

# **Glasgow's Single Outcome Agreement Annual Progress Report 2010/11**



**September 2011**

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## **Introduction**

In 2008, the Scottish Government introduced a requirement for Scottish Councils to produce a Single Outcome Agreement, which was to be developed and agreed in conjunction with Community Planning Partners. The introduction of Single Outcome Agreements was linked to the national Concordat. The Concordat removed much of the 'ring fenced' funding restrictions that were in place, creating greater flexibility in local government spending and a focus on local priorities. Each SOA was required to set out the priority outcomes for the local area and how these contribute to the 15 national outcomes set by the Scottish Government. (More information on the national outcomes can be found on the [Scotland Performs](#) website).

Glasgow's Community Planning Partnership (CPP) consists of Glasgow City Council, NHS Greater Glasgow and Clyde, Strathclyde Police, Strathclyde Fire and Rescue, Glasgow Housing Association and the Glasgow Chamber of Commerce.

Glasgow's first SOA was formally signed in July 2008 and a second version in 2009. Both documents set out 24 local outcomes, and aligned these to the 15 national outcomes. No revision was required for 2010, but in line with Scottish Government advice, Glasgow's CPP reviewed and revised the set of measures used to monitor SOA progress to strengthen the focus on outcome delivery and align them with the performance management frameworks of the CPP partners. This review reduced the number of indicators significantly from the 219 contained in the first iteration of the SOA, to 74 (132 including indicator sub parts). The majority of the indicators are now longer term and outcome focused. Successful long term outcomes are however reliant on interdependencies between strategies and approaches and many indicators can demonstrate progress towards more than one outcome. For the purposes of this report, progress has been reported under the most appropriate indicator. **This report is based on the revised indicator set and details the progress that the Glasgow CPP has made during April 2010 to March 2011.**

Overall, the report presents a positive picture of what the CPP has achieved over the last 12 months, with 79 (79%) of the 99 indicators which have been RAG rated (red, amber, green) within the report being on target, or close to their target. We have seen positive improvement in a number of areas, including a reduction in the number of benefit claimants, improvement in all areas of educational attainment, and reductions in drug and alcohol related deaths, under-age pregnancies, some crime rates including anti-social behaviour and fires in domestic dwellings. However, we have also seen less positive trends in some areas, include economic and business activities, social activities such as the use of museums, libraries and sports and leisure facilities, and recycling, air quality and energy use.

The information reported suggests that progress has continued to be mixed during 2010/11 in some aspects. Progress in relation to the economy-related outcomes has been limited and the current recession's impact on public spending, levels of unemployment and reductions in trade have all had a severe effect on public services and are likely to continue to impact until 2014 and beyond. The Council and its partners continue to face unprecedented financial challenges and budget constraints and as a result, some of the anticipated outcomes may now be optimistic.

However, it should be noted that because of the collection cycles and the time periods over which some of the data is collected, we have not been able to use the most current data in some cases, which may affect the rating of some indicators when new data becomes available.

The Community Planning Partnership is committed to delivering against the national and local outcomes and will continue to set stretching targets within the context of the national public sector environment.

## **Report Format**

The following report provides a more detailed picture of the city's performance set in the context of the national and local outcomes. At the start of the report, tables are provided to show the connections between the Community Planning themes (working, learning, healthy, safe and vibrant), the 15 national outcomes and the 24 local outcomes. Outcomes are often interdependent and progress in one area is often strongly linked to progress elsewhere. For example, reducing the level of violent crime and incidents linked to alcohol abuse has clear links to health and the economy. Likewise, people's perception of crime plays a key role in the vibrancy of the city.

Under each theme, there is a brief statement on the overall progress that the Community Planning Partnership has made in relation to the national outcomes. This is followed by more detailed information linked to the local outcomes and the individual indicators which are aligned to the national and local outcomes. Each section is completed by the detailed tables showing the most recent performance information that is available for the indicators used to monitor local outcome progress, along with the target, progress status and where appropriate, some contextual information.

Some of the indicators presented are compiled by government departments or other agencies. Some are subject to a significant level of calculation and refinement, or are based on annual survey work, which requires to be analysed before publication. Because of this, some of the indicator data 'lags' behind the period in which it is being presented. This lag may be between 12 and 24 months, and in a few instances, as much as 36 months between the period in which the data was collected and the period in which it is being reported. Additionally, data may be collected over different time periods, or at a specific point in time. Some data is collected on a financial year cycle (April-March), some on a calendar year (January – December) and some at a specific point in time each year as part of an annual survey process. The headline period shown in the tables represents the financial year (e.g. 2009/10). Where the collection period is different, and/or, the most current data 'lags' behind, we have tried to show the collection cycle and data year in brackets beside the data itself.

In line with council policy, each indicator has been RAG rated (red, amber, green). The RAG rating has been applied based on the most recent reported performance compared to the baseline, although the overall trend may also be considered. Some of the indicators have more than one element and where appropriate, this will be rated independently. Where the table indicates that there is not enough data to provide a rating (i.e. there is only one years worth of data) a rating will not normally be applied.

Indicators that are above target, on target or within 2.49% of target will be rated green. Indicators where the performance is between 2.5% and 5% below target will be rated amber and indicators more than 5% below target will be rated red. Community Planning partners may use a different methodology when reporting performance information locally.

## SOA Themes aligned with the national and local outcomes

Theme	National Outcomes (15)	Glasgow's Local Outcomes (24)
Working	1. We live in a Scotland that is most attractive place for doing business in Europe.	11. Improve the attractiveness of Glasgow as a place to live, invest, work & visit. 24. Improve Glasgow's physical environment & infrastructure.
	2. We realise our full economic potential with more & better employment opportunities.	7. Increase the number of jobs in Glasgow. 8. Increase the proportion of better paid & more productive jobs. 9. Increase the proportion of Glasgow residents in work. 10. Increase the performance & volume of business carried out in Glasgow.
Learning	3. We are better educated, more skilled & more successful, renowned for our research & innovation.	20. Improve the literacy & numeracy levels of the population. 22. Improve skills for employment.
	4. Our young people are successful learners, confident individuals, effective contributors & responsible citizens.	21. Improve educational attainment & achievement of all children & young people.
	5. Our children have the best start in life & are ready to succeed.	18. Increase the proportion of parents who are capable, responsible & supported. 23. Improve residents' aspirations, confidence, decision making capacity & involvement in community life.
Healthy	6. We live longer, healthier lives.	3. Reduce the public acceptance & incidence of over-consumption of alcohol & its subsequent negative impacts. 12. Increase the proportion of the population with a healthy BMI. 13. Increase the proportion of residents involved in physical activity. 16. Reduce the harm caused by drug addiction. 19. Reduce the proportion of residents who smoke.
	7. We have tackled the significant inequalities in Scottish society.	1. Reduce the level of violent crime, including gender-based & domestic violence. 15. Reduce the difference in life expectancy between the most affluent & most disadvantaged residents. 23. Improve residents' aspirations, confidence, decision making capacity & involvement in community life.
	8. We have improved the life chances for children, young people & families at risk.	14. Improve children's diets. 17. Reduce the proportion of children in poverty. 18. Increase the proportion of parents who are capable, responsible & supported.
Safe	9. We live our lives safe from crime, disorder & danger.	1. Reduce the level of violent crime, including gender-based & domestic violence. 2. Reduce injuries as a result of road traffic incidents, fires & incidents in the home. 5. Reduce the involvement of young people in crime & as victims of crime & accidents. 6. Reduce the fear of crime.

Theme	National Outcomes (15)	Glasgow's Local Outcomes (24)
Vibrant	10. We live in well-designed, sustainable places, where we are able to access the amenities & services we need.	11. Improve the attractiveness of Glasgow as a place to live, invest, work & visit. 24. Improve Glasgow's physical environment & infrastructure.
	11. We have strong resilient & supportive communities, where people take responsibility for their own actions & how they affect others.	4. Reduce the impact & incidence of anti-social behaviour. 24. Improve Glasgow's physical environment & infrastructure.
	12. We value & enjoy our built & natural environment & protect it & enhance for future generations.	11. Improve the attractiveness of Glasgow as a place to live, invest, work & visit. 24. Improve Glasgow's physical environment & infrastructure.
	13. We take pride in a strong, fair & inclusive national identity.	23. Improve residents' aspirations, confidence, decision making capacity & involvement in community life.
	14. We reduce the local & global impact of our consumption & production.	11. Improve the attractiveness of Glasgow as a place to live, invest, work & visit. 24. Improve Glasgow's physical environment & infrastructure.
	15. Our public services are high quality, continually improving, efficient & responsive to local people's needs.	11. Improve the attractiveness of Glasgow as a place to live, invest, work & visit

## Working

<i>National Outcome 1</i>	We live in a Scotland that is the most attractive place for doing business in Europe
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### Overall progress in improving the delivery of the national outcome

The global recession has continued to have an impact on public spending in Glasgow, Scotland and across the UK. Although current year (2010-2011) information is not yet available for the indicators linked to these outcomes, other information about the economy and new (previous year) indicator information that is available, suggests that improvement in many of the measures used to measure the delivery of the economy-related outcomes have slowed, or fallen back against the previous position. To help address the impact of the economic environment, the city's Step Change economic strategy has been revised in relation to a number of economic and labour market targets.

