



Glasgow City Council

Operational Performance and Delivery Scrutiny

Report by Chief Executive

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Item 3

9th February 2022

COUNCIL STRATEGIC PLAN: OUTCOME INDICATORS BASELINE DATA

Purpose of Report:

To provide members with an update on the baseline outcome monitoring data aligned to the 2017-2022 Council Strategic Plan.

Recommendations:

Members are asked to

- (i) consider and comment on the report
- (ii) note that due to impact of COVID-19, some of the relevant data
- (iii) Agree in principle the embedding of the Outcome based indicators within the performance framework monitored by the Strategy and Performance Working Group. Note and agree in principle the suggested timescale for rolling review of the Outcome based indicators

Ward No(s):

Citywide:

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

PLEASE NOTE THE FOLLOWING:

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1.0 Purpose of Report

- 1.1 This report presents an update on the data collected in respect of the outcome-based indicators that have been developed to assist performance monitoring of the Council Strategic Plan 2017 to 2022.

2.0 Development of the Council Strategic Plan Outcomes

- 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 2017-2022 strategic plan, which could potentially 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. The Officer's Strategy and Performance Group reviewed the national Scotland Performs Framework¹ (<http://nationalperformance.gov.scot/>). Where possible and appropriate the same indicators and evidence sources have been used to establish the baseline statistics for the Council Strategic Plan.
- 2.3 The final suite of measures which were approved by Operational Performance Committee on 21st November 2018, present a range of outcomes, processes and inputs which combine a variety of facts and opinions in order to provide a balance of information to allow measurement of service impact and changes over time.

3.0 Progress Update

- 3.1 Operational Performance and Delivery Scrutiny Committee noted progress on the development of the Council Strategic Plan Outcome indicators on the 21st November 2018. 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.
- 3.2 Data collection is an on-going process and the timetable for updating the information has been aligned to the release date schedules of both internal performance data and the various external surveys used.
- 3.3 As agreed by OPDSC on the 29th January 2020, the values and data relevant to 2017 have been established as a fixed reference point to measure future performance. This also aligns with the start year for the Council Strategic Plan which the indicators help to measure.

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

3.4 This report brings evidence together to highlight key trends and highlight potential areas for further consideration or review. 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 COVID-19 Update

4.1 The operational response to the COVID-19 pandemic necessitated the temporary suspension of many services, as well as significant and fundamental modifications to others. There has been significant disruption to the collection of data and has limited the availability of 2020/21 data, as resources across the Council and many other organisations/sectors were redirected to support citizens with the impact of the pandemic.

4.2 Many of the data source from which relevant the performance data has been drawn, have been significantly impacted by the pandemic, for example the Glasgow Household Survey was not undertake during 2020 due to the pandemic restrictions. As a result, the range of data available to review outcome-based performance, across the 2017-2022 Council Strategic Plan, has been curtailed.

5.0 Next Steps

5.1 The outcome-based indicators present an opportunity for greater reflection both in terms of outcome setting and delivery of outcomes. They enable an external sense check on outcome delivery; and can function as a ready reckoner for the success of actions assigned to an outcome. It is also important to note that one key aspect of the outcome-based indicators is to serve as a longitudinal baseline for outcome delivery. If an outcome indicator has long term relevance it can also demonstrate the success or otherwise of the delivery of an outcome. It is clear; that although useful, the first set of outcome-based indicators were not as embedded within reflections on strategic performance, as was originally intended.

5.2 It is also clear that the outcome-based indicators must themselves remain useful and relevant; and therefore, they should be developed and used on the basis that they continue to provide a useful reflector of outcome delivery. Since the original outcome indicators were developed; the Council has recognised the scale of the Climate Emergency and also responded to the challenges presented by the COVID-19 pandemic. It is therefore critical that there is structured transparent process to review the usefulness of the outcome indicators. This should also take into account the ability and scope of Council

actions to influence outcome-based indicators; and reflect the scope of that influence accordingly in relation to key outcome-based indicators.

