



**Glasgow City Council**

**Operational Performance and Delivery  
Scrutiny Committee**

**Report by: Chief Executive**

**Date: 29th January 2020**

**Contact: Debbie Young Ext 73840**

**Item 4**

**29th January 2020**

**Council Strategic Plan Outcome Indicators Baseline Data**

**Purpose of Report:**

To provide an update on progress made to collate baseline data for the 2017-2022 Council Strategic Plan Outcome Indicators.

**Recommendations:**

Committee is asked to:

- Consider and comment on the suite of baseline measurements;
- Consider any possible areas for further development;
- Note that 2017 is the baseline year against which future progress will be measured; and
- Note that the outcome based performance indicators framework will be reviewed in line with the Council Strategic Plan.

Ward No(s):

Citywide:

Local member(s) advised: Yes  No  consulted: Yes  No

## 1.0 Purpose of Report

- 1.1 This report presents an update on the progress made to develop and collate the Council Strategic Plan 2017 to 2022 Outcome Indicators baseline data. Members should note that the purpose of the report is to allow them to consider the process, the national publication timings and usefulness of the data. It is not intended that this first report is used to measure progress as information for years 2018 and 2019 is incomplete.

## 2.0 Background

- 2.1 A suite of outcome based indicators have been developed in response to the review of the Council's performance management arrangements presented to the OPDSC in January 2018. The review recommended the development of an outcome orientated approach, linked to the new strategic plan, which would demonstrate impact and changes over time.
- 2.2 The development of the outcome measures was undertaken in consultation with performance officers from across the Council Family through the officer Strategy and Performance Group. The outcome based indicators were linked to the national performance framework, Scotland Performs <sup>1</sup> <http://nationalperformance.gov.scot/> and the UN Sustainable Development Goals.
- 2.3 The final suite of measures were reviewed by the Operational Performance Committee on 21<sup>st</sup> November 2018 and subsequently agreed by the City Administration Committee 13 December 2018 ([copy here](#)). The OPDSC agreed that the suite of indicators and evidence sources should be kept under review and updated, amended or revised as new data sets emerge.
- 2.4 A range of evidence sources have been used to collate the Outcome Indicators baseline. Using the Scotland Performance Framework as a guide, the sources include national data sets which provide local authority comparative information, such as the Scottish Public Health Observatory, Scottish Household Survey and Office of National Statistics. Evidence from additional sources such as service specific performance data and The Glasgow Household Survey have also been used.

## 3.0 Data collection process

- 3.1 Data collection is an on-going process and the timetable for updating information has been aligned to the release date schedules of both internal performance data and the various external surveys selected. In order to provide a robust fixed reference point, 2017 values and data have been established as the most appropriate baseline year for future performance measurement. This also aligns with the start year for the Council Strategic Plan which the indicators help to monitor.

---

<sup>1</sup> A new Scottish National Performance Framework, consisting of 11 outcomes, 81 indicators and 17 Sustainable Development Goals was launched in June 2018

- 3.2 The outcome measures developed represent a new approach to performance measurement and will require an iterative process of on-going trial and adjustment to ensure the most appropriate indicators have been selected and that they are used consistently.
- 3.3 In order to ensure that the most robust measures and evidence sources have been selected the outcome indicators are subject to a process of continual improvement analysis and review. Details in relation to the indicators currently under review have been included at annex 1.
- 3.4 These performance measures are designed to build on the data already collected for reports relating to the performance monitoring of the strategic plan. Other related reports include:
- The Corporate Scorecard
  - Programme Plan Progress Reporting
  - Thematic Reporting to OPDSC
  - Annual Performance Reports
  - Annual Service Improvement and Improvement Plans

#### **4.0 Policy and Resource Implications:**

##### **Resource Implications:**

*Financial:* No direct financial impacts as a result of the report.

*Legal:* No new legal issues.

*Personnel:* No direct personnel impacts.

*Procurement:* No relevant procurement Issues

**Council Strategic Plan:** Action 93 Review our Public Performance framework

**Equality and Socio-Economic Impacts:**

*Does the proposal support the Council's Equality Outcomes 2017-22:* Yes

*What are the potential equality impacts as a result of this report? :* Where individual performance reviewed within the framework has future service change implications they will require to consider Equalities Impacts within the EQIA Framework

*Please highlight if the policy/proposal will help address socio-economic disadvantage:* Where performance issues are highlighted and have future service change implications they will require to consider socio economic impact within the EQIA Framework.

### **Sustainability Impacts:**

*Environmental:* No relevant environmental issues as a result of this report.

*Social, including opportunities under Article 20 of the European Public Procurement Directive:* See above.

*Economic:* See above.

### **Privacy and Data Protection:**

No data protection impacts identified

## **5.0 Recommendations**

### **5.1 The Committee is asked to:**

- Consider and comment on the suite of baseline measurements;
- Consider any possible areas for further development;
- Note that 2017 is the baseline year against which future progress will be measured; and
- Note that the outcome based performance indicators framework will be reviewed in line with the Council Strategic Plan.