### Local Outcomes

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Improve the attractiveness of Glasgow as a place to Live, invest, work and visit (LO11)	Improve Glasgow's physical environment and infrastructure (LO24)
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### Overall progress in improving the delivery of the local outcomes

The population of the city can be seen as an indication of whether the economic and social factors present make the city an attractive place for investment and to work, visit and live in. The population of the city has increased by approximately 10,900 between 2007 and 2010, which largely mirrors the overall population growth for Scotland, as Glasgow's percentage share of the national population has remained stable during this period. This picture is also reflected in the population figures for the Clyde Valley area which has stabilised at just over 1.7m.

Investment in large scale projects within the city has also continued, ensuring that commitments made prior to the recession are fulfilled and to help ensure that the city is well placed to take advantage of future economic recovery and growth. Large infrastructure projects such as the Commonwealth Games transport improvements and the Game Village and facilities continue to be delivered. These developments include the Tollcross International Aquatics Centre, Scotstoun Athletics Stadium, the National Indoor Arena and Velodrome, hockey facilities at Glasgow Green and the creation of a mountain bike circuit in Cathkin Braes Country Park. The East End Regeneration Route is a new road in the East End of Glasgow, which will bring development and employment opportunities to this area of the city and is a key piece of infrastructure associated with Clyde Gateway regeneration and the Commonwealth Games. The new road will provide an urban corridor that provides an alternative route linking the M74 to the M8. The first phase is complete and the second phase is scheduled to be completed in April 2012. The completion of the M74, which provided the southeast of the city with access to the motorway system, took place on 28 June 2011, some 8 months ahead of target. The new five-mile stretch of road links the M74 motorway from Fullarton Road Junction, near Carmyle, to the M8 motorway west of the Kingston Bridge. By improving a key








transport link in the west of Scotland, the motorway will increase access to jobs and opportunities, improve journey times, and reduce traffic congestion in the city, aiding economic growth. These improvements will all help to ensure that the city is well-placed to recover from the economic downturn, ensure a lasting legacy from the Commonwealth Games, and continues to develop as a world-class destination.



Tourism expenditure data for 2010 is not yet available. However, the methodology used to calculate tourism expenditure changed in 2009, negating any meaningful comparison with the previously published indicator figures. As a result, no rating is given for this year and we will review the data that we use to support this measure in future iterations of the SOA. However, other data is available which suggests that tourism income within the city is stable, or showing some slight improvement. The Glasgow City Marketing Bureau use three independent research reports to monitor hotel room occupancy rates within the city. For 2009, these reports show occupancy rates of between 74.3% and 74.7% and for 2010, occupancy rates of between 74.3% and 77.1%. As a result of developments in the hotel sector, 100 additional rooms became available in 2009, the equivalent of 36,500 additional rooms for sale during the year, and an additional 425 rooms came onto the market in 2010, equivalent to 155,125 room nights availability. However, as can be seen, occupancy rates over the period have been maintained, indicating an increased level of tourism within the city. The international conference sector is also important to the city economy and in 2010, Glasgow was ranked 29<sup>th</sup> in the world city index (source: ICCA Association). Overall, local information on tourism spend within the city shows that spend per person for day visitors has risen from £19.94 in 2008/09, to £28.33 in 2010/11, spend per person per day for overnight UK visitors has increased from £59.91 to £77.80 (2008/09-2010/11) and spend per person per day for overnight overseas visitors has gone up from £58.34 in 2008/09 to £66.73 in 2010/11, which would indicate a steady growth in tourism expenditure within the city.

Inward investment programmes across the city have progressed, with the investment values measured by completed construction projects exceeding their targets. Over the 2009/10 period the value of completed projects amounted to £496.5m across the City including £176.1m in investments at the Clyde Waterfront and £245.8m in investments in the City Centre. This represents a 16% increase in the value of projects completed on the previous year. Some £3,350.5m in investments across the city were in the pipeline (ie projects under construction and consented developments). The International Financial Services District (IFSD) has been Glasgow's most successful inward investment project, having attracted nearly £1bn worth of investment and created 15,000 new jobs during the 10 years since it started.



## We live in a Scotland that is the most attractive place for doing business in Europe (National Outcome 1)

	Indicator	Baseline	2007/08	2008/09	2009/10	2010/11	Target	Performance to Target
1	Population:						Stabilise the Clyde Valley region population at the 2003 level.	
	A Clyde Valley	1,745,000	(2007) 1,752,100	(2008) 1,755,200	(2009) 1,760,600	(2010) <b>1,765,900</b>		
	B City	577,100 11.4%	(2007) 581,900 11.3%	(2008) 584,200 11.3%	(2009) 588,500 11.3%	(2010) <b>592,800</b> <b>11.4%</b>	Increase from 11% to 12% of the total Scottish population by 2016.	
2	Business demography:							
	A Births (VAT/PAYE registrations) per 10,000 adults	37	45	43	<b>40</b>	Anticipated Nov 2011	Increase.	
	B Deaths (VAT/PAYE de-registrations) per 10,000 adults	45	34	36	<b>45</b>		Reduce.	
	C Survival rates (percentage of VAT/PAYE registrations in a given year that have not de-registered within the next three years)	58.9%	(2004-07) 59.0%	(2005-08) 59.4%	(2006-09) <b>60.3%</b>		Increase.	
3	Gross Regional Domestic Product (Glasgow)	(2004) £13.4bn	(2007) £16.1bn	(2008) <b>£16.9bn</b>	Anticipated Dec 2011 (2 year lag)	Due 2012	Maintain relative position with Scotland	
	Scotland	£83.8bn	£99.8bn	<b>£103.5bn</b>				
	Relative share %	16.0%	16.1%	<b>16.3%</b>				
4	Business investment in research and development	(2003) £17.2m	£23.9m	£31.4m	<b>£43.9m</b>	Anticipated Nov 2011 (1 year lag)	Maintain relative position with Scotland	
	Scotland	£441.3m	£542.6m	£556.9m	<b>£644.3m</b>			
	Relative share %	3.9%	4.4%	5.6%	<b>6.8%</b>			

Indicator		Baseline	2007/08	2008/09	2009/10	2010/11	Target	Performance to Target
5	A Total tourism expenditure	(2005) £708m	(2007) £637m	(2008) £620m	(2009) <b>£600m</b>	N/A	Increase to £1.05b by 2016.	Not enough data to rate
	B By UK residents only	£512m	£393m	£388m	<b>£378m</b>			
	C By overseas visitors only	£196m	£244m	£232m	<b>£222m</b>			
6	Encourage £400m worth of completed construction projects City Wide per annum	£495.6m	£1025.8m	£426.5m	<b>£496.5m</b>	Anticipated Oct 2011	£200m in 2010/11.	
	Including £50m of waterfront projects		£208.3m	£96m	<b>£176.1m</b>		£50m annually	
	Including £50m of city centre projects		£86.3m	£59m	<b>£245.8m</b>		£50m annually	
7	Vacant & Derelict Land - Amount of land developed per annum (the net change in amount of vacant & derelict land in the city)	1,313.41	1,325.76	1,344.04	1,321.72	<b>1,303.21</b>	Limit growth to no greater than 1,380ha	

## *National Outcome 2*

We realise our full economic potential with more and better employment opportunities for our people

### **Overall progress in improving the delivery of the national outcome**

As with National Outcome One, overall progress towards this national objectives linked to the Working theme has been limited by the recession. The labour market has become increasingly competitive, and as a result the efforts the CPP has made to increase the employability of those residents who are not in work are even more important in aiding local and national economic recovery. The CPP is deploying a multi faceted approach to the creation of employment opportunities, by supporting business growth and cross-sectoral training and employment opportunities. The preparations for the Commonwealth Games 2014 continue to play a major contributing role in both the regeneration of particular areas of the city as well as ensuring that Glasgow continues to develop as a key tourist destination and international business contender.

### **Local Outcomes**

Increase the number of jobs in Glasgow (LO7)	Increase the proportion of Glasgow residents in work (LO9)
Increase the proportion of better paid and more productive jobs (LO8)	Increase the performance and volume of business carried out in Glasgow (LO10)

### **Overall progress in improving the delivery of the local outcomes**

Schemes such as the Commonwealth Apprenticeship Initiative (CAI) have been launched to help provide employment opportunities in the city. The CAI, a public and private sector supported initiative, is now entering its third year, with a total of 809 apprenticeship vacancies having been provided to date. Since December 2010, a further 355 registrations have been received. The creation of new jobs through inward investment into the city is also being encouraged, including areas such as financial services and the hotel sector. Figures for 2010/11 are as yet unconfirmed, but the figure to create 1,500 new jobs should be exceeded. The Department of Work & Pensions (DWP) City Strategy Initiative supports City areas to establish a local Employability Partnership. This initiative, in Glasgow this is Glasgow Works, allows the employability partnership to buy in other local training opportunities and employment programmes giving them control over plans to tackle worklessness. The Glasgow City Strategy sets out actions to tackle many of the root causes of poverty by aiming to get people who wish to work into sustained employment and reducing the dependence on benefits. It further aims to develop the skills and competitiveness of the local workforce, and tackle many other issues associated with worklessness eg supporting employment in priority groups such as post school NEET (ie young people aged 19-24 Not in Education, Employment or Training) and minority ethnic communities. Good progress has been made in tackling worklessness in Glasgow especially when considered in the context of the prevailing economic downturn.