- 5.3 Our approach to embedding the outcomes-based indicators is twofold. Firstly; the existing indicators are to be actively used by the Strategy and Performance Working Group; which comprises the lead Performance Officers from across the Council Family. It will be standing agenda item; up to and including the development of the new Council Strategic Plan. Where appropriate each service can reflect how the outcomes can be used as a reflector of successful outcome delivery; and how this might influence action setting. Where appropriate the outcome indicators could be used as a reflective aspect of performance reports to Scrutiny Committee.
- 5.4 Secondly; a structured review and evaluation period for the outcomes themselves will be devised. This would; in any case, necessarily be undertaken as the new Strategic Plan is developed to ensure that the Outcome based Indicators were still a useful reflector of agreed Council Priorities. Further review could potentially fall in the mid-point of the Strategic Plan delivery. The review would be undertaken by the Strategy and Performance Working Group; with a view to ensuring that where new or refocused Council Strategic Priorities are developed; appropriate outcome-based indicators are also identified where possible. Any changes or amendments to outcome indicators will be notified to Scrutiny Committee.

6.0 Policy and Resource Implications

Resource Implications:

Financial: None

Legal: None

Personnel: None

Procurement: None

Council Strategic Plan: *Action 93, Review our Public Performance Framework*

Equality and Socio-Economic Impacts:

Does the proposal support the Council's Equality Outcomes Yes

2021-25? Please specify.

What are the potential equality impacts as a result of this report?

Where individual performance has service redesign implications Equality impacts must be fully considered 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 design implications, they will require to consider Socio-Economic impact within the EQIA framework.

Climate Impacts:

Does the proposal support any Climate Plan actions? Please specify:

N/A

What are the potential climate impacts as a result of this proposal?

N/A

7.0 Recommendations

7.1 The Committee is asked to:

- Consider and comment on the report
- Note that due to the impact of COVID-19, some areas of relevant data are missing or incomplete.
- Agree in principle the embedding of the Outcome based indicators within the performance framework monitored by the Strategy and Performance Working Group. Note and agree in principle the suggested timescale for rolling review of the Outcome based indicators

Strategic Plan Performance Monitoring

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	2017	2018	2019	2020	ONS- Business Demography Office of Nat Stats
		3,100	3,065	3,465	2,795	
1.2	3- Year survival rate for newly born enterprises (%)	54.9%	51.0%	51.8%	51.6%	
1.3	Growth in research and development	2017	2018	2019	2020	SG Business Enterprise Research and Development Data
		76.8%	-6.8%	15.9%	-7.1%	
1.4	Expenditure per head on research and development by businesses	£324	£291	£347	Not reported in 2020 report	
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	2016	2017	2018	2019	ONS- Gross Disposable Household Income
		£15,781	£15,865	£16,150	£16,345	
1.6	Median Weekly earnings for full time employees	2018	2019	2020	2021	NOMIS: Annual Survey of Hours and Earnings
		£549.7	£566.9	£592.5	£627.0	
1.7	Employees median hourly pay full time and part time, excluding overtime	£12.46	£12.71	£13.86	£14.80	
More Glaswegians Are In Work or Training						
1.8	Economically inactive rate	2017	2018	2019	2020	NOMIS: Annual Population Survey
		30.1%	31.4%	29.3%	26.9%	
1.9	Economically inactive long-term sick.	28.7%	26.8%	27.3%	32.9%	
1.10	Working age population with degree level education	46.4%	45.9%	45.1%	51.7%	
1.11	Working age population with no qualifications	12.3%	14.4%	16.4%	12.5%	
Glasgow is Highly Rated for its Business Innovation and Digital Skills						
		2018	2019	2020	2021	

