

Glasgow City Council

Local Scrutiny Plan

2016/17



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Introduction

1. This local scrutiny plan sets out scrutiny activity planned to take place in Glasgow City Council during 2016/17. The plan is based on a shared risk assessment undertaken by a local area network (LAN), comprising representatives of all the scrutiny bodies who engage with the council. The shared risk assessment process draws upon a range of evidence with the aim of determining any scrutiny activity required and focusing this in the most proportionate way.
2. This plan does not identify or address all risks in the council. It covers only those risk areas that the LAN has identified as requiring scrutiny, or where scrutiny is planned as part of a national programme. Planned scrutiny activity across all councils in Scotland informs the National Scrutiny Plan for 2016/17, which is available on the Audit Scotland website.

Scrutiny work undertaken

Local Scrutiny Plan 2015/16

3. The 2015/16 local scrutiny plan for Glasgow City Council identified nine pieces of scrutiny which were planned to be carried out at the council during the year to 31 March 2016. An update on the outcome of this work is :
 - i **Audit Scotland:** the result of our review of the controls over the payment to external providers of Social Work Services was reported to the meeting of the council's Finance and Audit Scrutiny Committee of 19 August 2015. Our overall conclusion was that procedures for the approval of invoices for payment were adequately controlled. Three performance audits covering local government were planned for 2015/16 relating to health and social care integration, social care and a follow up review of roads maintenance. The report on health and social care integration was published on 3 December 2015 and made no reference to Glasgow City Council. The reviews of social care and the follow up of roads maintenance are ongoing and are scheduled to be published in June 2016. A further report on the changing models of health and social care was published in March 2016.

The follow-up of progress against the improvement agenda set out in the April 2014 Community Planning Partnership audit was included in our 2014/15 Annual Audit Plan presented to the Executive Committee on 24 September 2015. This found that the

Community Planning Partnership has continued to make progress against the agreed improvements.

- ii. **Care Inspectorate:** the final report on the joint thematic review of multi-agency public protection arrangements (MAPPA) was published on 26 November 2015. The review involved a range of inspection activities undertaken in all Strategic Oversight Group areas. These groups include representation from all local authorities, Police Scotland, NHS and the Scottish Prison Service as responsible authorities for the MAPPA process.

The Care Inspectorate and Healthcare Improvement Scotland's report of their joint inspection of health and social work services for older people was published in August 2015. Of the grades assigned to the nine quality indicators reviewed, four were reported as good and five as adequate.

- iii. **Education Scotland:** the report on the review of the quality of careers information advice and guidance services delivered by Skills Development Scotland in Glasgow was published on 4 December 2015. The planned validated self-evaluation of education psychology services within the council is now scheduled for March 2016.
4. **Scottish Housing Regulator (SHR):** the SHR has had ongoing engagement with the council and representatives of service users to monitor the council's progress against the agreed improvement plan relating to homelessness services. Further scrutiny by the SHR in this area is to continue. There were no thematic inquiries carried out by the SHR in 2015/16 which covered the council.

Planned scrutiny activity

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5. The LAN has identified the need to carry out specific scrutiny within the council's Homelessness Service. The council continues to fail to always deliver its statutory duty to homeless households. Whilst the council had developed an improvement plan, improved outcomes for service users have not yet been delivered. The council recognises this and has recently revised its improvement plan and has developed an accountability framework which contains performance targets. It is working with a range of stakeholders to deliver the plan. SHR will continue to engage closely with the council to monitor the delivery of the improvement plan and the achievement of targets and timescales. This will include scrutiny of the Housing Access Team and the Central Section 5 Team to obtain assurance about the effective operation of the council's Housing Access Initiative. SHR will continue regular meetings with the council and representatives of service users and will require the council to provide performance information on progress towards its accountability framework and evidence of improved outcomes for service users.
6. Late in 2015 SHR established that the council has let a small number of residential properties (approximately 30, held by Education Services and Land and Environmental

Services) that it owns, under Scottish Secure Tenancies. As such it is a social landlord, and the provisions of the Scottish Social Housing Charter and Scottish Housing Quality Standard (SHQS) apply to the tenants and properties concerned. The council has failed to submit an Annual Return on the Charter to SHR in 2015. The council accepts the failure identified and plans to: comprehensively survey all of the properties concerned; carry out a programme of repairs and improvements needed to bring the properties up to the SHQS; put in place the necessary arrangements to ensure its tenants enjoy the standard and outcomes promoted in the Scottish Social Housing Charter; and submit to the Scottish Housing Regulator an Annual Return on the Charter in 2016.

7. In addition the LAN considered that the following areas require ongoing oversight and monitoring :
 - Financial sustainability. The council is facing significant financial pressures and has agreed a very challenging transformation programme aimed at delivering savings currently estimated to be in the region of £130 million over the two years 2016/17 and 2017/18.
 - Workforce planning and management. The council has identified that within the total savings target £45 million relate to staffing costs. This is reported as being equivalent to a reduction in the workforce of 1,500 full time equivalent employees across the council and its Arm's Length External Organisations. Further staff reductions are likely to increase pressure on staff workloads and will require careful management and planning.
 - Asset management. Making best use of the council's asset portfolio will play a very important role in the successful delivery of the council's Transformation Strategy. It is essential that progress continues at the individual asset class level and that asset management plans are developed which are based on accurate data on asset use and condition, include performance measures and which can inform future investment decisions to meet service needs.
8. Audit Scotland will continue to monitor developments in the above areas through the 2015/16 annual audit process.