The Employability Programme has a job outcome target of 4,200 for the period July 2008 to June 2011. Over the period July 2008 to December 2010, it has assisted 3,799 long term unemployed people into work. Between April 2010 and December 2011, 1,067 unemployed people have secured employment. In addition, over the duration of the programme, 1,352 people have been helped into training against a target of 1,200 people, and 1,426 people have gained a qualification against a target of 1,481.

The most recent figure for the employment rate for people of working age (16 to 65 years for men and 16 to 59 years for women) in the city has shown a significant decline when compared to the positive progress made between 2007 and 2009. Employment rates in Glasgow fell by 3.7% during 2009/10 and a further 0.4% during 2010/11, missing the revised target of 62.5%. This decline can also be seen in relation to most of the priority industries categories monitored, although these figures are only available for the years 2008 and 2009. This decline can be directly attributed to the current economic environment and may be an area where further revision of the targets is required. The number of working age benefit claimants in Glasgow has improved slightly, falling by 0.7%, helping to maintain the gap against the Scottish average at below 8%.



The business demography indicators show that the rate of new business start ups has declined over the last three years, along with a corresponding increase in the number of business deaths (de-registrations). Both however remain the same or better than the baseline figure from which we hope to improve. The business survival rate calculated over a rolling three year period shows a slight improvement, up from 59.4% to 60.3%, but because of how the figure is derived, it may not reflect the true current position.

The partnership however, continues to deliver business development and support programmes. During 2010/11, support was provided to around 5,000 Glasgow companies, per annum, with over £1.2m being spent providing support in the first nine months of 2010/11.



**R Indicator 9** - The reduction in priority industries employment is mainly due to a fall in the number of people employed in Financial services, down from 27,255 in 2008 to 21,994 in 2009, a fall of 19.3%. The reduction was in employment linked to monetary intermediation such as employment in banks and building societies, linked to the turmoil in the sector during 2008/09. Indications are that employment levels have stabilised and that the 2010/11 figures will indicate that the sector retains underlying strength. In addition, new investments in the IFSD are expected to add significant net additional jobs in the city.

**R Indicator 10** - The most recent figure for the median earnings for people living in the city is £452.4, compared to the UK average of £501.8 per week. Both figures show a slight increase for the period, but the difference between the Glasgow and UK average has widened to 9.8%, falling back significantly below the base line position for the city of 5.3% below the UK average. There has always been a gap between Glasgow and Scotland and Glasgow and the UK, but previous trends have shown decline. The current position may be linked to job creation in recent years in retail, tourism and leisure related employment, sectors which have a reputation for low pay. Living costs may also be a factor, as average residential property prices in Glasgow are 13.9% lower than for Scotland.

**We realise our full economic potential with more and better employment opportunities for our people (National Outcome 2)**

Indicator		Baseline	2007/08	2008/09	2009/10	2010/11	Target	Performance to Target
8	Employment rate of people of working age (16-64):						Secure improvement on 2009 level (62.5%)	
	A	Glasgow	63.3%	65.2%	66.2%	<b>62.5%</b>	<b>62.1%</b>	
	B	Scotland	73.6%	73.8%	73.9%	<b>72.2%</b>	<b>71%</b>	
	C	Difference	10.3%	8.6%	7.7%	<b>9.7%</b>	<b>8.9%</b>	
9	Employment in priority industries:			(2008)	(2009)	Anticipated Dec 2011	Increase jobs in all priority sectors by 2016.	
	A	All priority areas	99,249	97,990	84,292			
	B	Financial	25,223	23,180	27,255			
	C	Tourism	29,893	30,958	29,496			
	D	Creative industries	32,395	31,044	15,782			
	E	Life sciences	563	826	450			
	F	Energy	3,346	3,445	3,046			
	G	Food and drink production	5,167	5,432	4,840			
	H	Marine	2,662	3,108	3,423			

**Note:** The Office of National Statistics (ONS) have replaced the Annual Business Inquiry (ABI) on which this indicator was originally based, with the Business Register and Employment Survey (BRES) data. Changes to the definitions linked to the indicator have significantly affected the number of jobs classified under Creative Industries, with numbers falling by about half. The data is subject to a 12 month 'lag'. ONS have provided revised data for 2008 and 2009, but for continuity, data prior to this will be discarded. The data is measured at a single point in time and represents a calendar year.

	Indicator	Baseline	2007/08	2008/09	2009/10	2010/11	Target	Performance to Target
10	A Median earnings (£) for residents living in the Glasgow local authority area who are employed	-5.3% (below UK average)	(2008) £434.2	(2009) £451.9	(2010) <b>£452.4</b>	Anticipated Nov 2011	UK average by 2017.	
	B UK		£479.0	£489.0	<b>£501.8</b>			
	C Percentage difference		-9.4%	-7.6%	<b>-9.8%</b>			
11	A Worklessness: percentage of working age population claiming benefits in Glasgow	27%	24%	25%	24.9%	<b>24.2%</b>	Maintain gap at 8%.	
	B Scotland	17%	16%	17%	17.1%	<b>16.8%</b>		
	C Difference (Gap)	10%	8%	8%	7.8%	<b>7.4%</b>		

## Learning

<i>National Outcome 3</i>	We are better educated, more skilled and more successful, renowned for our research and innovation
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### Overall progress in improving the delivery of the national outcome

Glasgow's CPP has made good progress enabling people to access education and training opportunities and become more skilled. Although there has been a slight rise in the proportion of the working age population with low or no qualifications during 2010/11, the overall the trend is one of improvement, suggesting that people are more educated and more skilled. In 2006, the proportion of the population with low or no qualifications was 28% and in 2010, the most current year for which figures are available, this had decreased to 21.1%. If the overall trend of improvement continues, we should achieve, or be close to achieving the target set for 2016 of 17%.

For 2010/11, two new measures have been introduced which also measure the benefits of the adult literacy and numeracy programmes within the city. These will report on the proportion of adult learners who feel they have achieved at least one personal outcome as a result of their participation in a programme and the proportion of participants who believe they have improved their literacy and numeracy skills as a result of taking part in a programme. Positive results have been achieved in both measures and these will be used as the baseline to set future outcome targets.

### Local Outcomes

Improve the literacy and numeracy skills of the population (LO20)	Improve skills for employment (LO22)
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### Overall progress in improving the delivery of the local outcomes

For 2010/11, the CPP introduced new data in relation to adult learners' literacy and numeracy. In this first year, there were 6,566 adult learners funded through the Glasgow City Council Adult Literacy and Numeracy (ALN) grant (and other sources of funding), 5,500 (83.8%) of whom reported achieving at least one desired personal outcome stated at the beginning of the programme. We also recorded their perception about whether they felt their literacy and numeracy skills had improved as a result of attending development classes and 5,100 (77.7%) of the participants reported that they felt their skills had improved in both areas. As a new measure, 2010/11 represented the base line year and the achievement in both measures exceeded the target of 75%. However, despite the positive outcomes noted above, across the city the number of adults participating in literacy and numeracy courses fell during 2010/11, down to 12,454 from the 14,376 learners who were enrolled in learning programmes during 2009/10. We will continue to monitor ALN performance and revise our future targets accordingly.

In addition to the efforts to support and encourage Glasgow's residents to fulfil their potential, the CPP has prioritised reducing youth unemployment as a key focus during the recession and is providing additional support to those wanting to access learning opportunities and additional skills training. During 2010/11, training opportunities have continued to be provided through the councils Construction Skills Academy. The Academy is run by City Building, and during 2010/11 the Academy provided 76 pre-apprenticeships for young people and training for 68 adults. The councils Commonwealth Apprenticeship Initiative is now in its third year and has now provided access to 809 apprenticeships in the public, private and voluntary sectors, with 453 being provided during 2010/11. The council has a target to provide 7,500 adult training places per year to help improve employment skills and help people in the city into work and during 2010/11, assisted in providing 8,961 certified and non-certified training places.

The indicators relating to the provision of vocational training opportunities have been revised for this year and the figures will not be available until later in the year. However, in 2009/10 using the previous measures and targets, 1,011 places were taken up by 14 to 16 year olds (S3 and S4) children in mainstream schools, which was slightly below the target of 1,065. During the same period, 202 vocational training places were taken up by vulnerable young children, including children in the care of the council. This exceeded the target of 180 and was significantly better than the take up rate of 96 places in the previous year.

**R** **Indicator 12** - Between 2005-2009, a net reduction of 12% was achieved in relation to residents with no qualifications although there has been an increase in the most recent period. Migration patterns and other factors may partly be responsible but research will be required to identify the causes of the recent increase. However, with a rate of around 1 in 5 residents with no qualifications in Glasgow compared to a rate of around 1 in 8 for Scotland, much work is still required to tackle this serious issues which has both economic and social impacts. The partnership will continue to focus on improving the skills of new entrants to the labour market from the education system, and Glasgow has seen improvements in positive destinations, including young people going into apprenticeships and other training.