Outcome Measure		Outcome Indicator				Source
1.12	% of residential and non-residential addresses with next generation ultrafast broadband (>= 30Mbits/s)	58.9%	54.2%	63.7%	68.3%	OFCOM Connected Nations
1.13	% of registered businesses working within professional, scientific and technical activities	17.4%	16.8%	16.4%	15.8%	Scottish Government Statistics
1.14	% of employees working within professional, scientific and technical activities	8.9%	9.0%	9.4%	9.6%	
2. Strategic Plan Theme: A Vibrant City						
Glasgow is a World Class Destination for Tourism, Culture, Sport, Events and Heritage						
2.1	Cultural engagement by adults in the last twelve months by year	2016	2017	2018	2019	Scottish Household Survey
		89%	91%	90%	89%	
2.2	Number of Tourist Trips to Glasgow - millions	2.415	2.301	2.317	2.377	Visit Scotland Office for National Statistics
2.3	Spend of Tourist Trips to Glasgow - millions	£641	£647	£663	£715	Visit Scotland Office for National Statistics
2.4	Hotel Occupancy	80%	82%	81%	79%	Scottish Enterprise (2019 supplied by Invest Glasgow)
2.5	Number of Visitors to Glasgow: UK Market – millions	1.616	1.622	1.430	<u>1.685</u>	Visit Britain – Great Britain Tourism Survey
2.6	Spend of Visitors to Glasgow: UK Market – millions	£384	£389	£311	£393	
2.7	Number of visitors to Glasgow: International Market	659,000	787,000	837,000	<u>771,000</u>	Office for National Statistics

Outcome Measure		Outcome Indicator				Source
2.8	Spend of visitors to Glasgow: International Market – millions	£235	£319	£351	£381	
2.9	International Visits to UK Cities (ranking)	6th	6th	5th	6th	Tourism and Visitor Plan Dashboard
2.10	Number Day Visits to Glasgow – millions	20.86	20.42	18.67	19.10	Three year average Visit Britain – Great Britain Day Visitor Survey
2.11	Spend of Day Visits to Glasgow – millions	£912	£1,011	£947	£1,008	
Glaswegians are Active and Healthier						
2.12	Regular Smoker all Adults	2016	2017	2018	2019	Rolling four year aggregate (last one 2016-2019) Scottish Health Survey
		28%	30%	25%	23%	
2.13	Hazardous / Harmful Drinking:					
	Males	31%	30%	31%	30%	
	Females	15%	16%	15%	14%	
2.14	Prevalence of obesity all adults	25%	26%	28%	27%	
2.15	Prevalence of overweight including obesity all adults	60%	61%	62%	61%	
2.16	% of adults meeting physical activity recommendations	61%	61%	62%	62%	
2.17	Inactive adults – very low activity	25%	24%	22%	23%	
2.18	Satisfaction with sports and leisure centres	2017	2018	2019	2021	Glasgow Household Survey
		88%	88%	84%	82%	
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	2017	2018	2019	2021	Glasgow Household Survey
		95%	95%	97%	88%	
		2016	2017	2018	<u>2019</u>	

Outcome Measure		Outcome Indicator				Source
2.20	Cultural engagement by adults in the last twelve months by year	89%	91%	90%	89%	Scottish Household Survey
2.21	Frequency of visits made to the Outdoors Adults					
	One or more times a week	35%	34%	40%		
	At least once a month	27%	23%	26%		
	At least once a year	21%	30%	23%		
	Not at All	17%	13%	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: Literacy	2016/17	2017/18	2018/19	2020/21	Achievement of Curriculum for Excellence Levels not collected in 2019/20 due to COVID-19. In 2021 there was no secondary collection.
	Primary (P1, P4, P7 Combined) All Pupils	68.4%	68.8%	68.9%	65.5%	
	Primary (P1, P4, P7 Combined) Most Disadvantaged (Bottom 20% SIMD)	63.4%	63.8%	64.0%	60.1%	
	Primary (P1, P4, P7 Combined) Least Disadvantaged (Top 20% SIMD)	86.4%	84.1%	84.5%	85.2%	
	Secondary (S3, 3rd Level or better) All Pupils	83.5%	86.4%	83.4%	N/A	
	Secondary (S3, 3rd Level or better) Most Disadvantaged (Bottom 20% SIMD)	81.0%	83.2%	80.2%	N/A	
	Secondary (S3, 3rd Level or better) Least Disadvantaged (Top 20% SIMD)	87.7%	95.8%	94.5%	N/A	
3.2	Achievement of Curriculum for Excellence Levels: Numeracy	76.8%	77.8%	77.1%	73.4%	