## Strategic Plan Outcome Indicators: Baseline data as at January 2020

| Outcome Measure   |   | Outcome Indicator |                |                   | Source   |
|---|---|-------------------|----------------|-------------------|--|
| 1. Strategic Plan Theme: Thriving Economy   |   |                   |                |                   |  |
| A Resilient, Growing and Diverse City Economy Where Businesses Thrive   |   |                   |                |                   |  |
| 1.1   | Business births   | 2015              | 2016           | 2017              | <a href="#">ONS- Business Demography Office of Nat Stats</a>         |
|   |   | 3,185             | 3,290          | <b>3,105</b>      |  |
| 1.2   | 3- Year survival rate for newly born enterprises (%)  | 54.3%             | 55.4%          | <b>54.86%</b>     |  |
| 1.3   | Growth in research and development  | 15.7%             | 29.20%         | <b>74.50%</b>     | <a href="#">SG Business Enterprise Research and Development Data</a> |
| 1.4   | Expenditure per head on research and development by businesses  | £147              | £178           | <b>£324</b>       |  |
| The City And Its Citizens Benefit From Inclusive Economic Growth And Are Involved In Economic Decision Making Through Participatory Budgeting |   |                   |                |                   |  |
| 1.5   | Gross disposable household income per head  | 2015              | 2016           | 2017              | <a href="#">ONS- Gross Disposable Household Income</a>               |
|   |   | 15,309            | 15,542         | <b>15,682</b>     |  |
| 1.6   | Median Weekly earnings for full time employees  | 2016              | 2017           | 2018              | <a href="#">ONS: Earnings and Hours Worked</a>                       |
|   |   | £522.20           | <b>£519.70</b> | £548.60           |  |
| 1.7   | Employees median hourly pay full time and part time, excluding overtime                                 | £11.88            | <b>£11.51</b>  | £12.43            |  |
| More Glaswegians Are In Work or Training  |   |                   |                |                   |  |
| 1.8   | Economically inactive rate  | 2016              | 2017           | 2018              | <a href="#">NOMIS: Annual Population Survey</a>                      |
|   |   | 28.4%             | <b>30%</b>     | 31.4%             |  |
| 1.9   | Economically inactive long-term sick.   | 29.2              | <b>29.2%</b>   | 26.8%             |  |
| 1.10  | Working age population with degree level education  | 39.9%             | <b>42.9%</b>   | 45.9%             |  |
| 1.11  | Working age population with no qualifications   | 16.8%             | <b>12.4%</b>   | 14.4%             |  |
| Glasgow is Highly Rated for its Business Innovation and Digital Skills  |   |                   |                |                   |  |
| 1.12  | % of residential and non-residential addresses with next generation ultrafast broadband ( >= 30Mbits/s) | 2016              | 2017           | 2018              | <a href="#">OFCOM Connected Nations.</a>                             |
|   |   | 21%               | <b>55.5%</b>   | Data under review |  |
| 1.13  | % of registered businesses working within professional, scientific and technical activities             | 18.2%             | <b>17.9%</b>   | 17.4%             | <a href="#">Scottish Government Statistics</a>                       |

| Outcome Measure  |   | Outcome Indicator |                           |             | Source  |
|--|---|-------------------|---------------------------|-------------|---|
| 1.14   | % of employees working within professional, scientific and technical activities | 9.0%              | <b>8.9%</b>               | 8.9%        |   |
| <b>2. Strategic Plan Theme: A Vibrant City</b>   |   |                   |                           |             |   |
| <b>Glasgow is a World Class Destination for Tourism, Culture, Sport, Events and Heritage</b> |   |                   |                           |             |   |
| 2.1  | Cultural engagement by adults in the last twelve months by year                 | 2016<br>89%       | <b>2017</b><br><b>91%</b> | 2018<br>90% | <a href="#">Scottish Household Survey</a>                             |
| 2.2  | Number of Tourist Trips to Glasgow - millions                                   | 2.382             | <b>2.470</b>              | 2.360       |   |
| 2.3  | Spend of Tourist Trips to Glasgow - millions                                    | £649              | <b>£646</b>               | £663        | <a href="#">Visit Britain – Great Britain Tourism Survey</a>          |
| 2.4  | Hotel Occupancy   | 80%               | <b>82%</b>                | 81%         | <a href="#">Scottish Enterprise</a>                                   |
| 2.5  | Number of Visitors to Glasgow: UK Market – millions                             | 1.616             | <b>1.616</b>              | 1.430       | <a href="#">Visit Britain – Great Britain Tourism Survey</a>          |
| 2.6  | Spend of Visitors to Glasgow: UK Market – millions                              | £384              | <b>£389</b>               | £311        |   |
| 2.7  | Number of visitors to Glasgow: International Market                             | 659,000           | <b>787,000</b>            | 837,000     | <a href="#">Office for National Statistics</a>                        |
| 2.8  | Spend of visitors to Glasgow: International Market – millions                   | £235              | <b>£319</b>               | £351        |   |
| 2.9  | International Visits to UK Cities (ranking)                                     | 6th               | <b>6th</b>                | 5th         | <a href="#">Tourism and Visitor Plan Dashboard</a>                    |
| 2.10   | Number Day Visits to Glasgow – millions   | 23.14             | <b>20.42</b>              | 18.67       | Three year average  |
| 2.11   | Spend of Day Visits to Glasgow – millions                                       | £1,009            | <b>£1,011</b>             | £947        | <a href="#">Visit Britain – Great Britain Day Visitor Survey 2017</a> |
| <b>Glaswegians are Active and Healthier</b>  |   |                   |                           |             |   |
| 2.12   | Regular Smoker all Adults   | 2016<br>28%       | <b>2017</b><br><b>28%</b> | 2018<br>25% | Rolling four year aggregate<br><a href="#">Scottish Health Survey</a> |
| 2.13   | Hazardous / Harmful Drinking:   |                   |                           |             |   |
|  | Males   | 31%               | <b>30%</b>                | 31%         |   |
|  | Females   | 15%               | <b>16%</b>                | 15%         |   |
| 2.14   | Prevalence of obesity all adults  | 25%               | <b>26%</b>                | 28%         |   |
| 2.15   | Prevalence of overweight including obesity all adults                           | 60%               | <b>61%</b>                | 62%         |   |
| 2.16   | % of adults meeting physical activity recommendations                           | 61%               | <b>61%</b>                | 62%         |   |

