

# Glasgow City Council

## Local Scrutiny Plan

2018/19



April 2018

# Glasgow City Council

## Local Scrutiny Plan – April 2018 to March 2019

### Introduction

1. This local scrutiny plan sets out any scrutiny risks identified by the local area network (LAN), proposed scrutiny responses and expected scrutiny activity for Glasgow City Council during the financial year 2018/19.
2. The scrutiny risks and responses are 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 on a range of evidence with the aim of determining any scrutiny risks in the council and the Integration Joint Board (IJB).
3. Expected scrutiny activity across all councils in Scotland informs the National Scrutiny Plan for 2018/19, which is available on the Audit Scotland [website](#).

### Scrutiny risks

4. The 2018/19 shared risk assessment process has not identified any additional risk areas where specific scrutiny is required, other than that which is nationally directed or part of ongoing work programmes by scrutiny bodies. However, the following areas were identified by the LAN as requiring oversight and monitoring.
5. **Financial sustainability:** The council continues to face significant financial challenges, illustrated by the projected savings of £200 million required over the five year period 2018/19 to 2022/23. The council has acknowledged equal pay obligations in relation to pay protection arrangements, and is also in discussion with claimants and representatives around other equal pay claims arising from the council's job evaluation scheme. Settlement of these obligations and claims will put increased pressure on the council in delivering savings without adversely affecting the level and quality of service provision. We will consider and report on council's progress in managing its five year funding gap in both our annual audit report and the Best Value Assurance Report planned for 2018.
6. **Housing and homelessness:** The Scottish Housing Regulator has previously identified concerns around the council's homelessness service including its ongoing failure to discharge its statutory obligations to significant numbers of people who are homeless. During 2017/18, the SHR has continued to engage intensively with the council, including receiving monthly performance reports and quarterly meetings with senior officers. SHR also examined the end to end process used to refer homeless households for settled accommodation through the Housing Access Initiative. There is evidence of commitment by the council and its partners

and they have made some important improvements to the process. However SHR are reporting there are significant inefficiencies and bottlenecks within the council's process. Currently, not all people who are homeless are getting appropriate outcomes quickly. Many wait for a long time to get a home and some have lengthy stays in temporary accommodation. The council loses contact with significant numbers of people during the process to secure them a home.

7. The SHR will publish a report on the findings from its review of the process used to secure accommodation for people who are homeless. It will discuss its findings with the council during Q1 and use these to inform its continued scrutiny of the council during 2018/19.
8. The council has made limited progress towards addressing the weaknesses relating to its landlord services identified in its 2016/17 Local Scrutiny Plan. The SHR will therefore continue to engage with the council about this during 2018/19.
9. The following areas, while not identifying any scrutiny risk, summarise the ongoing work with the link inspector at Education Scotland and the Care Inspectorate respectively.
10. **Education and Children's services:** The quality of strategic leadership and governance of education continues to be very good. The council performs well in almost all aspects of scrutiny and the outcomes for children and young people continue to improve. The council is working effectively to begin to close the poverty related attainment gap. There have been a few concerns about how well the authority knows some of its many schools and Education Services is continuing to review its approaches to quality improvement of education.
11. Overall there are no concerns raised about Glasgow City Council's educational provision therefore there will be no additional scrutiny in 2018/19 beyond the general inspection programme.
12. **Social care services:** Overall there are no significant concerns about the delivery and performance of social work services. The joint inspection of children's services, published in May 2017, highlighted that partners in Glasgow demonstrated a strong performance in improving the wellbeing of children and young people and showed a range of improving trends as a result of prevention and early intervention. The council continues to make progress in addressing delayed hospital discharges through its ability to deliver care at home quickly. Progress has also been made with the creation of the community justice partnership, and actions identified to address funding pressures in the delivery of services. Consequently, no additional scrutiny is planned beyond the general inspection programme and the nationally directed programme.

## Scrutiny activity

13. Any expected scrutiny activity between April 2018 and March 2019 is shown in Appendix 1. For some of their scrutiny activity in 2018/19, scrutiny bodies are 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.