Other scrutiny

9. As shown in [Appendix 1](#), the council will be subject to a range of risk based and nationally driven scrutiny activity during 2016/17. For some of their scrutiny activity in 2016/17, scrutiny bodies have still to determine their work programmes and which specific council areas they will cover. Where a council is to be involved, the relevant scrutiny body will confirm this with the council and the appropriate LAN lead.
10. Audit Scotland plans to undertake performance audits in three areas covering local government during 2016/17. It will complete a performance audit of early learning and childcare and a follow-up audit of self-directed support. Audit Scotland will also review

aspects of equal pay and is currently developing the focus and outputs of this work. Any engagement with councils is still to be determined. Details of future audit work are available on Audit Scotland's [website](#).

11. The Scottish Government has confirmed in its funding letters to Alcohol and Drugs Partnerships (ADPs) that the Care Inspectorate will undertake Validated Self-Evaluation (VSE) activity with Alcohol and Drug Partnerships. The purpose of this activity is to support the validation of ADP and services' self-assessment of local implementation and service compliance with the Quality Principles: Standard Expectations of Care and Support in Drug & Alcohol Services. The findings from this validation work will be reviewed by the Scottish Government to consider and inform the future programme of national support that will further encourage and support delivery of continued improvements at ADP and service level. It is anticipated that all 30 ADPs will participate. On site activity is likely to commence in March 2016 with a national overview report completed by the end of 2016. The Care Inspectorate will also provide brief, customised feedback to each ADP in order to help build their capacity for self-evaluation.
12. The Scottish Housing Regulator (SHR) will publish the findings of its thematic inquiry work completed during 2015/16. It will carry out further thematic inquiries during 2016/17. SHR will also review the Charter data submitted by landlords and carry out data accuracy visits during the second quarter of 2016/17. If the council is to be involved in a thematic inquiry or a data accuracy visit SHR will confirm this directly with the council and the LAN lead.
13. Individual audit and inspection agencies will continue to monitor developments in key areas of council activity and will provide support and challenge as appropriate. This will help to inform future assessment of scrutiny risk. In addition to specific work shown in [Appendix 1](#), routine, scheduled audit and inspection work will take place through the annual audit process and the ongoing inspection of school and care establishments by Education Scotland and the Care Inspectorate respectively.
14. The Care Inspectorate will work together with partner scrutiny bodies to continue to deliver a coordinated programme of joint scrutiny of Community Planning Partnerships and integration joint boards. Partner agencies are reviewing the methodology for joint inspections of adult services. As well as joint strategic scrutiny programmes, the Care Inspectorate will also be reviewing its approach to strategic commissioning, reviewing the validated self-assessment of Alcohol and Drug Partnerships and undertaking a variety of thematic programmes of work.
15. The Care Inspectorate is planning to carry out a joint strategic inspection with Healthcare Improvement Scotland, Education Scotland and Her Majesty's Inspectorate of Constabulary in Scotland (HMICS) of children's services within the council. This is currently planned to take place over November 2016 to January 2017 but may be subject to change. Any revisions to this strategic inspection will be intimated to the council by the Care Inspectorate.

16. HMICS will continue to inspect local policing across Scotland during 2016/17 as part of its rolling work programme. These inspections will examine, amongst other things, local scrutiny and engagement between Police Scotland and councils. HMICS will identify and notify LANs and the local Policing Divisions to be inspected approximately three months prior to inspection.

May 2016

Appendix 1: Scrutiny plan

Scrutiny body	Scrutiny activity	Date
Audit Scotland	Review of changing models of health and social care	January to March 2016
	Scotland's Public Sector Workforce – follow-up audit	June 2016
	Performance audits planned in the following areas: <ul style="list-style-type: none"> • early learning and childcare • follow-up of self-directed support • equal pay 	Fieldwork councils and dates to be confirmed
Care Inspectorate	Validated Self-evaluation activity with Alcohol and Drug Partnerships	March 2016
	Joint Strategic Inspection of Children's Services	November 2016 to January 2017
Education Scotland	Validated self-evaluation of education psychology services within the council.	March 2016
Her Majesty's Inspectorate of Constabulary (HMICS)	Local policing inspection	Selection of councils and dates yet to be confirmed
Her Majesty's Fire Service Inspectorate (HMFSI)	Local based inspection which will examine, amongst other things, local scrutiny and engagement between the Scottish Fire and Rescue Service and the council.	Winter 2016
Scottish Housing Regulator (SHR)	SHR will carry out scrutiny of the Housing Access Team and the Central Section 5 Team to obtain assurance about the effective operation of the council's Housing Access Initiative. SHR will continue regular meetings with the council and representatives of service users and will require the council to provide performance information on progress towards its accountability framework and evidence of improved outcomes for service users	Ongoing
	SHR will engage with the council to ensure it progresses its proposed measures to comply with the provisions of the Scottish Social Housing Charter and the Scottish Housing Quality Standards. This will include regular monitoring of the council's progress with its proposed improvement actions and pursuit of assurance and evidence that these actions have been effective in	Ongoing

	addressing the identified weaknesses.	
	SHR will publish the findings of its thematic inquiry work completed during 2015-16. It will carry out further thematic inquiries during 2016-17.	To be confirmed If the council is to be involved in a thematic inquiry, SHR will confirm this directly with the council.
	SHR will review the Charter data submitted by landlords and carry out data accuracy visits.	Second quarter of 2016/17. If the council is to be involved in a data accuracy visit, SHR will confirm this directly with the council.

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**A summary of local government
strategic scrutiny activity**

This report is available in PDF and RTF formats,
along with a podcast summary at:

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