### **We are better educated, more skilled and more successful, renowned for our research and innovation (National Outcome 3)**

		<b>Indicator</b>	<b>Baseline</b>	<b>2007/08</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>Target</b>	<b>Performance to Target</b>
12	A	Percentage of working age population (16-64) with no qualifications	28.0%	(2007) 21.5%	(2008) 20.2%	(2009) 19.7%	(2010) <b>21.1%</b>	Reduce the overall Glasgow rate	<b>R</b>
	B	Scotland	20.2%	13.7%	13.9%%	13.3%	N/A		



	Indicator	Baseline	2007/08	2008/09	2009/10	2010/11	Target	Performance to Target
13	A Proportion of adult learners (literacy and numeracy funded through the GCC grant) achieving at least one stated personal outcome	New indicator. Baseline to be established 2010/11.	-	-	-	<b>83.8%</b>	75%	Not enough data to rate.
	B Proportion reporting a perceived improvement in literacy and/or numeracy skills		-	-	-	<b>77.7%</b>	75%	Not enough data to rate.

## *National Outcome 4*

Our young people are successful learners, confident individuals, effective contributors and responsible citizens

### **Overall progress in improving the delivery of the national outcome**

Overall, Glasgow has made progress in ensuring that young people are successful learners, confident individuals and responsible citizens. Attainment levels continue to increase, and in 2010/11, more secondary pupils than ever before have gained awards at all levels of Standard Grade, Higher, and Advanced Higher.

The introduction of the Curriculum for Excellence is a key part of the work being undertaken to make Scotland's young people more successful learners. Curriculum for Excellence aims to give teachers more freedom and make lessons less prescriptive. The changes, for children between the ages of three and 18 years, aim to focus more on altering teaching methods rather than changing content, and seek to make young people more resourceful and responsible. The system has been introduced in all Primary Schools and was introduced for children in their first year of secondary school in 2010, and will be rolled out year on year until it is implemented in all secondary years.

Developing Curriculum for Excellence is one of Glasgow Education Services six key priorities and is built around literacy and numeracy for all, health and wellbeing and interdisciplinary learning. The Council has an over-arching Curriculum for Excellence Strategy Group and four sub-groups to develop specific areas of work (Learning and Teaching, Curriculum Design 3 – 18, Assessment, and Communication and Engagement). During 2009/10, the Council launched its Literacy and Numeracy Strategies along with a new Learning and Teaching Policy, Staff Development Policy, and a Transitions Guidance document. These policies are all fundamental to the success of Curriculum for Excellence. Throughout 2010/11, work has progressed on implementing the development activities identified by an evaluation of Curriculum for Excellence in Glasgow which was published in June 2010. This includes the prioritisation of joint planning in learning communities, the development of school and college partnerships and parent and pupil engagement strategies.

### **Local Outcomes**

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Improve educational attainment & achievement of all children and young people (LO21)

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### **Overall progress in improving the delivery of the local outcomes**








Attainment levels across Scotland were higher than ever during 2010/11 and it is likely that the national pass rate for the Scottish Higher exams will have increased from the 75% that was achieved in 2009/10. Glasgow was no exception to this high pass rate for secondary school pupils. 90.6% of pupils achieved English and Maths at SCQF level 3 or better at the end of secondary school year four and 90.8% of S4 pupils attained 5 or more awards at SCQF level 3 or better. The targets set for year six pupils were also achieved for the academic year 2010/11, with the number of S6 pupils

achieving 3 or more awards at SCQF level 6 or better rising from 22.1% in 2009/10 to 24.3% in 2010/11. However, attainment levels in Glasgow are likely to still remain significantly lower than the national levels.

At primary school level, Glasgow continues to roll out the national Curriculum for Excellence. We have prioritised the sharing of standards through moderation and assessment and we are continuing to work with national officers on developing the requirements for reporting. Data may be available for inclusion in 2012/13.

#### **Our young people are successful learners, confident individuals and responsible citizens (National Outcome 4)**

		<b>Indicator</b>	<b>Baseline</b>	<b>2007/08</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>Target</b>	<b>Performance to Target</b>
		Proportion of primary school pupils attaining appropriate national levels of attainment:							
14	A	Reading	82%	83.2%	83.6%	83.7%		This indicator has been discontinued and will be replaced in future reports with new measures designed to track primary level attainment under the Curriculum for Excellence.	N/A
	B	Writing	75%	75.9%	77.1%	76.9%			N/A
	C	Mathematics	86%	86.7%	86.9%	86.4%			N/A
		Proportion of S2 pupils attaining appropriate national levels of attainment:							
15	A	Reading	58.0%	62.5%	68.3%	70.2%		This indicator has been discontinued and will be replaced in future reports with new measures designed to track attainment under the Curriculum for Excellence	N/A
	B	Writing	51.0%	53.8%	57.8%	58.8%			N/A
	C	Mathematics	59.0%	60.3%	63.7%	63.5%			N/A

Indicator			Baseline	2007/08	2008/09	2009/10	2010/11	Target	Performance to Target
The proportion of young people achieving the following by the end of S4:									
16	A	English and Maths at SCQF level 3 or better	85.4%	(2008) 88.4%	(2009) 87.8%%	(2010) 89.0%	(2011) <b>90.6%</b>	89% by 2010/11.	
	B	5 or more awards at SCQF level 3 or better	85.7%	87.0%	86.1%	89.1%	<b>90.8%</b>	88% by 2010/11.	
	C	5 or more awards at SCQF level 4 or better	67.0%	67.6%	64.3%	68.1%	<b>71.0%</b>	66% by 2010/11.	
	D	5 or more awards at SCQF level 5 or better	23.3%	26.8%	23.4%	23.2%	<b>24.2%</b>	24% by 2010/11.	
The proportion of young people (in the S4 cohort) achieving the following by the end of S6:									
17	A	3 or more awards at SCQF level 6 or better	18.0%	(2008) 20.0%	(2009) 21.7%	(2010) 22.1%	(2011) <b>24.3%</b>	22% by 2010/11.	
	B	5 or more awards at SCQF level 6 or better	12.0%	12.0%	13.7%	13.9%	<b>16.3%</b>	13.5% by 2010/11.	
18	A	Proportion of looked after and accommodated young people achieving at least one SCQF Level 3 (any subject)	35.9%	39.3%	45.9%	N/A	N/A	Close the gap between Glasgow and rest of Scotland (29% by 2010/11).	
	B	Proportion of looked after and accommodated young people achieving SCQF Level 3 in English and Mathematics	19.9%	22.7%	31.9%	N/A			

**Note re Indicator 18:** A new national framework for the outcomes of looked-after children is being developed and targets and any revisions to the indicator should be known in late 2011.

**Overall progress in improving the delivery of the national outcome**

The Glasgow CPP recognises that if young people are to be successful learners, confident individuals, effective contributors and responsible citizens, then they need the best start in life and some progress has been made towards this goal, although it is clear there is more to be done. We know that deprivation can impact adversely on the educational attainment levels for children and young people and that child poverty is an issue for Glasgow which we need to continue to address. It is also important to note that child poverty is not just about a lack of money in the family but about the poverty of a child's life experience, e.g. in relation to their learning, development, safety, etc. Improving attainment and achievement against this background will continue to bring particular challenges which can only be addressed through a whole City, all agency approach to improving outcomes for children and young people.

As part of our response, the CPP has prioritised early childhood intervention as a key theme to help give children the best possible start in life. Activities in this area are closely linked to the health priority of improving the life chances for children, young people and families at risk and further information is provided within that section of the report.

Another of Glasgow's Education Services six key priorities is the Early Childhood and Extended Services (ECES) strategy, a five year plan agreed in September 2008. This strategy is now the main driver towards delivery of the aims of the Early Years National Framework. It sets out the vision and strategy for early education and childcare for children from birth to 14 years and links to the economic and employability strategies for the city. Closely linked to economic and employability strategies, the ECES Strategy is underpinned by a commitment to the provision of affordable, local, extended, high quality early education and childcare services for families with children up to 14 years old. Additionally, new childcare places have been created across a number of establishments in each of the strategic areas and the main model for new provision has been agreed as a 52 week extended service which will support the needs of parents in work, training or education as well as vulnerable families.

In tandem, a programme of employability awareness training was provided to give staff a basic knowledge and understanding of employability issues and assisted them with signposting interested parents to partner services - including Glasgow Works, Working for Families, Careers Scotland and Job centre Plus. Opportunities for employment as a result of the initial implementation of the Strategy have also been created for a number of young people who have been employed in 2009/10 and 2010/11 under the Commonwealth Apprenticeships Scheme in both Childcare and Administrative posts.

In the current economic climate, it is likely that Education Services will face increased demands for additional support services, and the role of our early childhood and extended services, nurture classes and Learning Centres will become even more critical over the coming period. Work is now underway to refresh the ECES Strategy and make sure that it is in line with Council priorities and the National Early Years Framework.

## **Local Outcomes**

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Increase the proportion of parents who are capable, responsible and supported (LO18)

Improve residents' aspirations, confidence, decision making capacity and involvement in community life (LO23)

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### **Overall progress in improving the delivery of the local outcomes**

One of the areas the CPP has agreed to refocus its priorities on to reduce the long-term effects of the recession is early childhood intervention. By focusing efforts on the causes of deprivation rather than the consequences, early childhood intervention activities aim to provide support for children from birth with a range of specialised services, including support for their families.