| Outcome Measure  |  | Outcome Indicator |                |         | Source                                    |
|--|--|-------------------|----------------|---------|---|
| 2.17   | Inactive adults – very low activity  | 25%               | <b>24%</b>     | 22%     |   |
| 2.18   | Satisfaction with sports and leisure centres   | <b>2017</b>       | 2018           | 2019    | <a href="#">Glasgow Household Survey</a>  |
|  |  | <b>88%</b>        | 88%            | 84%     |   |
| Strategic Plan Theme: A Vibrant City continued   |  |                   |                |         |   |
| All Citizens Have Access to the City's Cultural Life and its Heritage. Glasgow Acknowledges and Promotes its History, Heritage and Culture |  |                   |                |         |   |
| 2.19   | Overall satisfaction rates with Museums and Galleries                                      | <b>2017</b>       | 2018           | 2019    | <a href="#">Glasgow Household Survey</a>  |
|  |  | <b>95%</b>        | 95%            | 97%     |   |
| 2.20   | Cultural engagement by adults in the last twelve months by year                            | 2016              | <b>2017</b>    | 2018    | <a href="#">Scottish Household Survey</a> |
|  |  | 89%               | <b>91%</b>     | 90%     |   |
| 2.21   | Frequency of visits made to the Outdoors Adults  |                   |                |         |   |
|  | One or more times a week   | <b>35%</b>        | <b>34%</b>     | 40%     |   |
|  | At least once a month  | <b>27%</b>        | <b>23%</b>     | 26%     |   |
|  | At least once a year   | <b>21%</b>        | <b>30%</b>     | 23%     |   |
|  | Not at All   | <b>17%</b>        | <b>13%</b>     | 12%     |   |
| 3. Strategic Plan Theme: Excellent and Inclusive Education   |  |                   |                |         |   |
| Our Attainment Levels Improve Across All of Our Schools So That All of Our Young People Can Fulfil Their Potential                         |  |                   |                |         |   |
| 3.1  | Achievement of Curriculum for Excellence Levels: <b>Literacy</b>                           | 2016-17           | <b>2017-18</b> | 2018-19 |   |
|  | <b>Primary (P1, P4, P7 Combined) All Pupils</b>  | 68.4%             | <b>68.8%</b>   | 68.9%   |   |
|  | <b>Primary (P1, P4, P7 Combined) Most Disadvantaged (Bottom 20% SIMD)</b>                  | 63.4%             | <b>63.9%</b>   | 64.0%   |   |
|  | <b>Primary (P1, P4, P7 Combined) Least Disadvantaged (Top 20% SIMD)</b>                    | 86.4%             | <b>84.2%</b>   | 84.5%   |   |
|  | <b>Secondary (S3, 3<sup>rd</sup> Level or better) All Pupils</b>                           | 83.5%             | <b>86.4%</b>   | 83.4%   |   |
|  | <b>Secondary (S3, 3<sup>rd</sup> Level or better) Most Disadvantaged (Bottom 20% SIMD)</b> | 81.0%             | <b>83.2%</b>   | 80.2%   |   |
|  | <b>Secondary (S3, 3<sup>rd</sup> Level or better) Least Disadvantaged (Top 20% SIMD)</b>   | 87.7%             | <b>95.8%</b>   | 94.5%   |   |
| 3.2  | Achievement of Curriculum for Excellence Levels: <b>Numeracy</b>                           |                   |                |         |   |
|  | <b>Primary (P1, P4, P7 Combined) All Pupils</b>  | 76.8%             | <b>77.8%</b>   | 77.1%   |   |