Outcome Measure		Outcome Indicator				Source
	Primary (P1, P4, P7 Combined) All Pupils					
	Primary (P1, P4, P7 Combined) Most Disadvantaged (Bottom 20% SIMD)	73.5%	74.2%	73.4%	68.9%	
	Primary (P1, P4, P7 Combined) Least Disadvantaged (Top 20% SIMD)	91.6%	88.7%	88.2%	87.9%	
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: Numeracy cont	2016/17	2017/18	2018/19		
	Secondary (S3, 3 rd Level or better) All Pupils	85.8%	84.3%	86.0%		
	Secondary (S3, 3 rd Level or better) Most Disadvantaged (Bottom 20%SIMD)	83.1%	80.0%	83.7%		
	Secondary (S3, 3 rd Level or better) Least Disadvantaged (Top 20% SIMD)	95.3%	95.4%	96.2%		
3.3	Percentage of school leavers attaining SCOF Level 4 in Literacy & Numeracy	2016/17	2017/18	2018/19	2019/20	
	All Pupils	83.6%	85.4%	85.9%	83.7%	
	Most Disadvantaged (Bottom 20% SIMD)	80.5%	81.4%	82.4%	79.7%	

Outcome Measure		Outcome Indicator				Source
	Least Disadvantaged (Top 20% SIMD)	90.6%	93.3%	97.4%	94.4%	
3.4	Percentage of school leavers attaining SCQF Level 5 in Literacy & Numeracy					
	All Children	57.3%	63.6%	61.2%	60.3%	
	Most Disadvantaged (Bottom 20% SIMD)	49.2%	55.7%	54.4%	52.6%	
	Least Disadvantaged (Top 20% SIMD)	80.4%	87.8%	86.7%	84.1%	
3.5	Percentage of school leavers achieving 1 or more awards at SCQF Level 5 or above:					
	All Pupils	85.20%	85.6%	86.1%	84.1%	
	Most Disadvantaged (Bottom 20% SIMD)	81.8%	81.6%	82.9%	80.5%	
	Least Disadvantaged (Top 20% SIMD)	94.5%	95.7%	95.9%	95.3%	
3.6	Percentage of school leavers achieving 1 or more awards at SCQF Level 6 or above:					
	All Pupils	60.0%	64.4%	65.1%	64.7%	
	Most Disadvantaged	53.1%	56.4%	58.6%	57.5%	
	Least Disadvantaged (Top 20% SIMD)	84.0%	90.5%	87.0%	86.3%	

Outcome Measure		Outcome Indicator				Source
3.7	Levels of Attendance	2017/18	2018/19	2019/20	2020/21	
	Primary	93.3%	93.3%	93.2%	93.0%	
	Secondary	90.6%	90.6%	90.1%	91.7%	
	ASL	89.1%	89.4%	89.2%	90.3%	
3.8	Pupil Teacher Ratio	13:5	13:1	13.0	12.9	
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						
3.9	% of respondents who are fairly or very satisfied with schools	2017	2018	2019	<u>2021</u>	Glasgow Household Survey
	Nursery	86%	84%	85%	71%	
	Primary	83%	83%	82%	79%	
	Secondary	82%	74%	77%	71%	
3.10	% of pupils going on to a positive destination when they leave school.	2016/17	2017/18	2018/19	2019/20	Scottish Government school leaver initial destinations and attainment
		91.9%	92.3%	94.6%	92.8%	
3.11	% of 16-19 year olds participating in education, training or employment (12 month period)	88.2%	88.8%	89.2%	89.5%	Skills Development Scotland Annual Participation Measure
3.12	% of school leavers from 20% most deprived data zones in a positive destination	88.3%	90.3%	90.8%	93.9%	Education Services
Children and Young People Benefit from Early Intervention and Prevention Approaches						
3.13	% of children receiving 1140 hours of free childcare (2020)	2016/17	2017/18	2018/19	2019/20	Education Services November 2019, no further data was collected due to lockdown
		new	new	19%	62%	

