

## 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 577,670
- number of households 293,937
- Grant Aided Expenditure for 2005/2006 (£'000) 1,090,012
- Band D Council Tax for 2005/2006 (£) 1,213

### Statutory Performance Indicators - summary information

The council's performance worsened by 5% or more on 9 measures, and improved by 5% or more on 10 measures.

	Measures that worsened by...			Measures that improved by...		
	>15%	10-14%	5-9%	5-9%	10-14%	>15%
<b>Scotland</b>	6	2	4	3	2	9
<b>Glasgow</b>	4	1	4	5	3	2

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

In 2002/03 this council had a ranking of 25 or below in indicators 12, 13, 19, 21, 36, 37, 39, 44, 53, 66 and 67. By 2004/05, they had not improved by at least 5% in the following indicators:

Indicator number	Indicator definition
12	Social enquiry reports - the proportion of reports submitted by the social work department to the courts by the due date
13	Probation - the proportion of new probationers seen by a supervising officer within one week
19	Primary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%
36	Council tax - the percentage of council tax income for the year that was collected in the year
37	Non-domestic rates - percentage of income due from non-domestic rates that was received by the end of the year
44	Use of libraries – the number of borrowers as a percentage of the resident population
53	Processing time – the percentage of all applications dealt with within two months
66	Consumer complaints - the percentage of complaints processed within 14 days of receipt
67	Business advice requests - the percentage of requests dealt with within 14 days of receipt

### **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 2004 to October 2005)**

- 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
- The Value for Money report '*Maintaining Scotland's Roads*' (November 2004) looked at the comparative performance of all councils but made no specific mention of Glasgow City Council.

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 2004 to October 2005)**

- HM Inspectorate of Education did not complete a QMiE inspection of the council's education service during this time period. In relation to this council, they published the report '*Follow-up to the inspection of the education functions of Glasgow City Council*' (September 2004). More information is available at: [www.hmie.gov.uk](http://www.hmie.gov.uk)
- The Benefit Fraud Inspectorate completed a 'follow-up' inspection of the council in January 2005. More information is available at [www.bfi.gov.uk](http://www.bfi.gov.uk)
- The Social Work Inspection Agency has not published a report relating to this council. More information is available at: [www.swia.gov.uk](http://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](http://www.communitiesscotland.gov.uk)
- The Food Standards Agency did not undertake an inspection of the council during this time period. 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 2004 to October 2005)**

- 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.scottishombudsman.org.uk](http://www.scottishombudsman.org.uk)

## Statutory Performance Indicators – list of measures

### Glasgow City

	Measure	Rank in 04/05		PI measurement			Better ✓ or worse X since 02/03		
		1-32	✓1-8 X 25-32	02/03	03/04	04/05	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		33	37	35.6	✓		
2	Staff qualification – the percentage of care staff who are qualified, working in care homes for other adults	12		39	43	57.1			✓
3	Privacy - percentage of residential care places occupied by older people that are in single rooms	27	X	-	FTR	74.1			
4	Privacy - percentage of residential care places occupied by older people that have en-suite facilities	16		-	FTR	64.4			
5	Privacy - percentage of residential places occupied by other adults that are in single rooms	29	X	-	78.8	69.0			
6	Privacy - percentage of residential places occupied by other adults that have en-suite facilities	12		-	54.1	45.4			
7	Home care - total hours as a rate per 1,000 population aged 65+	3	✓	-	786.0	797.1			
8	Home care - number of home care clients aged 65+ receiving personal care as a percentage of clients	20		-	53.3	59.2			
9	Home care - number of home care clients aged 65+ receiving care in evenings/overnight as a percentage of clients	2	✓	-	43.4	47.5			
10	Home Care - number of home care clients aged 65+ receiving care at weekends as a percentage of clients	1	✓	-	77.6	80.7			
11	Social enquiry reports - the proportion of reports requested by the courts that were allocated to social work staff within 2 working days of receipt by the social work department	28	X	95.8	95.7	73.7			X
12	Social enquiry reports - the proportion of reports submitted by the social work department to the courts by the due date	24		91.3	90.8	95.0			
13	Probation - the proportion of new probationers seen by a supervising officer within one week			38.9	39.9	<u>31.9</u>			
14	Probation - the proportion of people subject to a probation order who were reported to the court for breach of probation during the year			21.6	17.0	<u>9.0</u>			
15	Community service - the average hours per week taken to complete community service orders	5	✓	5.3	4.9	4.8	X		
<b>Benefits Administration</b>									
16	Administration costs - the overall gross administration cost (£) per council tax or housing benefit application	5	✓	<u>34.61</u>	34.50	35.97			
17	New claims - the average time (days) taken to process new claims	4	✓	<u>42</u>	44	25			
18	Accuracy and security of processing - percentage of cases for which the calculation of benefit due was correct.	19		95.3	92.8	96.6			
<b>Education &amp; Children's Services</b>									
19	Primary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	30	X	40.6	39.1	37.0	X		
20	Secondary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	6	✓	93.1	93.1	96.6			
21	Special educational needs - the average number of weeks taken to complete an assessment of special educational needs	28	X	37	36	35	✓		
22	Child care placements – the percentage of children being looked after by the council who are in community placements	13		86.4	87.5	88.2			
23	Staff qualification – the percentage of care staff in residential homes for children who are qualified	17		48	49	54.4		✓	
24	Privacy - percentage of residential places occupied by children that are single rooms	30	X	-	85.0	77.1			
25	Privacy - percentage of residential places occupied by children that have en-suite facilities	14		-	8.8	16.6			
26	Social background reports - percentage of reports requested by the Reporter, that were submitted within 20 days	19		-	<u>20.5</u>	36.4			
27	Supervision - percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days	27	X	-	67.6	69.5			