| Outcome Measure  |   | Outcome Indicator |                |                | Source |
|--|---|-------------------|----------------|----------------|--------|
|  | <b>Primary (P1, P4, P7 Combined) Most Disadvantaged</b> (Bottom 20% SIMD)                 | 73.5%             | 74.2%          | <b>73.4%</b>   |        |
|  | <b>Primary (P1, P4, P7 Combined) Least Disadvantaged</b> (Top 20% SIMD)                   | 91.6%             | 88.7%          | <b>88.2%</b>   |        |
| Strategic Plan Theme: Excellent and Inclusive Education continued  |   |                   |                |                |        |
| Our Attainment Levels Improve Across All of Our Schools So That All of Our Young People Can Fulfil Their Potential continued |   |                   |                |                |        |
| 3.2 cont   | Achievement of Curriculum for Excellence Levels: <b>Numeracy</b> cont                     | 2016-17           | <b>2017-18</b> | 2018-19        |        |
|  | <b>Secondary (S3, 3<sup>rd</sup> Level or better) All Pupils</b>                          | 85.8%             | <b>84.3%</b>   | 86.0%          |        |
|  | <b>Secondary (S3, 3<sup>rd</sup> Level or better) Most Disadvantaged</b> (Bottom 20%SIMD) | 83.1%             | <b>80.0%</b>   | 83.7%          |        |
|  | <b>Secondary (S3, 3<sup>rd</sup> Level or better) Least Disadvantaged</b> (Top 20% SIMD)  | 95.3%             | <b>95.4%</b>   | 96.2%          |        |
| 3.3  | Percentage of school leavers attaining <b>SCOF Level 4 in Literacy &amp; Numeracy</b>     | 2015-16           | 2016-17        | <b>2017-18</b> |        |
|  | All Pupils  | 83.1%             | 83.6%          | <b>85.4%</b>   |        |
|  | <b>Most Disadvantaged</b> (Bottom 20% SIMD)   | 79.2%             | 80.5%          | <b>81.4%</b>   |        |
|  | <b>Least Disadvantaged</b> (Top 20% SIMD)   | 96.5%             | 90.6%          | <b>93.3%</b>   |        |
| 3.4  | Percentage of school leavers attaining <b>SCQF Level 5 in Literacy &amp; Numeracy</b>     |                   |                |                |        |
|  | All Children  | 54.5%             | 57.3%          | <b>63.6%</b>   |        |
|  | <b>Most Disadvantaged</b> (Bottom 20% SIMD)   | 46.8%             | 49.2%          | <b>55.7%</b>   |        |
|  | <b>Least Disadvantaged</b> (Top 20% SIMD)   | 83.9%             | 80.4%          | <b>87.8%</b>   |        |
| 3.5  | Percentage of school leavers achieving 1 or more awards at SCQF Level 5 or above:         |                   |                |                |        |
|  | All Pupils  | 84.0%             | 85.20%         | <b>85.6%</b>   |        |
|  | <b>Most Disadvantaged</b> (Bottom 20% SIMD)   | 80.0%             | 81.8%          | <b>81.6%</b>   |        |
|  | <b>Least Disadvantaged</b> (Top 20% SIMD)   | 97.3%             | <b>94.5%</b>   | <b>95.7%</b>   |        |
| 3.6  | Percentage of school leavers achieving 1 or more awards at SCQF Level 6 or above:         |                   |                |                |        |
|  | All Pupils  | 59.0%             | 60.0%          | <b>64.4%</b>   |        |
|  | <b>Most Disadvantaged</b> (Bottom 20% SIMD)   | 52.4%             | 53.1%          | <b>56.4%</b>   |        |

| Outcome Measure  |   | Outcome Indicator |                |                | Source  |
|--|---|-------------------|----------------|----------------|---|
|  | <b>Least</b> Disadvantaged (Top 20% SIMD)   | 85.9%             | 84.0%          | <b>90.5%</b>   |   |
| 3.7  | Levels of Attendance  | 2016/17           | <b>2017/18</b> | 2018/19        |   |
|  | Primary   | 93.7%             | <b>93.3%</b>   | 93.3%          |   |
|  | Secondary   | 90.8%             | <b>90.6%</b>   | 90.6%          |   |
|  | ASL   | 89.2%             | <b>89.1%</b>   | 89.4%          |   |
| Strategic Plan Theme: Excellent and Inclusive Education continued  |   |                   |                |                |   |
| Our Attainment Levels Improve Across All of Our Schools So That All of Our Young People Can Fulfil Their Potential continued |   |                   |                |                |   |
| 3.8  | Pupil Teacher Ratio   | 2016/17           | <b>2017/18</b> | 2018/19        |   |
|  |   | 13:8              | <b>13:5</b>    | 13:1           |   |
| 3.9  | % of respondents who are fairly or very satisfied with schools                            | <b>2017</b>       | 2018           | 2019           | <a href="#">Glasgow Household Survey</a>        |
|  | Nursery   | <b>86%</b>        | 84%            | 84%            |   |
|  | Primary   | <b>83%</b>        | 83%            | 82%            |   |
|  | Secondary   | <b>82%</b>        | 74%            | 78%            |   |
| 3.10   | % of pupils going on to a positive destination when they leave school.                    | 2015-16           | 2016-17        | <b>2017-18</b> | Local Government Benchmarking Framework.        |
|  |   | 89.9%             | 91.9%          | <b>92.3%</b>   |   |
| 3.11   | % of 16-19 year olds participating in education, training or employment (12 month period) | 86.8%             | 88.2%          | <b>88.8%</b>   | <a href="#">Skills Development Scotland</a>     |
| 3.12   | % of school leavers from 20% most deprived data zones in a positive destination           | 88.3%             | 90.3%          | <b>90.8%</b>   | Education Services                              |
| Children and Young People Benefit from Early Intervention and Prevention Approaches  |   |                   |                |                |   |
| 3.13   | No. of children receiving 1,140 hours of free childcare (2020)                            | 2016-17           | <b>2017-18</b> | 2018-19        | Progress report to Scottish Government          |
|  |   | new               | <b>new</b>     | 2,540          |   |
| 3.14   | % of pre-school centres receiving positive inspection reports                             | 93.64%            | 92.73%         | 94.55%         | HMIE Care Inspectorate                          |
| Equality and Diversity is Recognised and Supported and Human Rights Supported  |   |                   |                |                |   |
| 3.15   | Ethnic Minority Inactivity Rate (%)   | 2016              | <b>2017</b>    | 2018           | <a href="#">NOMIS: Annual Population Survey</a> |
|  |   | 46.6              | <b>45.1%</b>   | 48.3%          |   |
| 3.16   | Ethnic Minority Employment rate (%)   | 47.0%             | <b>50.7%</b>   | 45.8%          | <a href="#">NOMIS: Annual Population Survey</a> |
| 3.17   | Number of Schools participating in the LGBT Schools Charter                               | 2016-17           | <b>2017-18</b> | 2018-19        |   |
|  |   | 5                 | <b>15</b>      | 18             |   |