Outcome Measure		Outcome Indicator				Source
3.14	% of pre-school centres receiving positive inspection reports	93.64%	92.73%	94.55%	95.76%	HMIE Care Inspectorate
Equality and Diversity is Recognised and Supported and Human Rights Supported						
3.15	Ethnic Minority Inactivity Rate (%)	2016	2017	2018		NOMIS: Annual Population Survey
		46.6	45.1%	48.3%		
3.16	Ethnic Minority Employment rate (%)	47.0%	50.7%	45.8%		NOMIS: Annual Population Survey
3.17	Number of Schools participating in the LGBT Schools Charter	2016/17	2017/18	2018/19	2019/20	Equalities Progress Report 2019
		5	15	18	20	
3.18	Number of Council employees who have undertaken mandatory on-line awareness raising session	1,301	2,190	4,008	TBC	
3.19	% of Elected members undertaking equality and diversity training within the four-year election period	n/av	84%	84%	84%	
4. Strategic Theme: A Healthier City						
Glasgow is Healthier						
4.1	% of adults who assess their health as very good or good	2014/15		2017/18		NHSGGC Health and Wellbeing Survey 2017/18 Glasgow City Report
		68%		73%		
4.2	% of adults meeting physical activity recommendations	2016	2017	2018	2019	Rolling four year aggregate (last one 2016-19)
		61%	61%	62%	62%	

Outcome Measure		Outcome Indicator				Source
4.3	% meeting guidelines on daily fruit and vegetable consumption	19%	21%	22%	25%	Scottish Health Survey
4.4	Life Expectancy at Birth	2017	2018	2019	2020	Two year aggregate
	Male	73.35	73.36	73.6	73.14	National Records of Scotland
	Female	78.73	78.66	78.5	78.28	
4.5	Alcohol Specific deaths (per 100,000 population)	2017	2018	2019	2020	Five year aggregate
		34.1	32.8	31.6	31.3	Scottish Public Health Observatory
Our Services are Focused on Prevention and Early Intervention						
4.6	Rate of emergency admissions per 100,000 population for adults	2017/18	2018/19	2019/20	2020	HSCP Annual Performance Reports
		12,910	13,091	12,747	11,234	
4.7	Drug related hospital stays per 100,000	2017	2018	2019	2020	Three year aggregate Scottish Public Health Observatory
		263.06	315.07	345.67	372.12	
4.8	Alcohol related hospital stays per 100,000	2017/18	2018/19	2019/20	2021/22	Scottish Public Health Observatory
		1,219.0	1,146.1	1,161.8	1,033.6	
4.9	Number of Individuals on Scottish Drug Misuse Database	2015/16	2016/17	2017/18	2018/19	Scottish Drug Misuse Database
		1,618	1,729	1,581	1,317	
4.10	% of service users who receive a reablement service following referral for a homecare service	2017/18	2018/19	2019/20	2020/21	HSCP Annual Performance Reports
		72.8%	75.8%	68.9%	70.9%	
4.11	Falls Prevention Service Impact: falls rate per 1,000 population aged 65+	30.7	30.5	27.5	25.3	
Citizens and Communities are More Self Reliant for Their Health and Wellbeing						
		2016	2017	2018	2019	

Outcome Measure		Outcome Indicator				Source
4.12	% of adults meeting physical activity recommendations	61%	61%	62%	62%	Rolling four year aggregate (last one 2016-19) Scottish Health Survey
4.13	% of adults meeting consumption of fruit and vegetable recommendations	19%	21%	22%	25%	Rolling four year aggregate (last one 2016-19) Scottish Health Survey
4.14	Proportion of social care funding allocated using direct payments or personalised managed budgets	2016/17	2017/18	2018/19	2019/20	Local Government Benchmarking Framework
		18.74%	21.1%	23.3%	11.5%	
4.15	% of service users with personalised services who receive their support as direct payment	2017/18	2018/19	2019/20	2020/21	HSCP Annual Performance Reports
		15%	15%	17%	19%	
Strategic Theme: A Healthier City continued						
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	2017/18	2019/20	Scottish Health and Care Experience Survey
		91%	92%	90%	89.7%	
4.17	Service users' health and care services seem to be well coordinated	79%	76%	77%	74.8%	
4.18	Service users are supported to live as independently as possible	84%	82%	82%	81.5%	
4.19	Rating of overall help, care or supported services	84%	81%	79%	78.9%	
4.20	% of carers who feel supported to continue in their caring role.	46%	40%	38%	35.8%	
4.22	Number of new carers identified	2017-18	2018-19	2019/20	2020/21	HSCP Annual Performance Reports
		1,942	1,984	1,932	1,928	