As part of this approach we have increased support to drug-misusing parents to enable them to maintain purposeful and stable family contexts in which to fulfil their parenting responsibilities and we have met our target for increasing the number of children we support who have one or more parent with a substance-misuse problem. Members of the CPP also work together to deliver the Glasgow Child and Family Services Plan, which focuses on improving outcomes for children, young people and families, including assisting them to become ready for further or higher education, training and employment.

Another key element is the Early Childhood and Extended Services Plan (ECES), which is linked to economic and employment strategies within the city. Part of the ECES strategy is the revised Nursery Admissions and Charging Policy which was implemented in August 2009. The revised Policy prioritises the most vulnerable children and families in line with the Council's duties, but also gives much higher priority for access to extended hours provision for working parents and has created new childcare places in a range of facilities across the city. Some success has also been seen with smaller scale projects such as the School Gates Project which promotes employment opportunities with hard to reach groups. Responsible parenting may also be reflected through high attendance and low exclusion rates at primary and secondary schools. Attendance rates have remained static across the city, and exclusions rates have fallen, which may demonstrate that parental support and alternative disciplinary procedures are successful.






Improving the attainment and achievement of young people who are looked after is a shared priority between the councils Education Services and Social Work. A targeted and concerted effort continues to be made to improve outcomes for vulnerable children and young people, particularly those who are looked after. This includes targeting resources (early and staged intervention; learning centres and nurture groups) at children and young people experiencing difficulties and working to continue to engage them in learning in order to improve their life chances. The educational attainment of young people who are looked after or accommodated by the local authority has improved in the last few years, and it is anticipated this improvement will continue. Similarly, there has been steady improvement in the proportion of young people who go on to education, training or employment and a further improvement is expected for 2010/11. Updated figures will be available for both these indicators in late September.

The council provides a set number of nursery places for children aged three to five years. Children aged four who are in their pre-school year are given priority for placement, therefore when there is increased demand for places for four-year olds there is less availability of places for three-year olds. All four-year olds in the city attended pre-school education. All establishments are engaged with actively preparing parents for the new

Curriculum for Excellence. Establishments have already been sharing aspects of their vision for Curriculum for Excellence with parents, through the Parent Council, articles in parents' newsletters and through curricular evenings and through the city wide parents' forum.

The number of children looked after by the Council increased by 14% over the year. However, the number of children in residential placements remains stable, with most of the additional children looked after away from home being placed with foster carers. As of 31<sup>st</sup> March 2011, there were 3,741 children being looked after by the Council. This represents 3% of the 0-18 population of Glasgow, compared to the national level of 1.4% in 2010, and is up by 471 from 3,270 over the year. This increase is largely accounted for by a rise in the number of children being looked after at home or by family or friends, up by 386 from 1,974 to 2,360, and now representing 63.1% of the total number of looked after children. This compares to a national figure of 58.9% in 2010, and is substantially higher than the levels in the other major cities (51.3% in Edinburgh, 59.5% in Dundee, and 55.8% in Aberdeen). To a large extent, this is as a result of the introduction of Kinship Care payments to family members who care for children who are looked after by the Council. Whilst we remain short of our target for reducing the number of accommodated children with 3 or more placement moves, 2010/11 saw the first real downward shift in this indicator for many years. A number of retired foster carers were removed from the register of carers during the year however, steps to recruit new foster carers meant that the number of foster carers remained more or less static (up 1 to 466). The number of children in foster care or with prospective adopters rose from 1,048 to 1,130. The number of adoptions approved during 2010/11 rose from 38 to 46, exceeding the target of 40, which has been increased to 45 for 2011/12.

### **Our children have the best start in life and are ready to succeed (National Outcome 5)**

	Indicator	Baseline	2007/08	2008/09	2009/10	2010/11	Target	Performance to Target
19	Percentage of households where respondent or partner has a bank, building or credit union account	76.6%	(2008) 83.7%	N/A	(2010) 85%	N/A	Increase.	
20	Proportion of households that are coping well or very well financially	36.2%	<b>42.8%</b>	-	Anticipated Nov 2011	N/A	Increase.	
21	Percentage of school leavers in positive and sustained destinations	84%	81.2%	83.9%	<b>84.1%</b>	Anticipated Dec 2011	87% by 2010/11.	
Uptake of school meals:								
22	A Primary	59%	60%	60%	59%	<b>63%</b>	59%	
	B Secondary	50%	50%	50%	41%	<b>44%</b>	40%	

## Healthy

<i>National Outcome 6</i>	We live longer, healthier lives
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### Overall progress in improving the delivery of the national outcome

The CPP has continued to make incremental progress in addressing some of the key factors that limit long healthy lives for people living within Glasgow. By tackling the key issues such as smoking, obesity and alcohol abuse the Community Planning Partnership aims to improve the overall life expectancy of Glasgow's residents. During the last 20 years, Glasgow's male life expectancy has increased by nearly 3 years and is now just over 71 years (for those born in 2007-09). However, this is nearly 6 years less than the male life expectancy rate in Edinburgh and is over 4 years less than in Scotland as a whole. Life expectancy rates for women in Glasgow are slightly better, but there is still a gap between Glasgow and the average for Scotland as a whole of just over 2.5 years.

### Local Outcomes

Reduce the public acceptance and incidence of over-consumption of alcohol and its subsequent negative impacts (LO3)	Increase the proportion of the population with a health BMI (LO12)
Increase the proportion of residents involved in physical activity ((LO13)	Reduce the harm caused by drug addiction (LO16)
Reduce the proportion of residents who smoke (LO19)	

### Overall progress in improving the delivery of the local outcomes

Substance abuse, most notably drugs and alcohol, affect the lives of both individuals and communities within the city. Chronic abuse problems can be seen in a range of emotional, health and financial issues for individuals and affect the prosperity, safety and the social and environmental infrastructure of whole communities.

The 2008 Health and Well Being Survey highlighted that the percentage of respondents that drank alcohol in the previous week AND exceed the recommended amount of alcohol in a week was 43% in Glasgow. Within Glasgow the area with the highest percentage of respondents exceeding the recommended amount of alcohol in the previous week was Glasgow West with 54% respondents; whereas Glasgow South East had the least with 30% exceeding the recommended amount of alcohol in the previous week. It should be noted that the survey applied a correction factor to take account of the new brands of alcoholic drinks which are stronger and current information on drinking behaviours in Glasgow is not therefore strictly



comparable to earlier surveys. However, across Greater Glasgow and Clyde there has been a decrease in the proportion of respondents who exceeded the recommended weekly limit for alcohol consumption and in the proportion who had been binge drinking in the previous week. Deaths from alcohol related diseases in Glasgow have also fallen significantly, down from 47.8 per 100,000 population in 2007/08 to 33.5 in 2009/10. As part of the approach to tackling alcohol abuse within the city the Health Board uses Alcohol Brief Interventions (ABIs) across the city which are acknowledged by the World Health Organisation and other agencies as one of the most effective approaches in tackling alcohol abuse. Evidence shows that they reduce consumption, alcohol related injury, morbidity and address the social consequences of alcohol misuse. Over the period 2008/11, General Practitioners completed 13,772 ABIs, achieving the national target for the period and out performing other Scottish Health Boards. Other approaches to help deliver against this priority include joint work with the NHS, Police, the City Council and the Licensing Board in relation to licensing policies, the development of a new Alcohol and Drugs strategy through the Alcohol and Drugs Partnership, a jointly funded Prevention and Education services for Alcohol and Drugs delivered by the City Council and the implementation of the annual Play Safe drinking social marketing campaign.

The Community Planning Partnership has continued to make progress in the actions it is taking to tackle levels of obesity within the city and to increase levels of physical activity within the city's population. The most current data available in relation to childhood obesity shows that the trend over the past ten years of a rise in the number of overweight or obese children both nationally and locally, may have levelled off. In an attempt to address this problem at a national and local level, the Scottish Government introduced a new HEAT target to deliver a Child Healthy Weight Intervention programme in each Health Board area. Glasgow is progressing the delivery of a Child Healthy Weight Intervention multi-disciplinary programme to complement existing work such as the Active Schools programme. The 12 week programme provides tailored services to support families whose children are struggling with their weight and want to take action to tackle it. There have however been challenges in the recruitment of participants to the programme and the programme drop out rates. New services such as this take time to develop fully and there is on-going work with schools, primary care, voluntary organisations and communities to raise the profile and value of the programme and hopefully improve levels of participation.