| Outcome Measure  |  | Outcome Indicator |                 |                | Source   |
|--|--|-------------------|-----------------|----------------|--|
| 3.18   | Number of Council employees who have undertaken mandatory on-line awareness raising session                              | 1,301             | <b>2,190</b>    | <b>4,008</b>   | <a href="#">Equalities Progress Report 2019</a>                            |
| 3.19   | % of Elected members undertaking equality and diversity training within the four year election period                    | n/av              | <b>84%</b>      | <b>84%</b>     |  |
| <b>4. Strategic Theme: A Healthier City</b>                          |  |                   |                 |                |  |
| <b>Glasgow is Healthier</b>  |  |                   |                 |                |  |
| 4.1  | % of adults who assess their health as very good or good   | 2015-16           | 2016-17         | <b>2017-18</b> | <a href="#">NHSGGC Adult Health and Wellbeing Survey</a>                   |
|  |  | 68%               | 68%             | <b>69%</b>     |  |
| 4.2  | % of adults meeting physical activity recommendations  | 2016              | <b>2017</b>     | 2018           | <a href="#">Scottish Health Survey</a>                                     |
|  |  | 61%               | <b>61%</b>      | 62%            |  |
| 4.3  | % meeting guidelines on daily fruit and vegetable consumption  | 19%               | <b>21%</b>      | 22%            |  |
| 4.4  | Life Expectancy at Birth   | 73.37             | <b>73.35</b>    | 73.36          | Two year aggregate<br><a href="#">National Records of Scotland</a>         |
|  | Male   |                   |                 |                |  |
|  | Female   |                   |                 |                |  |
| 4.5  | Alcohol- Related Mortality Per 100,000   | 2016              | <b>2017</b>     | 2018           | Five year aggregate<br><a href="#">Scottish Public Health Observatory</a>  |
|  |  | 34.77             | <b>34.95</b>    | 33.64          |  |
| <b>Our Services are Focused on Prevention and Early Intervention</b> |  |                   |                 |                |  |
| 4.6  | Rate of emergency admissions per 100,000 population for adults   | 2016/17           | <b>2017/18</b>  | 2018/19        | <a href="#">HSCP Performance Data</a>                                      |
|  |  | 14,318            | <b>12,864</b>   | 13,079         |  |
| 4.7  | % of service users who receive a reablement service following referral for a homecare service on discharge from hospital | 73.4%             | <b>72.8%</b>    | 75.8%          |  |
| 4.8  | Falls rate per 1,000 population aged 65+   | 31.1              | <b>30.7</b>     | 30.4           |  |
| 4.9  | Alcohol related hospital stays per 100,000   | 1,336.74          | <b>1,219.28</b> | 1,145.8        | <a href="#">Scottish Public Health Observatory</a>                         |
| 4.10   | Drug related hospital stays per 100,000  | 2015/16           | 2016/17         | <b>2017/18</b> | Three year aggregate<br><a href="#">Scottish Public Health Observatory</a> |
|  |  | 213.78            | 263.06          | <b>315.79</b>  |  |
| 4.11   | Number of Individuals on Scottish Drug Misuse Database   | 1,618             | 1,730           | <b>1,571</b>   | <a href="#">Scottish Drug Misuse Database</a>                              |

| Outcome Measure   |  | Outcome Indicator |                |                | Source   |
|---|--|-------------------|----------------|----------------|--|
| Citizens and Communities are More Self Reliant for Their Health and Wellbeing           |  |                   |                |                |  |
| 4.12  | % of adults meeting physical activity recommendations  | 2016              | <b>2017</b>    | 2018           | <a href="#">Scottish Health Survey</a>                     |
|   |  | 61%               | <b>61%</b>     | 62%            |  |
| 4.13  | % of adults meeting consumption of fruit and vegetable recommendations   | 19%               | <b>21%</b>     | 22%            | <a href="#">Scottish Health Survey</a>                     |
| Strategic Theme: A Healthier City continued   |  |                   |                |                |  |
| Citizens and Communities are More Self Reliant for Their Health and Wellbeing continued |  |                   |                |                |  |
| 4.14  | Proportion of social care funding allocated using direct payments or personalised managed budgets                  | 2015-16           | 2016-17        | <b>2017-18</b> | <a href="#">Local Government Benchmarking Framework</a>    |
|   |  | 27.6%             | 18.74%         | <b>21.1%</b>   |  |
| 4.15  | % of service users with personalised services who receive their support as direct payment                          | 2016-17           | <b>2017-18</b> | 2018-19        | <a href="#">HSCP Performance Data</a>                      |
|   |  | 15%               | <b>15%</b>     | 15%            |  |
| We Have Integrated Services with Health that Support Glaswegians When They Need It      |  |                   |                |                |  |
| 4.16  | % of adults able to look after their health very well or quite well  | 2013/14           | 2015/16        | <b>2017/18</b> | <a href="#">Scottish Health and Care Experience Survey</a> |
|   |  | 91%               | 92%            | <b>90%</b>     |  |
| 4.17  | Service users' health and care services seem to be well coordinated  | 79%               | 76%            | <b>77%</b>     | <a href="#">Scottish Health and Care Experience Survey</a> |
| 4.18  | Service users are supported to live as independently as possible   | 84%               | 82%            | <b>82%</b>     |  |
| 4.19  | Rating of overall help, care or supported services   | 84%               | 81%            | <b>79%</b>     |  |
| 4.20  | % of carers who feel supported to continue in their caring role.   | 46%               | 40%            | <b>38%</b>     |  |
| 4.21  | Number of new carers identified during year who went on to receive a Carers Support Plan or Young Carer Statement. | 2016-17           | <b>2017-18</b> | 2018-19        | <a href="#">HSCP Performance Data</a>                      |
|   |  | new               | <b>1,942</b>   | 1,984          |  |
| 4.22  | % of adults with intensive needs receiving care at home  | 2015              | 2016           | <b>2017</b>    | <a href="#">HSCP Performance Data</a>                      |
|   |  | 56%               | 55%            | <b>55%</b>     |  |
| 4.23  | % of respondents who are fairly or very satisfied with the quality of the local health services.                   | 2016              | <b>2017</b>    | 2018           | <a href="#">Scottish Household Survey</a>                  |
|   |  | 86%               | <b>87%</b>     | 88%            |  |
| 5. Strategic Theme: A Sustainable and Low Carbon City                                   |  |                   |                |                |  |
| The City is Clean and Public Spaces are Well Maintained                                 |  |                   |                |                |  |
| 5.1   | Percentage of adults who rate their neighbourhood as a very good place to live.                                    | 2015              | 2016           | <b>2017</b>    | <a href="#">Scottish Public Health Observatory</a>         |
|   |  | 42.5%             | 43.8%          | <b>46.8%</b>   |  |
| 5.2   |  | <b>2017</b>       | 2018           | 2019           |  |