**Glasgow City**

	Measure	Rank in 04/05		PI measurement			Better ✓ or worse X since 02/03		
		1-32	✓1-8 X 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
<b>Corporate Management</b>									
28	Sickness absence - the percentage of working days lost through sickness absence for chief officers and local government employees	12		-	-	5.3			
29	Sickness absence - the percentage of working days lost through sickness absence for craft employees	5	✓	-	-	4.2			
30	Sickness absence - the percentage of working days lost through sickness absence for teachers	8	✓	3.7	3.1	3.4	✓		
31	Litigation claims - number of claims per 10,000 population	26	X	-	45.1	43.4			
32	Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women	7	✓	-	27.0	32.4			
33	Equal opportunities policy - percentage of highest paid 5% of earners among council employees that are women	5	✓	-	35.7	40.4			
34	Public access - percentage of public service buildings that are suitable and accessible to disabled people	24		-	-	13.9			
35	Council tax - the cost of collecting council tax per dwelling (£) (see note 2)	26	X	-	-	15.92			
36	Council tax - the percentage of council tax income for the year that was collected in the year (see note 2)	32	X	83.7	85.1	85.6			
37	Non-domestic rates - percentage of income due from non-domestic rates that was received by the end of the year	29	X	93.6	94.0	94.4			
38	Invoice payment - the percentage of invoices paid within 30 days	10		-	86.6	87.5			
<b>Cultural and Community Services</b>									
39	Sport and Leisure Management - the number of attendances per 1,000 population for all pools	23		2834	2966	3189		✓	
40	Indoor facilities - the number of attendances per 1,000 population	21		2737	3031	3361			✓
41	Processing time - the average time (days) taken to satisfy library book requests	22		17	16	20			X
42	Stock turnover – the percentage of the national target met for replenishing lending stock for adults	16		75.3	68.2	66.2		X	
43	Stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers	17		57.6	51.0	64.3		✓	
44	Use of libraries – the number of borrowers as a percentage of the resident population	28	X	19.2	18.7	18.7			
45	Use of libraries – the average number of issues per borrower	19		27.7	26.0	25.1		X	
46	Learning centre and learning access points - number of users as a percentage of the resident population			<u>8.0</u>	<u>14.3</u>	<u>20.5</u>			
47	Learning centre and learning access points - number of time terminals are used per 1,000 population	5	✓	<u>678.5</u>	<u>1052.4</u>	1153.5			
<b>Development Services</b>									
48	Building warrants - percentage of requests for a building warrant responded to within 15 days	6	✓	89.0	72.7	82.3		X	
49	Building warrants - percentage of building warrants issued (or an application otherwise determined) within 6 days	9		91.0	85.6	90.4			
50	Completion certificates - average time (days) taken to respond to a request for a completion certificate	4	✓	2	2	3			X
51	Completion certificates - percentage of completion certificates issued (or an application otherwise determined) within 3 days	24		78.0	71.5	75.0			
52	Processing time – the percentage of householder applications dealt with within two months	28	X	82.7	55.3	66.7			X
53	Processing time – the percentage of all applications dealt with within two months	27	X	56.3	44.3	54.8			