The recommended level of adult physical activity is a minimum of 30 minutes moderate or vigorous physical activity on at least 5 days a week and can be made up of 15 minute bouts of exercise. The findings of the 2008 Health and Well Being Survey highlighted that 39% of respondents in Glasgow City meet the national physical activity target. However, the percentage that meet the target varies significantly between areas from a high of 51% (South East) to a low of 26% (North). Similarly, the percentage of respondents meeting the national target varies when comparing deprived areas with that of other areas in Glasgow. Only 35% of respondents in the bottom 15% SIMD areas meet the national target compared to 42% from other areas of the city. The pattern and level of attainment of this physical activity measured across the whole of Scotland was very similar. To help improve levels of physical activity within the city's residents, the CPP has continued to provide free swimming for juveniles and the elderly. During 2010/11, despite the weather related disruptions, the number of juvenile free swims rose very slightly, offset by a very slight decline in the number of 60+ free swims. However, this still represents an overall trend of increase in the level of free swim participation. Attendances at council run sports and leisure facilities also rose this year, rising to 5.44 million, of which 1.36 million were by young people. The CPP has continued to encourage cycling within the city through its Cycling, Walking and Safer Streets programme. This scheme includes proficiency training for school-age cyclists and installing more cycle stands for the safe storage of bicycles at schools. Safe cycling routes are also being developed as part of the programme, such as the Colleges cycle route, the Dumbreck to Cardonald cycle route and the Tradeston cycle route. As part of the programme, investment is also taking place in TWELAS schemes and the introduction of mandatory 20mph zones in urban areas. The Smarter Choices Smarter Places initiative aims to encourage walking and cycling and change travel behaviour in the East End. The main works for upgrading National Cycle Route 75 are


complete, works on London Road and Crownpoint Road are ongoing and the travel behaviour change campaign will continue into summer 2011. Other approaches include the Live Active Referral Scheme, which sees individuals referred from primary care to increase physical activity levels and which is monitored via participation rates, changes in behaviour, BMI and physical activity levels. Other actions include the provision of low level exercise classes which have replaced condition specific community rehab classes, Walk Glasgow, a community group walk scheme and [play@home](#), which provides physical activity books for parents of children under 5 to support them to play with their children, distributed via health visitors.



The rates of drug-related deaths in Scotland's major cities are all higher than the Scottish average. Glasgow has the highest rate across all of Scotland's Council areas, a rate which in 2009 was double the national average. In terms of numbers of actual deaths, there were 121 drug-related deaths in Glasgow in 2008, rising to 135 in 2009, but this figure has dropped to 94 in 2010 (15.8 per 100,000 population). This latest figure is just below the combined total of drug-related deaths in Edinburgh, Aberdeen and Dundee for the period of 100. However, the trend in Glasgow over the period 1999-2009 has been flat against an increasing trend nationally. The CPP continue to tackle the issues of drug addiction through a number of individual and joint approaches. To reduce the impact of drug use on families and children, the Council works through its Community Addiction Teams (CATs) to provide support to some of the most vulnerable members of the community, including children who are affected by parental drug misuse. Community Addiction Teams (CATs) bring together both health workers from the NHS and social workers from the Council to ensure that people wanting help with their addictions get a faster and more effective support, treatment and care. However, in 2010/11, the number of adults supported by CATs fell from 11,476 to 10,965, some way short of our target of 12,000. The number of young people supported (aged 12-18 years) also fell, from 1,448 to 1,062; but this still exceeded the targeted figure of 800. This decrease may not necessarily mean there are fewer and young people with drug addiction problems, or affected by drug addiction, but just that the number of young people identified and supported by the CATs has changed. The CATs teams also assist in a Methadone programme within the city, which provided assistance to 6,584 throughout 2010/11.

Adult smoking rates in Glasgow, as in the rest of Scotland, have reduced over the last 10 years. In 2007/08 the adult smoking rate was 32%, which was six percentage points higher than for Scotland as a whole and 11% higher than in Edinburgh. The 2008 Health and Wellbeing Survey results highlight a steady decline in adults smoking rates in Glasgow compared to earlier surveys (35% in 2008 compared to 41% in 1999). However, there are marked differences in the percentage of current smokers in the bottom 15% areas compared to other areas (42% compared to 29% respectively).

Whilst the rate of improvement is good relative to the rest Scotland, it is recognised that more needs to be done to sustain and build upon the level of improvement experienced to date. Supporting the drive to reduce the rate of smoking in Glasgow is the Glasgow's Joint Tobacco Strategy which sets out the strategic direction and specific details of how the various partners in Glasgow plan to help reduce cessation rates. Key actions during 2010/11 include reviewing activities within Glasgow City CHP to address the variation in performance between geographical areas, joint learning on successful initiatives through the Tobacco Planning and Implementation Group including GP Practice feedback, local communications and follow-up of non-attenders, the redesign of the pregnancy smokefree service, the introduction of Dual NRT Therapy since June 2010, the development of an updated programme for primary and secondary schools and effective work with young people through the W-West initiative (Why Waste Everything Smoking Tobacco).

## We live longer healthier lives (National Outcome 6)

	Indicator	Baseline	2007/08	2008/09	2009/10	2010/11	Target	Performance to Target
23	Estimated percentage of obese children in primary 1	8.9%	7.9%	8.0%	<b>8.0%</b>	Anticipated Dec 2011	Reduce.	
24	A Percentage of pupils in S1 and S4 who took non-prescription drugs in the last year	18.0%	18.0%	-	-	N/A	Reduce.	Not enough data to rate.
	B Percentage of pupils in S1 and S4 who drink alcohol	53.0%	53.0%	-	-	N/A	Reduce.	Not enough data to rate.
25	A Percentage of Glasgow population whose alcohol consumption in the previous week exceeded the recommended amount per week	13.0%	13.0%	-	Available 2012.	N/A	Reduce.	Not enough data to rate.
	B Percentage of Glasgow population who had been binge drinkers during the previous week	22.0%	22.0%	-	Available 2012.	N/A	Reduce.	Not enough data to rate.
26	Deaths per 100,000 population from alcohol related diseases	57.4	47.8	45.5	<b>33.5</b>	N/A	Reduce.	
27	Drug-related deaths per 100,000 population	19.2	(2007) 15.5	(2008) 20.7	(2009) 22.9	(2010) <b>15.8</b>	Reduce.	

	Indicator	Baseline	2007/08	2008/09	2009/10	2010/11	Target	Performance to Target
28	A Male life expectancy at birth	69.1	70.8	70.7	<b>71.1</b>	N/A	Increase to Scottish average 74.6 by 2020.	
	B Male life expectancy at birth in the most deprived areas	-	64.9	-	<b>65.1</b>	N/A		
	C Female life expectancy at birth	76.4	77.1	77.2	<b>77.5</b>	N/A	Increase to Scottish average 79.6 by 2020.	
	D Female life expectancy at birth in the most deprived areas	-	73.5	-	<b>73.9</b>	N/A		
29	A The proportion of adults meeting recommended physical activity levels	39.0%	39.0%	N/A	N/A	N/A	Increase to 40% by 2012	Not enough data to rate
	B The proportion of children in S1 and S4 meeting recommended physical activity levels	36.0%	36.0%	N/A	N/A	N/A	Increase to 40% by 2012	Not enough data to rate

**Overall progress in improving the delivery of the national outcome**

Families and individuals from more deprived backgrounds are more likely to have poorer levels of health. They have a greater exposure to risk factors such as alcohol abuse, obesity and smoking, and are more affected by socio-economic factors such as, education, crime, employment, social environment and deprivation. Reducing the gap between life expectancy for residents in deprived communities and that of Glasgow's residents as a whole provides a significant indicator to demonstrate that the inequalities in society are being reduced. Some progress has been made towards delivering the national outcome, but more action is required to reduce the gap within Glasgow itself and between Glasgow and Scotland as a whole.

Smoking is one of the key factors linked to the prevalence of coronary heart disease. Adult smoking rates in Glasgow have reduced over the last 10 years in line with a reduction nationally, but the most recent figures (2007-08) show that the smoking rate in Glasgow at 31.8% is still six percentage points higher than for Scotland as a whole and 11% higher than comparator cities such as Edinburgh. The smoking rate within deprived areas of the city remains significantly higher at 42%. Within the city, for every 100,000 people, 104.2 died from coronary heart disease before the age of 75, and in the most deprived areas of the city, this figure is 106.6 people. Both indicators show a trend of continual improvement since 2002, but the gap between the city average and the deprived areas has remained static at 2.4 CHD deaths per 100,000 over the last 12 months.

The Scottish Government published its report on health inequalities, called *Equally Well*, in 2008, which set out 84 recommendations aimed at tackling health inequalities in Scotland. It invited bids from Community Planning areas to establish 'test sites', which were intended to explore innovative approaches and ways of working to tackle health inequalities. Glasgow was successful with its two submissions for test site status, which were for:

- A city-wide project to integrate health and the spatial planning system.
- A neighbourhood management approach to health issues in the Govanhill area of the city.

The planning and health test site looks to improve the built environment and make it better for people to move and cycle around. This aims to have positive effects on local people's mental health and also to combat obesity. It has built on previous community engagement work in the East End of the city, with the intention of disseminating lessons across the whole of Glasgow. The test site has brought together planners, local communities, and other public sector services to look at improving the places in which people live and work. A model for aiding such engagement has been developed by the test site, together with a programme of capacity-building for planners and NHS colleagues.

The Govanhill test site drew on existing work by partners to engage the diverse local communities and address their concerns about their area. It looks to improve a range of factors which affect community health, including employability, addictions and the state of the environment. The test site especially seeks to draw together Community Planning partners and has created a local 'hub' from which partners can work and local people can access them. Key actions have involved work with private landlords, environmental improvements, action on young people and addictions, and a range of targeted work with local minority ethnic communities. These test sites are funded until April 2012 and partners are currently considering how best to sustain the good practice which has emerged from them.