| Outcome Measure   |   | Outcome Indicator |                |                | Source  |
|---|---|-------------------|----------------|----------------|---|
|   | % of respondents who are very or fairly satisfied with refuse collection services   | <b>78%</b>        | 73%            | 69%            | <a href="#">Glasgow Household Survey</a>                      |
| 5.3   | % of respondents who are either very or fairly satisfied with street cleaning within the city.                            | <b>60%</b>        | 57%            | <b>52%</b>     |   |
| 5.4   | Cleanliness - % of acceptable streets   | 2016-17           | <b>2017-18</b> | 2018-19        | <a href="#">NS Performance Data</a>                           |
|   |   | 90.69%            | <b>87.5%</b>   | 86.7%          |   |
| Strategic Theme: A Sustainable and Low Carbon City continued  |   |                   |                |                |   |
| We Have a Low Carbon Footprint as a Council and as a City   |   |                   |                |                |   |
| 5.5   | % reduction in CO2 emissions by Council operations on previous year   | 2015-16           | 2016-17        | <b>2017-18</b> | <a href="#">NS Performance Data</a>                           |
|   |   | -2.7%             | -9.63%         |                |   |
| 5.6   | Air Quality: Times in last 12 months when air pollution is above 50µ/m3 for PM10 (24-hour mean, 12-month rolling average) | 2016/17           | <b>2017/18</b> | 2018/19        |   |
|   |   | 1                 | 1              | 4              |   |
| 5.7   | % of total household waste arising that is recycled   | 23.3%             | <b>26.5%</b>   | 25.5%          |   |
| 5.8   | % respondents satisfied with recycling collection   | <b>2017</b>       | 2018           | 2019           | <a href="#">Glasgow Household Survey</a>                      |
|   |   | <b>73%</b>        | 69%            | 62%            |   |
| 5.9   | Housing Conditions:   | 2011-13           | 2013-15        | 2015-17        | <a href="#">Scottish Government- Housing Condition Survey</a> |
|   | % Dwellings that fail the Scottish Housing Standard for 'Energy Efficiency' criterion                                     | 33%               | 26%            | 23%            |   |
|   | % of Dwellings that fail the Scottish Housing Quality Standard "Modern Facilities and Services" criterion                 | 20%               | 16%            | 11%            |   |
| We Have More Sustainable, Integrated Transport Networks Across the City and Less Traffic Congestion |   |                   |                |                |   |
| 5.10  | % of individuals fairly or very satisfied with local public transport   | 2016              | <b>2017</b>    | 2018           | <a href="#">Scottish Household Survey</a>                     |
|   |   | 78%               | <b>72%</b>     | 74%            |   |
| 5.11  | Increased use of GCC electric vehicles – number of vehicles   | <b>2017-18</b>    | 2018-19        | 2019-20        | <a href="#">NS Performance Data</a>                           |
|   |   | <b>new</b>        | new            | 25             |   |
| Citizens Use Active Travel, Including Walking and Cycling   |   |                   |                |                |   |
| 5.12  | In last four weeks, % of people engaging in at least 30 minutes: of:  | 2016              | <b>2017</b>    | 2018           | <a href="#">Scottish Household Survey</a>                     |
|   | Walking   | 59%               | <b>64%</b>     | 65%            |   |
|   | Cycling   | 13%               | <b>12%</b>     | 14%            |   |
| 5.13  | % of roads in need of repair  | 2015              | 2016           | <b>2017</b>    | <a href="#">Monitor the Road Condition Index</a>              |
|   |   | 32.1%             | 30.8%          | <b>31%</b>     |   |