**Glasgow City**

	Measure	Rank in 04/05		PI measurement			Better ✓ or worse X since 02/03		
		1-32	✓1-8 X 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
<b>Housing</b>									
54	Tenancy changes - the percentage of rent loss due to voids	NS		2.86	NS	NS			
55	Tenancy changes - the percentage of empty houses that were re-let within four weeks	NS		42.8	NS	NS			
56	Rent arrears - current tenant arrears as a percentage of the net amount of rent due in the year (see note 2)	NS		<u>11.7</u>	NS	NS			
57	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		<u>6.1</u>	NS	NS			
58	Council house sales - the percentage of sales completed within 26 weeks	NS		68.2	NS	NS			
59	Homelessness - average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	22		-	10.7	17.3			
60	Homelessness - percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed	27		X	-	36.9	18.3		
<b>Protective Services</b>									
61	Food hygiene - the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time	23		FTR	93.1	94.4			
62	Noise complaints - the percentage of cases settled on first contact that were dealt with on day of receipt	19		-	69.6	77.8			
63	Noise complaints - the percentage of cases needing further action, completed within 14 days of receipt	14		-	71.1	65.3			
64	Pest control - the percentage of responses to requests for high-priority pest control services within two days	10		97.9	98.0	97.8			
65	Pest control - the percentage of responses to requests for low-priority pest control services within five days	19		90.0	93.3	95.4	✓		
66	Consumer complaints - the percentage of complaints processed within 14 days of receipt	24		69.2	83.9	72.4			
67	Business advice requests - the percentage of requests dealt with within 14 days of receipt	27		X	87.5	92.6	90.7		
68	Inspection of trading premises - the percentage of premises in inspection level of 2 years or less that were inspected on time	8		✓	-	-	95.4		
<b>Roads &amp; Lighting</b>									
69	Carriageway condition - percentage of network that should be considered for maintenance treatment	6		✓	-	49.6	34.3		
70	Traffic light repairs - the percentage of repairs completed within 48 hours	16			88.1	95.6	95.4	✓	
71	Street light repairs - the percentage of repairs completed within seven days	5		✓	97.0	98.8	98.4		
72	Road network restrictions - the percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes	29		X	-	-	27.4		
73	Road network restrictions - the percentage of council and private bridges assessed that have a weight or width restriction placed on them	19			-	-	4.7		

## Glasgow City

	Measure	Rank in 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
		1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
<b>Waste Management</b>									
74	Refuse collection - the net cost per property (£) of refuse collection (see note 2)	8	✓	-	-	37.08			
75	Refuse collection - the net cost per property (£) of refuse disposal (see note 2)	8	✓	-	-	46.13			
76	Refuse collection - the percentage of special uplifts of bulky domestic refuse completed within five days	12		93.3	95.8	95.1			
77	Refuse collection - the number of complaints per 1,000 households			-	51.3	<u>45.8</u>			
78	Recycling - of the municipal waste collected by the authority, the percentage that was recycled	24		-	-	9.5			
79	Cleanliness - overall cleanliness index achieved	32	✗	-	-	62			
		✓1-8	19						
		✗ 25-32	18						

Data features	Symbol	02/03	03/04	04/05
No Service	(NS)	0	5	5
Failure to report	(FTR)	1	2	0
Unreliable data	(underlined)	6	3	4

### 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.

### Reason for unreliable determination 2004/05

- 13, 14 - Data collection errors for parts c and d.  
 46 - Manual system. Incomplete data.  
 77 - Incorrect classification of complaints.

Count of measures showing significant change since 2002/03	
<b>Improvement</b>	
5-9%	5
10-14%	3
>15%	2
<b>Decline</b>	
5-9%	4
10-14%	1
>15%	4