## **Local Outcomes**

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Reduce the level of violent crime, including gender-based and domestic violence (LO1)

Reduce the difference in life expectancy between the most affluent and most disadvantaged residents (LO15)

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Improve residents' aspirations, confidence, decision making capacity and involvement in community life (LO23)

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### **Overall progress in improving the delivery of the local outcomes**


In 2010/11, the number of crimes of indecency increased by 6% in comparison to 2009/10 driven by specific increases in crimes of sexual violence and prostitution offences. In relation to domestic abuse, there has been an increase of 14.5% in the number of Domestic Abuse incidents which reflects a general increase in the level of reporting since 2006/07. The number of recorded Hate Crimes has reduced by 13% in 2010/11, down to 1,169. Further information on these issues can be found under the Safe theme.

As reported earlier in the report, life expectancy rates are slowly increasing in Glasgow. Men are living on average to just over 71 years of age, an increase from the 70.5 years reported for 2006/07. Women typically live longer lives, and the average life span of a woman in Glasgow is 77.5 years, up from 77.0 years in 2006/07, although the average age of men and women remains lower than for Scotland as a whole. Despite the overall trend of increase however, there remains a significant discrepancy between the more deprived and more affluent areas of the city. The average age of a person in Glasgow is very dependent on locality and can vary from a low of 54 years for a man born in one of the more deprived areas to over 80 for a man living in one of the city's more affluent areas.

Care for the elderly, in particular shifting the balance towards care at home, allows people aged over 65 years or over who have care needs to maintain a higher quality of life and independence, as well as increased involvement in community life. The Council aims to provide care at home for 41% of people aged 65 and older who have intensive care requirements by 2011/12 (excluding those in NHS continuing care beds), and during 2010/11, 40% received this care at home. The council also continued to extend the provision of Telecare and alarm packages for the elderly and a further 3,542 were provided during 2010/11.

**R Indicator 31** - Health inequality is not only expressed through life expectancy data. Mortality rates from heart disease also reflect a difference between Glasgow's average and the average in the most deprived areas, but these figures suggest an improvement. The most recent figures show that mortality from heart disease in the under-75 years has improved: 104 people out of every 100,000 in the city died from a heart-related disease in 2006/08, but is still a long way from the target of 86 per 100,000. However, the difference in heart disease mortality in the most deprived areas has also reduced in line with the city as a whole, which is a positive trend. The figure for mortality in the most deprived areas has fallen from 112 to 107 people per 100,000 over the same period.

## We have tackled the significant inequalities in Scottish society (National Outcome 7)

	Indicator	Baseline	2007/08	2008/09	2009/10	2010/11	Target	Performance to Target
	A Percentage of pupils in S1 and S4 who smoke	10.0%	10.0%	-	Available late 2011.	N/A	Reduce.	Not enough data to rate.
30	B Percentage of the adult population who smoke (16 years and over)	33.4%	31.8%	-	Available late 2011.	N/A	Reduce to 32% by 2010/11, then to 28% by 2014.	
	C Percentage of the adult population who smoke (16 years and older) among those living in the city's most deprived areas (bottom 15% SIMD)	42.0%	42.0%	-	Available 2012.	N/A	Reduce from 47% in 2005 to 34% by 2014.	Not enough data to rate.
31	A Deaths per 100,000 population from coronary heart disease (under 75 years)	(2006) 153.5	(2004-06) 118.8	(2005-07) 114.8	(2006-08) 109.8	(2007-09) <b>104.2</b>	National target of a 60% decrease between 1995 and 2010, which is equivalent to 86.0 by 2010/11 for Glasgow.	
	B Deaths per 100,000 population from coronary heart disease among the under 75s in the most deprived areas	(2000-02) 150.3	(2004-06) 123.2	(2005-07) 115.7	(2006-08) 112.2	(2007-09) <b>106.6</b>	Reduce.	

## *National Outcome 8*

We have improved the life chances for children, young people and families at risk

### **Overall progress in improving the delivery of the national outcome**

The CPP has made good progress providing opportunities and support to improve the life chances of children, young people and families, including those who are most at risk. Breastfeeding rates are slowly increasing through education and support, with the local target of 25.5% being achieved although this remains some way below the national target for the period of 33.3%. Teenage pregnancy rates have continued to fall and the latest figures show a significant decrease, exceeding both the local and national target. Being born into poverty severely limits the life chances of Scotland's children. The most recent figure for the proportion of children living in households that are dependent on out of work benefits or Child Tax Credit is 59% compared to 45% nationally suggesting that Glasgow still has a way to go to address this situation.

### **Local Outcomes**

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Improve children's diets (LO14)

Reduce the proportion of children in poverty (LO17)

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Increase the proportion of parents who are capable, responsible and supported (LO18)

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### **Overall progress in improving the delivery of the local outcomes**



Good nutrition from birth may reduce the chances of obesity later in life. The proportion of newborns being breastfed from birth is 26.1%, and has slightly but steadily increased since 2007/08, when the proportion was 22%. The uptake of school meals at primary schools rose slightly during the year, up from 60% to 63%, but the take up within secondary schools continued to decline, despite the introduction of buffet style salad, pizza and pasta bars in all 29 secondary schools in the city. The NHS introduced a child healthy weight intervention programme during 2009, details of which are provided elsewhere in the report.

The proportion of children receiving the MMR vaccination at 24 months has not yet reached the target of 95%, but has slightly increased to 92% from 91% in 2006/07. Those children receiving the required booster vaccination at five years has increased since 2006/07 from 94% to 96%. In relation to childhood dental health, the trend is one of overall improvement. From a low base rate, the percentage of children with no obvious dental decay in P1 has increased to 58.2%, just below the national target of 60%. This rate of improvement is higher than other Scottish CPP areas, reflecting the significant activity which is taking place to ensure early dental registration and checks for children, nursery education and tooth brushing initiatives in nurseries and primary schools.



## We have improved the life chances for children, young people and families at risk (National Outcome 8)

Indicator		Baseline	2007/08	2008/09	2009/10	2010/11	Target	Performance to Target
32	Percentage of children in Glasgow living in households that are dependent on out of work benefits or Child Tax Credit	58%	59%	Available late 2011	Available 2012.	Available 2013	Reduce.	Not Enough Data to Rate
33	Number of school vocational training places provided for young people who are school age and looked after by the authority	This is a revised measure introduced for 2011/12. The baseline performance will be reported later this year allowing future targets to be established						
34	Number of school vocational training places provided for pupils from ASL schools	This is a revised measure introduced for 2011/12. The baseline performance will be reported later this year allowing future targets to be established						
Balance of children's care:								
35	A Proportion of looked after children at home with parents/relatives	60%	-	-	59%	63%	No less than 60%.	
	B Proportion of looked after children in community/residential placements	40%	-	-	42%	37%	No more than 40%.	
36	Pregnancies among under 16 year olds (3-year average per 1,000 women aged 13 to 15 years)	11.4	(2005-07) 10.7	(2006-08) 10.7	(2008-10) 5.8	N/A	National target to reduce by 20% from 8.5 in 1995 to 6.8 by 2010. equivalent to a target rate of 9.2 for Glasgow	
37	A The percentage of children receiving MMR immunisation at 24 months	90.9%	-	92.7%	N/A	92%	95%	
	B The percentage of children receiving MMR booster immunisation at 5 years	93.7%	-	96.1%	N/A	96%	95%	

	Indicator	Baseline	2007/08	2008/09	2009/10	2010/11	Target	Performance to Target
38	Proportion of newborns exclusively breastfed at 6-8 weeks	24.2%	23.1%	24.4%	23.5%	<b>26.1%</b>	25.5% by March 2010/11 (national target of 33.3% by 2010/11).	
39	Percentage of children with no obvious dental decay in P1	47.6%	-	54.8%	47.0%	<b>58.2%</b>	National target of 60%.	

# SAFE

## *National Outcome 9*

We live our lives safe from crime, disorder and danger

### **Overall progress in improving the delivery of the national outcome**

Within the Glasgow CPP, the main driver for tackling crime, disorder and neighbourhood safety are Glasgow Community Safety Services. The Glasgow Community Safety Services partnership brings together staff from Strathclyde Police, Strathclyde Fire and Rescue, Glasgow City Council and Glasgow's Community Safety Partnership. The key aim of GCSS is to work in partnership to prevent crime, tackle antisocial behaviour and promote community safety within the city. In 2010/11, Glasgow's Community Safety Partnership's Strategic Assessment process set alcohol and drugs, antisocial behaviour and violence as priority issues for the city.

Performance during 2010/11 reflected an improved picture in terms of violence, antisocial behaviour, vandalism, domestic fires and road casualties. However, there were some areas that need further improvement in order to deliver against SOA targets including public reassurance, domestic fire casualties and hate crime.

The introduction of the Integrated Service Delivery Model (ISDM) in October 2010, was the most significant change to operational policing in the 35 year history of Strathclyde Police. ISDM changed the way Strathclyde Police align resources to demand, putting the right officers in the right place at the right time while maintaining Community Policing as the cornerstone of frontline service delivery.

