.6			
8	Home care - number of home care clients aged 65+ receiving personal care as a percentage of clients	22		59.2	61.4	69.2			✓
9	Home care - number of home care clients aged 65+ receiving care in evenings/overnight as a percentage of clients	1	✓	47.5	50.3	54.1		✓	
10	Home care - number of home care clients aged 65+ receiving care at weekends as a percentage of clients	9		80.7	61.0	65.7			✗
11	Respite care - total overnight respite nights provided for older people aged 65+ per 1,000 population	19		-	275.8	305.7			
12	Respite care - percentage of respite nights not in a care home aged 65+	16		-	0.3	0.9			
13	Respite care - total daytime respite hours provided for older people aged 65+ per 1,000 population	11		-	3036.1	3419.1			
14	Respite care - percentage of daytime respite not in a day centre aged 65+	29	✗	-	0.6	3.2			
15	Respite care - total overnight respite nights provided for people aged 18-64 per 1,000 population	22		-	36.2	35.0			
16	Respite care - percentage of respite nights not in a care home aged 18-64	21		-	0.1	0.9			
17	Respite care - total daytime respite hours provided for people aged 18-64 per 1,000 population	3	✓	-	1751.2	1738.2			
18	Respite care - percentage of daytime respite not in a day centre aged 18-64	27	✗	-	1.2	1.4			
19	Social enquiry reports - the proportion of reports submitted by the social work department to the courts by the due date	26	✗	95.0	95.9	94.7			
20	Probation - the proportion of new probationers seen by a supervising officer within one week	31	✗	<u>31.9</u>	26.8	28.3			
21	Community service - the average hours per week taken to complete community service orders	7	✓	4.8	4.5	4.3			✗
Benefits Administration									
22	Administration costs - the overall gross administration cost (£) per council tax or housing benefit application	10		-	-	40.62			
23	New claims - the average time (days) taken to process new claims	26	✗	-	38.3	37.8			

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	Measure	Rank in 06/07		PI measurement			Better ✓ or worse X since 04/05		
		1-32	✓1-8 X 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Education & Children's Services									
24	Primary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	29	X	37.0	40.4	39.2	✓		
25	Secondary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	20		96.6	86.2	76.7			X
26	Supervision - percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days	29	X	69.5	64.3	65.4	X		
27	Staff qualification – the percentage of care staff in residential homes for children who are qualified	6	✓	-	68.2	73.8			
28	Respite care - total overnight respite nights provided per 1,000 population	10		-	88.4	73.1			
29	Respite care - percentage of respite nights not in a care home	4	✓	-	43.9	50.9			
30	Respite care - total daytime respite hours provided for children per 1,000 population	20		-	632.2	494.2			
31	Respite care - percentage of daytime respite hours provided not in a day centre	25	X	-	59.7	48.5			
Corporate Management									
32	Sickness absence - the percentage of working days lost through sickness absence for chief officers and local government employees	15		5.3	5.4	5.7	X		
33	Sickness absence - the percentage of working days lost through sickness absence for craft employees	3	✓	4.2	4.3	4.3			
34	Sickness absence - the percentage of working days lost through sickness absence for teachers	14		3.4	3.8	3.8			X
35	Litigation claims - number of claims per 10,000 population	27	X	43.4	44.9	44.2			
36	Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women	14		32.4	32.2	34.2	✓		
37	Equal opportunities policy - percentage of highest paid 5% of earners among council employees that are women	15		40.4	41.0	41.1			
38	Public access - percentage of public service buildings that are suitable and accessible to disabled people	26	X	13.9	23.0	26.9			✓
39	Council tax - the cost of collecting council tax per dwelling (£) (see note 2)	25	X	15.92	14.46	15.59			
40	Council tax - the percentage of council tax income for the year that was collected in the year (see note 2)	32	X	85.6	86.1	86.0			
41	Invoice payment - the percentage of invoices paid within 30 days	12		87.5	87.5	86.9			
42	Asset management - proportion of GIA that is in satisfactory condition	1	✓	-	-	97.2			
43	Asset management - percentage of operational buildings that are suitable for their current use	1	✓	-	-	90.6			