| Outcome Measure   |   | Outcome Indicator |                |             | Source  |
|---|---|-------------------|----------------|-------------|---|
| 5.14  | % of respondents who cycle as a mode of transport around Glasgow  | 2016              | <b>2017</b>    | 2018*       | <a href="#">Glasgow Household Survey</a><br><br>*Travel to the city centre only |
|   | Regularly   | 8%                | <b>8%</b>      | 6%*         |   |
|   | Most Often  | 2%                | <b>3%</b>      | 3%*         |   |
| 5.15  | % of respondents who walk as a mode of transport around Glasgow   |                   |                |             | Not reported in 2019 survey   |
|   | Regularly   | 55%               | <b>53%</b>     | 20%*        |   |
|   | Most Often  | 21%               | <b>23%</b>     | 9%*         |   |
| <b>6. Strategic Theme: Resilient and Empowered Neighbourhoods</b>                                 |   |                   |                |             |   |
| <b>Citizens and Neighbourhoods Can Influence How Services are Developed and Budgets are Spent</b> |   |                   |                |             |   |
| 6.1   | % of respondents who agreed with the statement 'I can influence decisions affecting my local area'                    | 2016              | <b>2017</b>    | 2018        | <a href="#">Scottish Household Survey</a>                                       |
|   |   | 31%               | <b>23%</b>     | 20%         |   |
| 6.2   | % of people who agree that the Council are good at listening to residents' views                                      | 27%               | <b>20.9%</b>   | 21%         |   |
| <b>Citizens Can Access Good Facilities, Jobs and Services Locally</b>                             |   |                   |                |             |   |
| 6.3   | % of respondents who are fairly or very satisfied with the quality of Cultural & Leisure services                     | <b>2017</b>       | 2018           | 2019        | <a href="#">Glasgow Household Survey</a>  |
|   | Museums and Galleries   | <b>96%</b>        | 95%            | 97%         |   |
|   | Libraries   | <b>93%</b>        | 93%            | 95%         |   |
|   | Sport and Leisure Centres   | <b>88%</b>        | 88%            | 84%         |   |
| 6.4   | % of respondents who are fairly or very satisfied with the quality of schools   | <b>86%</b>        | 84%            | 85%         |   |
|   | Nursery   |                   |                |             |   |
|   | Primary   |                   |                |             |   |
|   | Secondary   |                   |                |             |   |
| 6.5   | % of respondents who are fairly or very satisfied with the quality of Local Community centres                         | <b>78%</b>        | 81%            | 66%         |   |
| 6.6   | % of respondents who agree that the council is addressing the key areas affecting quality of life in their local area | <b>39%</b>        | 37%            | 38%         |   |
| 6.7   | Overall Satisfaction with the Services provided by the Council Family   | <b>72%</b>        | 65%            | 67%         |   |
| 6.8   | Unemployment Rate (%)   | 2016/17           | <b>2017/18</b> | 2018/19     | <a href="#">NOMIS – Unemployment rate data</a>                                  |
|   |   | 5.6%              | <b>5.8%</b>    | 5.5%        |   |
| 6.9   | Job Density – No. Jobs per Resident Aged 16-64  | 2015              | 2016           | <b>2017</b> | <a href="#">NOMIS – Job Density Data</a>  |
|   |   | 1.04              | 1.05           | <b>1.06</b> |   |

| Outcome Measure  |   | Outcome Indicator |                |                | Source   |
|--|---|-------------------|----------------|----------------|--|
| Citizens' Satisfaction With Services is Maintained or Improved           |   |                   |                |                |  |
| 6.10   | Overall Satisfaction with the Services provided by the Council Family   | <b>2017</b>       | 2018           | 2019           | <a href="#">Glasgow Household Survey</a>   |
|  |   | <b>72%</b>        | 65%            | 67%            |  |
| 6.11   | % of respondents who agree that the council provides high quality services  | <b>51%</b>        | 48%            | 48%            |  |
| 6.12   | % of respondents who agree that the Council gives residents value for money   | <b>42%</b>        | 46%            | 40%            |  |
| Strategic Theme: Resilient and Empowered Neighbourhoods continued        |   |                   |                |                |  |
| Citizens' Satisfaction With Services is Maintained or Improved continued |   |                   |                |                |  |
| 6.13   | Complaints data – total number of complaints received   | 2016/17           | <b>2017/18</b> | 2018/19        | <a href="#">CBS Complaints Data</a>  |
|  |   | 13,142            | <b>11,088</b>  | 9,280          |  |
| 6.14   | Complaints upheld or partially upheld   | 2015/16           | 2016/17        | <b>2017/18</b> | <a href="#">CBS Complaints Report</a>  |
|  |   | 76%               | 67%            | 71%            |  |
| 6.15   | Number of applications assessed as homeless or threatened with homelessness   | 4,554             | 4,368          | <b>4,185</b>   | <a href="#">Scottish Government, Operation of the Homeless Persons Legislation in Scotland</a> |
| 6.16   | Number of new build homes   | 1,115             | 1,481          | <b>1,347</b>   | <a href="#">SG Affordable Homes Data Set</a>   |
| 6.17   | Proportion of barrier free homes in Glasgow – dwellings with adaptations  | 2013-15           | 2014-16        | 2015-17        | <a href="#">Scottish Housing Conditions Survey</a>   |
|  |   | 22%               | 20%            | 22%            |  |
| 6.18   | Homes with children that failed the Scottish Housing Quality Standard (%)   | 43.6%             | 42.4%          | 39%            | <a href="#">Scottish Public Health Observatory</a>   |
| 6.19   | Numbers of new homes meeting the Glasgow Standard   | <b>2017</b>       | 2018           | 2019           | DRS Performance Monitoring   |
|  |   | <b>n/av</b>       | 100%           | 100%           |  |
| 6.20   | % of adult responders currently on a housing list   | 2016              | <b>2017</b>    | 2018           | <a href="#">Scottish Household Survey</a>  |
|  |   | 3%                | <b>4%</b>      | 5%             |  |
| 7. Strategic Plan Theme: A Well Governed City that Listens and Responds  |   |                   |                |                |  |
| The Council Has Open And Transparent Decision Making                     |   |                   |                |                |  |
| 7.1  | % of responders who agree with the statement: "The council is too remote and impersonal".                             | <b>2017</b>       | 2018           | 2019           | <a href="#">Glasgow Household Survey</a>   |
|  |   | <b>42%</b>        | 41%            | 43%            |  |
| 7.2  | % of respondents who agree with the statement: "I trust Glasgow City Council".  | <b>48%</b>        | 46%            | 47%            |  |
| 7.3  | % of responders who agree with the statement: 'The Council is good at letting people know how well it is performing'. | <b>32%</b>        | 32%            | 29%            |  |