Outcome Measure		Outcome Indicator				Source
4.23	% of adults with intensive needs receiving care at home	2017	2018	2019	2020	
		57%	58%	59%	57%	
4.24	% of respondents who are fairly or very satisfied with the quality of the local health services.	2016	2017	2018	2019	Scottish Household Survey
		86%	87%	88%	86%	
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.	2016	2017	2018	2019	Scottish Public Health Observatory
		43.8%	46.8%	45%	40.3%	
5.2	% of respondents who are very or fairly satisfied with refuse collection services	2017	2018	2019	2021	Glasgow Household Survey
		78%	73%	69%	43%	
5.3	% of respondents who are either very or fairly satisfied with street cleaning within the city.	60%	57%	52%	43%	
5.4	Cleanliness - % of acceptable streets	2017/18	2018/19	2019/20	2020/21	NS Performance Data
		87.5%	86.7%	85.4%	82.5%	
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	2016-17	2017-18	2018-19	2019-20	
		-9.63%	-7.37%	-10.72	-14.53%	
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	2017/18	2018/19	2019-20	NS Performance Data
		1	1	4	1	
5.7	% of total household waste arising that is recycled	23.3%	26.5%	25.5%	27.94%	
5.8		2017	2018	2019	2021	

Outcome Measure		Outcome Indicator				Source
	% respondents satisfied with recycling collection	73%	69%	62%	54%	Glasgow Household Survey
5.9	Housing Conditions:	2011/13	2013/15	2015/17	2017/2019	Scottish Government- Housing Condition Survey
	% Dwellings that fail the Scottish Housing Standard for 'Energy Efficiency' criterion	33%	26%	23%	19%	
	% of Dwellings that fail the Scottish Housing Quality Standard "Modern Facilities and Services" criterion	20%	16%	11%	8%	
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	2017	2018	2019	Scottish Household Survey
		78%	72%	74%	79%	
5.11	Increased use of GCC electric vehicles – number of vehicles	2017/18	2018/19	2019/20	2020-21	NS Performance Data
		new	new	25	111	
Citizens Use Active Travel, Including Walking and Cycling						
5.12	In last four weeks, % of people engaging in at least 30 minutes of:	2016	2017	2018	2019	Scottish Household Survey
	Walking	59%	64%	65%	63%	
	Cycling	13%	12%	14%	11%	
5.13	% of roads in need of repair	2016	2017	2018	2019	Monitor the Road Condition Index
		30.8%	30.6%	29.3	28.9%	
5.14	% of respondents who cycle as a mode of transport around Glasgow	2016	2017	2018*	<u>2021</u>	Glasgow Household Survey *Travel to the city centre only ** Not reported in the 2019 or 2021 survey
	Regularly	8%	8%	6%*	N/A **	
	Most Often	2%	3%	3%*	N/A **	

Outcome Measure		Outcome Indicator				Source
5.15	% of respondents who walk as a mode of transport around Glasgow				N/A **	
	Regularly	55%	53%	20%*	N/A **	
	Most Often	21%	23%	9%*	N/A **	
6. Strategic Theme: Resilient and Empowered Neighbourhoods						
Citizens and Neighbourhoods Can Influence How Services are Developed and Budgets are Spent						
6.1	% of respondents who agreed with the statement 'I can influence decisions affecting my local area'	2016	2017	2018	2019	Scottish Household Survey
		31%	23%	20%	17%	
6.2	% of people who agree that the Council are good at listening to residents' views	27%	18%	21%	17%	
Strategic Theme: Resilient and Empowered Neighbourhoods continued						
Citizens Can Access Good Facilities, Jobs and Services Locally						
6.3	% of respondents who are fairly or very satisfied with the quality of Cultural & Leisure services	2017	2018	2019	<u>2021</u>	Glasgow Household Survey
	Museums and Galleries	96%	95%	97%	88%	
	Libraries	93%	93%	95%	75%	
	Sport and Leisure Centres	88%	88%	84%	82%	
6.4	% of respondents who are fairly or very satisfied with the quality of schools					
	Nursery	86%	84%	85%	71%	
	Primary	83%	83%	82%	79%	
	Secondary	82%	74%	77%	71%	
6.5	% of respondents who are fairly or very satisfied with the quality of Local Community centres	78%	81%	66%	66%	