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	Measure	Rank in 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
		1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Cultural and Community Services									
44	Sport and Leisure Management - the number of attendances per 1,000 population for all pools	30	✗	3,189	1,809	2,287			✗
45	Indoor facilities - the number of attendances per 1,000 population	14		3,361	4,542	4,315			✓
46	Museum services - the number of visits to/usages of council funded or part funded museums per 1,000 population	1	✓	-	-	7898			
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			
48	Stock turnover – the percentage of the national target met for replenishing lending stock for adults	5	✓	66.2	65.1	83.1			✓
49	Stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers	6	✓	64.3	92.0	94.6			✓
50	Use of libraries – the number of visits to libraries per 1,000 population	5	✓	-	-	7242			
51	Use of libraries – the number of borrowers as a percentage of the resident population	25	✗	18.7	18.9	19.3			
52	Learning centre and learning access points - number of users as a percentage of the resident population	9		<u>20.5</u>	<u>26.6</u>	12.2			
53	Learning centre and learning access points - number of time terminals are used per 1,000 population	2	✓	1,153.5	<u>1,407.0</u>	1,733.2			✓
Development Services									
54	Processing time – the percentage of householder applications dealt with within two months	5	✓	66.7	87.1	92.7			✓
55	Processing time – the percentage of all applications dealt with within two months	11		54.8	64.2	67.7			✓
Housing									
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			
58	Tenancy changes - the average time (days) to re-let houses that are not low demand	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			
62	Rent management - the average number of weeks rent owed by tenants leaving in arrears (see note 2)	NS		-	-	NS			
63	Rent management - the percentage of former tenant arrears written off or collected during the year (see note 2)	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	20		17.3	18.0	20.6			✗
66	Homelessness - percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed	29	✗	18.3	11.6	12.9			✓

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	Measure	Rank in 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
		1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Protective Services									
67	Food hygiene - the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time	14		-	92.5	98.9			
68	Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site: Requiring attendance on site	NS		-	-	NS			
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	21		-	-	3.2			
70	Consumer complaints - the percentage of complaints processed within 14 days of receipt	17		72.4	67.8	68.7	✗		
71	Business advice requests - the percentage of requests dealt with within 14 days of receipt	14		90.7	91.3	96.7	✓		
72	Inspection of trading premises - the percentage of premises in high and medium risk inspection level that were inspected on time	27	✗	94.7	96.4	68.5			✗
Roads & Lighting									
73	Carriageway condition - percentage of network that should be considered for maintenance treatment	Note 4		34.3	35.2	59.7			
74	Traffic light repairs - the percentage of repairs completed within 48 hours	8	✓	95.4	96.4	97.3			
75	Street light repairs - the percentage of repairs completed within seven days	11		98.4	98.7	95.4			
76	Road network restrictions - the percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes	31	✗	27.4	27.5	27.5			
Waste Management									
77	Refuse collection - the net cost per property (£) of refuse collection (see note 2)	2	✓	37.08	38.32	40.15	✗		
78	Refuse collection - the net cost per property (£) of refuse disposal (see note 2)	4	✓	46.13	42.66	54.17			✗
79	Refuse collection - the number of complaints per 1,000 households	22		<u>45.8</u>	44.8	41.3			
80	Recycling - of the municipal waste collected by the authority, the percentage that was recycled	32	✗	9.5	15.7	16.8			✓
81	Cleanliness - overall cleanliness index achieved (see note 2)	28	✗	62	66	67	✓		
82	Abandoned Vehicles - proportion of abandoned vehicles removed within 14 days (see note 2)	12		-	-	90.5			
			✓1-8 ✗ 25-32	20 21					

Data features	Symbol	04/05	05/06	06/07
No Service	(NS)	4	6	10
Failure to report	(FTR)	0	0	0
Unreliable data	(underlined)	3	2	0

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.
4. Not comparable - anomalous machine based measurement results for 2006/2007

Count of measures showing significant change since 2004/05	
Improvement	
5-9%	5
10-14%	3
>15%	11
Decline	
5-9%	4
10-14%	2
>15%	6