| Outcome Measure   |   | Outcome Indicator |      |      | Source                                   |
|---|---|-------------------|------|------|--|
| Citizens Are More Involved In Local, And City Wide Decision Making                  |   |                   |      |      |  |
| 7.4   | % of responders who agree with the statement: 'The Council rarely takes residents views into account when making decisions that affect them'. | <b>2017</b>       | 2018 | 2019 | <a href="#">Glasgow Household Survey</a> |
|   |   | <b>40%</b>        | 38%  | 41%  |  |
| 7.5   | % of respondents who agree with the statement: 'I would like to be more involved in decisions the council makes that affect my area'          | <b>53%</b>        | 49%  | 52%  |  |
| Strategic Plan Theme: A Well Governed City that Listens and Responds cont           |   |                   |      |      |  |
| We Listen To Citizens And Respond   |   |                   |      |      |  |
| 7.6   | % of responders who agree that the council designs its services around the needs of the people who use them                                   | <b>2017</b>       | 2018 | 2019 | <a href="#">Glasgow Household Survey</a> |
|   |   | <b>48%</b>        | 46%  | 43%  |  |
| 7.7   | % of responders who agree with the statement: 'The Council rarely takes residents views into account when making decisions that affect them'. | <b>40%</b>        | 38%  | 41%  |  |
| We Take Account Of Equality Issues And The Impact Of Poverty In Our Decision Making |   |                   |      |      |  |
| 7.8   | % of responders who agree that the council designs its services around the needs of the people who use them                                   | <b>2017</b>       | 2018 | 2019 | <a href="#">Glasgow Household Survey</a> |
|   |   | <b>48%</b>        | 46%  | 43%  |  |
| 7.9   | % of responders who agree that the council has an important impact on the quality of local life in Glasgow                                    | <b>79%</b>        | 71%  | 74%  |  |
| 7.10  | % of responders who agree that the council is addressing the key issues affecting quality of life in local areas                              | <b>39%</b>        | 37%  | 38%  |  |



## Annex 1: Measures currently under review (Jan 2020)

|                                   | Original Outcome Measure  | Comments   |
|-----------------------------------|---|--|
| Thriving Economy                  |   |  |
| 1.8                               | Participatory Budgeting Indicator   | Indicator removed as full evaluation of projects are being undertaken. Not suitable for measurement by single outcome indicator.   |
| A Vibrant City                    |   |  |
| 2.6                               | Visits to SSE Hydro/Ticket Sales  | Removed by GL: GCC does not have direct access to relevant data  |
| 2.21                              | Cultural Education Programmes / Numbers of educational events.  | Removed by GL: describes service output and not specific measure of outcome  |
| Excellent and Inclusive Education |   |  |
| 3.14                              | Mental Wellbeing score: 13 year old boys  | Removed as these indicators are no longer collected at Glasgow Level. Appropriate local level indicators are currently under consideration.  |
| 3.15                              | Mental Wellbeing score:13 year old girls  |  |
| 3.16                              | Mental wellbeing score :15 year old boys  |  |
| 3.17                              | Mental wellbeing score :15 year old girls   |  |
| A Healthier City                  |   |  |
| 4.15                              | Warwick-Edinburgh Mental Wellbeing Scale, Mean Score  | Data no longer collected at local level. Suitable indicator currently under review   |
| 4.20                              | % positive scores for inpatient survey questions relating to the quality of their overall healthcare experience (NHS GGC) | This is a NHS GGC wide figure and relates to inpatient services so this KPI should not be included   |
| A Sustainable and Low Carbon City |   |  |
| 5.2                               | Number of resident complaints   | Under review by N & S  |
| 5.3                               | Number of Neighbourhood Officers  |  |
| 5.7                               | Greenhouse gas footprint in million tonnes of carbon dioxide equivalent   | <b>Replaced with:</b><br>% reduction in CO <sub>2</sub> emissions by Council operations on previous year   |
| 5.9                               | % of respondents who said that their household now recycle more than they did two years ago                               | <b>Replaced with:</b><br>% respondents satisfied with recycling collection   |
| 5.11                              | % of dwellings that are not energy efficient  | <b>Replaced with:</b><br>Housing Conditions:<br>% Dwellings that fail the Scottish Housing Standard for 'Energy Efficiency' criterion<br>% of Dwellings that fail the Scottish Housing Quality Standard "Modern Facilities and Services" criterion |

|   | Original Outcome Measure                               | Comments                           |
|---|--|------------------------------------|
| 5.13  | % of driver journeys delayed due to traffic congestion | Under review by N & S              |
| 5.15  | Vehicle reduction within the city centre               |                                    |
| A Sustainable and Low Carbon City continued |  |                                    |
| 5.16  | Campaigns promoting active travel                      | Under review by N & S              |
| 5.20  | Extension of school walking buses                      | Under review by Education Services |