14. 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. The outcomes of this work will help to inform future assessment of scrutiny risk.
15. The Accounts Commission agreed the overall framework for a new approach to auditing Best Value in June 2016. Best Value will be assessed over the five year appointment, as part of the annual audit work. In addition a Best Value Assurance Report (BVAR) for each council will be considered by the Accounts Commission at least once in this five year period. The current BVAR programme includes publication of a report for Glasgow City Council in 2018. The scope of this work has been discussed with the council, and fieldwork commenced in February 2018. The BVAR for the council is due to be considered by the Accounts Commission in August 2018.
16. Audit Scotland also plans to undertake performance audit work in a range of areas covering local government during 2018/19. These include City Deals, health and social care integration: progress update, and children and young people's mental health services. In addition, Audit Scotland will publish the findings of a performance audit relating to Arms Length External Organisations (ALEOs). Any engagement with individual councils is still to be determined. Details of future audit work are available on the Audit Scotland [website](#).
17. SHR may carry out thematic inquiries during 2018/19 or it may carry out survey or on-site work to follow up on published thematic reports. SHR will also review the Scottish Social Housing Charter data submitted by landlords and carry out data accuracy visits during the second quarter of 2018/19. Where councils are to be involved in a thematic inquiry, any follow up work to a published thematic inquiry, or a data accuracy visit, the SHR will confirm this directly with the council and the LAN lead.
18. During 2018/19, the Care Inspectorate and Healthcare Improvement Scotland will carry out joint inspections at three Health and Social Care Partnerships to assess and report on effectiveness of integration authorities' strategic planning of services for adults. They will also carry out a thematic review of self directed support (SDS) in up to six council areas across Scotland, to identify factors which support effective implementation of SDS and barriers which require to be overcome. They will provide feedback on each area and publish an overview report which will be disseminated more widely, with the expectation that all areas will then use these findings to evaluate their own practice and make improvements where necessary. No work is currently planned for 2018/19 in Glasgow City Council on either of these areas of scrutiny.

19. From April 2018, Scottish ministers have asked the Care Inspectorate to lead another programme of joint inspections of service for children and young people, with scrutiny partners Education Scotland, Healthcare Improvement Scotland and Her Majesty's Inspectorate of Constabulary in Scotland. They have asked partners to provide assurance about how community planning partners are protecting and meet the needs of children and young people who have experienced, or at risk of, abuse and neglect, and how they are working together to improve outcomes for children and young people who are subject to corporate parenting requirements. It was agreed with ministers that, for the duration of this programme of inspections, the inspectorate will incorporate an area of specific enquiry each year, with the aim of identifying key lessons and best practice which all partnerships could use to support their own continuous improvement. An overview report will be published at the end of each year. The Care Inspectorate will inform the council if Glasgow City Council is selected as one of the five joint inspections in 2018/19.
20. During 2018/19, Her Majesty's Inspectorate of Constabulary in Scotland (HMICS) will be undertaking a local inspection of G Division, which covers the geographical area of Glasgow City Council, along with East Dunbartonshire and East Renfrewshire. HMICS intend to engage with chief executives and elected members as part of this review.

March 2018

**Appendix: Scrutiny activity**

Scrutiny body	Scrutiny activity	Date
Audit Scotland (as external auditor)	Best Value Assurance Report	Jan-Aug 2018
Audit Scotland	Audit Scotland plans to undertake performance audit work on City Deals, Health and social care integration, and Children and young people's mental health services.  The findings of a performance audit of Arms Length External Organisations (ALEOs) will be published in Spring 2018.	Dates to be determined.
Care Inspectorate (CI)	Joint inspections (with scrutiny partners Education Scotland, Healthcare Improvement Scotland and Her Majesty's Inspectorate of Constabulary in Scotland) of service for children and young people.	CI to inform council if selected for inspection in 2018/19.
	Thematic review of self-directed support.	CI to inform council if selected for inspection in 2018/19.
Education Scotland (ES)	Education Scotland, in partnership with Audit Scotland, will undertake a strategic inspection of the progress the Education Authority is making in improving learning, raising attainment and closing the poverty related attainment gap.	TBC
	Education Scotland will undertake a strategic inspection of community learning and development	TBC
Scottish Housing Regulator (SHR)	The Scottish Housing Regulator (SHR) may carry out thematic inquiries during 2018/19 or it may carry out survey or on-site work to follow up on published thematic reports. The SHR will also review the Scottish Social Housing Charter data submitted by landlords and carry out data accuracy visits during the second quarter of 2018/19. Where councils are to be involved in a thematic inquiry, any follow-up work to a published thematic inquiry, or a data accuracy visit, the SHR will confirm this directly with the council and the LAN lead.	Q2 2018/19.

	SHR will monitor the council's progress in addressing the housing and homelessness service weaknesses identified in this plan.	Ongoing
Her Majesty's Inspectorate of Constabulary in Scotland (HMICS)	HMICS will undertake a local inspection of G Division, which covers the geographical area of Glasgow City Council, along with East Dunbartonshire and East Renfrewshire.	Timing TBC

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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:  
[www.audit-scotland.gov.uk](http://www.audit-scotland.gov.uk) 

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