Outcome Measure		Outcome Indicator				Source
6.6	% of respondents who agree that the council is addressing the key areas affecting quality of life in their local area	39%	37%	33%	34%	
6.7	Overall Satisfaction with the Services provided by the Council Family	72%	65%	67%	<u>47%</u>	
6.8	Unemployment Rate (%)	2017/18	2018/19	2019/20	2020/21	NOMIS – Unemployment rate data
		5.8%	5.5%	5.5%	<u>5.6%</u>	
6.9	Job Density – No. Jobs per Resident Aged 16-64	2017	2018	2019	2020	NOMIS – Job Density Data
		1.05	1.06	1.04	1.04	
Citizens' Satisfaction With Services is Maintained or Improved						
6.10	Overall Satisfaction with the Services provided by the Council Family	2017	2018	2019	<u>2021</u>	Glasgow Household Survey
		72%	65%	67%	47%	
6.11	% of respondents who agree that the council provides high quality services	51%	48%	47%	38%	
6.12	% of respondents who agree that the Council gives residents value for money	42%	46%	40%	<u>33%</u>	
6.13	Complaints data – total number of complaints received	2017/18	2018/19	<u>2019/20</u>	2020/21	CBS Complaints data
		11,088	9,280	9,850	6,097	
6.14	Complaints upheld or partially upheld	2017/18	2018/19	<u>2019/20</u>	2020/21	CBS Complaints data
		67%	71%	73%	62%	
6.15	Proportion of barrier free homes in Glasgow – dwellings with adaptations	2013/15	2014/16	2015/17	2018/21	Scottish Housing Conditions Survey
		22%	20%	22%	22%	

Outcome Measure		Outcome Indicator				Source
6.16	Homes with children that failed the Scottish Housing Quality Standard (%)	43.6%	42.4%	39%		Scottish Public Health Observatory No more recent data available
6.17	% of applicants assessed as homeless or threatened with homelessness	2016/17	2017/18	2019/20	2020/21	Scottish Government, Operation of the Homeless Persons Legislation in Scotland
		81%	80%	84%	83%	
Strategic Theme: Resilient and Empowered Neighbourhoods continued						
Citizens' Satisfaction With Services is Maintained or Improved continued						
6.18	Number of new build homes	2015-16	2016-17	2017-18		SG Affordable Homes Data Set
		1,115	1,481	1,347		
6.19	Numbers of new homes meeting the Glasgow Standard	2017	2018	2019		DRS Performance Monitoring
		n/a	100%	100%		
6.20	% of adult responders currently on a housing list	2016	2017	2018	<u>2019</u>	Scottish Household Survey
		4%	5%	5%	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".	2017	2018	2019	2021	Glasgow Household Survey
		42%	41%	43%	52%	
7.2	% of respondents who agree with the statement: "I trust Glasgow City Council".	48%	46%	47%	42%	
7.3	% of responders who agree with the statement: "The Council is good at letting people know how well it is performing".	32%	32%	29%	21%	
Citizens Are More Involved In Local, And City Wide Decision Making						
7.4		2017	2018	2019	2021	

Outcome Measure		Outcome Indicator				Source
	% of responders who agree with the statement: 'The Council rarely takes residents views into account when making decisions that affect them'.	40%	38%	41%	43%	Glasgow Household Survey
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'	53%	49%	52%	68%	
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	2017	2018	2019	2021	Glasgow Household Survey
		48%	46%	43%	40%	
7.7	% of responders who agree with the statement : 'The Council rarely takes residents views into account when making decisions that affect them'.	40%	38%	41%	43%	
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	2017	2018	2019	2021	Glasgow Household Survey
		48%	46%	43%	40%	
7.9	% of responders who agree that the council has an important impact on the quality of local life in Glasgow	79%	71%	74%	80%	

Outcome Measure		Outcome Indicator				Source
7.10	% of responders who agree that the council is addressing the key issues affecting quality of life in local areas	39%	37%	38%	34%	