Community Policing Teams have taken on more responsibility for delivering core policing services to their communities while continuing to deliver:

- dedicated local police officers who are visible, accessible, skilled, knowledgeable and known to the community;
- community and police collaboration in identifying public concerns and prompt, effective, targeted action to address those concerns whilst providing community feedback on action taken; and
- joint action with the local community and other partners to improve the quality of life within communities.

Community Policing Teams consult with communities to identify the issues that matter most to them and their concerns form the basis of the community policing plan which sets out how local priorities will be addressed. In addition, Strathclyde Police has also introduced Police and Community (PAC) meetings. PAC meetings are regular public meetings held between the police and the local community and are a key part of the Force's approach to Community Engagement. PAC meetings are designed to be held every 3 months within designated neighbourhoods in each Multi-Member Ward. PAC meetings allow local residents to meet with members of their Community Policing Team to exchange information about local policing priorities, identify significant or emerging problems and develop plans to tackle these issues. PAC meetings also complement the Force's Community Policing Model and Public Reassurance Strategy as they give everyone attending the opportunity to influence how local policing services are delivered.

Following the success of Strathclyde Police's Campaign Against Violence and local projects, such as the Community Initiative to Reduce Violence (CIRV) and the No Lives Better Lives campaign, violent crime has steadily decreased since 2005/06, with a 4% decrease in comparison to 2009/10. These initiatives aim to reduce violent crime and in particular knife crime through a co-ordinated approach from intelligence-led police 'stop-searches', Gangs Task Force enforcement visits, policing of curfew/bail conditions and through the engagement of young people by diversionary activities and programmes that promote an anti-violence message. The effective and proactive use of CCTV also plays a significant role in the reduction of the violent crime with the daily sharing of information between GCSS and Strathclyde Police leading to the successful detection of violent perpetrators within Glasgow's communities.

The Community Safety Partnership also recognises that the misuse of alcohol and drugs has a major influence on a number of community safety issues and that tackling underlying causes through partnership working is critical to having a long term sustainable impact. In 2010/11, several local Off License campaigns have been delivered in priority areas across the city involving staff from Strathclyde Police, Glasgow City Council, GCSS, Community Health Partnerships, Glasgow Housing Association (GHA), local housing associations and Glasgow Life. These campaigns have impacted positively on the level of antisocial behaviour and alcohol related harm contributing to a city-wide reduction in reported antisocial behaviour and youth disorder. GCSS have also in conjunction with local health improvement teams piloted joint home visits to the perpetrators of alcohol related offences. These visits deliver alcohol brief interventions alongside typical antisocial behaviour warnings. These interventions have been successful in preventing further offending behaviour and have been delivered as part of the local Off License campaigns. Currently in 2011/12, the City Council, Strathclyde Police, GCSS and the GHA are developing a Joint Alcohol Strategy which will look at a number of ways in which to tackle alcohol related harm across the city.

## **Local Outcomes**

Reduce the level of violent crime, including gender based and domestic violence (LO1)	Reduce the involvement of young people in crime and as victims of crime and accidents (LO5)
Reduce injuries as a result of road traffic accidents, fires and accidents in the home (LO2)	Reduce the fear of crime (LO6)

## **Overall progress in improving the delivery of the local outcomes**

Levels of reported antisocial behaviour and youth disorder continue to decline in 2010/11 with 9% and 20% reductions respectively. Youth crime is at its lowest level for 5 years with a 46% reduction in comparison to 2006/07. Youth Justice Services have successfully implemented interventions such as Multi Systemic Therapy and the Intensive Monitoring and Intensive Support and Monitoring Service (ISMS) coupled with an effective partnership approach to tackling persistent offending through Youth Justice Forums. In 2011/12, GCSS has developed Early and Effective Intervention Forums which aim to provide targeted partnership responses in order to prevent less persistent young offenders from re-offending. GCSS also work in partnership with Strathclyde Police to deliver an Integrated Offender Management framework. This framework tackles the escalation of persistent offending behaviour through a coordinated range of interventions that are triggered by the frequency of offending behaviour. This approach has reduced the re-offending rate of first time offenders from 28% to 22% by sending them a warning letter, and also delivered a 30% reduction in the crimes committed by persistent offenders attending 12 week offender programmes. Strathclyde Fire and Rescue continue to engage with young

people through the delivery of fire safety programmes in schools and through Fire Reach programmes within local communities. Although there has been a slight increase in the number of malicious fire incidents, the trend is down significantly since 2007/08.








Strathclyde Police continue to encourage the reporting of domestic abuse through working closely with partner agencies. The Domestic Abuse Task Force continue to target the perpetrators of domestic abuse through working closely with ASSIST and the Crown Office and Procurator Fiscal Service (COPFS). There has been an increase of 14.5% in the number of Domestic Abuse incidents which reflects a general increase in the level of reporting since 2006/07 and which suggests greater confidence in the judicial system amongst domestic abuse victims. In relation to Hate Crimes, the number of recorded Hate Crimes has reduced by 13% in 2010/11, down to 1,169. This fall in the number of recorded hate related crimes follows a general increase over the previous three years, but is still above the level of increased reporting that was targeted.

Although, the incidences of fire in domestic dwellings have decreased, the incidents of domestic fires resulting in fire casualties have increased by 49% in comparison to 2009/10. This significant increase may in part be explained by 61% of incidences occurring in multi storey dwellings, which impacts on the number of fire casualties. Smoke inhalation is listed as the main reason for the casualties. Use of cookers and cigarettes are listed as the main causes of the fire with the use and abuse of alcohol being a regular factor. Strathclyde Fire and Rescue continue to work with GHA and other partners to promote the fire safety message to those most vulnerable and if the number of domestic fire incidents can be maintained at the 2010/11 level or further reduced, we will have achieved our target of a 10% reduction.

**R Indicator 40C** - Archway continue to encourage victims of sexual violence to report crimes to Strathclyde Police leading to a potential increase in reported crimes of sexual violence across Glasgow as a result. In 2010/11, the number of crimes of indecency increased by 6% in comparison to 2009/10 driven by specific increases in crimes of sexual violence and prostitution offences. In early 2011, a new multi-agency case management approach in relation to prostitution was introduced by the GCSS Routes Out Unit. This involves Strathclyde Police Vice and Trafficking Unit, Glasgow Addiction Services, the Prison Service, Social Work Services and GCSS working jointly with clients, focussing on enforcement, support and prevention. This approach has resulted in an increase in the number of women being reported for prostitution offences.

**R Indicator 44B** - The fear of crime indicator has increased by 2.4%; this may be as a consequence of external factors such as the media impacting on perception. The survey also has a 3 month period for completion and the timing of the survey may also be responsible for the slight increase. Strathclyde Police introduced a new question for 2010/11 within the Public Consultation Survey, The question, "Do you feel that the crime and antisocial behaviour issues that matter most in your area are being tackled by your local police?" has been introduced to provide a better indication of public confidence in relation to crime and local policing. The response to the question has been extremely positive, with 75.6% of respondents responding yes, always or most of the time. This demonstrates that community policing is playing a pivotal role in tackling crime and antisocial behaviour in the communities of Glasgow.

## We live our lives safe from crime, disorder and danger (National Outcome 9)

	Indicator	Baseline	2007/08	2008/09	2009/10	2010/11	Target	Performance to Target
	Rate of recorded crimes and offences per 10,000 population:							
A	All crimes and offences committed by 8-17 year olds	19,911	17,490	14,273	13,562	<b>10,759</b>	Reduce by 2% by 2011/12.	
40	B Number of all group 1 crimes (crimes of violence)	4,064	3,715	3,537	3,024	<b>2,905</b>	Reduce by 2% by 2011/12.	
C	Number of all group 2 crimes (crimes of indecency)	1,159	1,196	1,091	1,099	<b>1,169</b>	Reduce by 2% by 2011/12.	
D	Number of all group 4 crimes (vandalism, fire-raising and malicious conduct, including vandalism, malicious mischief, and reckless conduct)	18,883	16,708	15,675	13,692	<b>11,757</b>	Reduce by 2% by 2011/12.	
41	Percentage of those given a non-custodial sentence or discharged from custody in a given year who are reconvicted of at least one other offence within two years	47%	Available December 2011	-	-	-	Reduce to 45% within 2 years by 2010/11.	
42	Number of domestic violence incidents	9,078	8,865	10,009	8,895	<b>10,186</b>	Increase by 2% by 2010/11.	
43	A Total number of people reported as victims of crime	52,758	45,496	43,639	41,853	<b>40,996</b>	Reduce by 2% by 2011/12.	
B	Proportion of crime victims who are aged 0 to 15 years	5%	4%	4%	4%	<b>4%</b>		

	Indicator	Baseline	2007/08	2008/09	2009/10	2010/11	Target	Performance to Target
44	A Percentage of residents reporting their quality of life has been affected by anti-social behaviour in last 12 months	42.0%	42.0%	46.2%	41.2%	<b>43.1%</b>	Reduce by 2% by 2011/12.	<b>A</b>
	B Public perception of the general crime rate in local area (fear of crime) generally and by reference to the confidence of minority communities	37.0%	41.0%	44.2%	42.7%	<b>45.1%</b>	2% reduction by 2011/12.	<b>R</b>
	C Percentage of adults stating they feel very/fairly safe when home alone at night AND when walking alone in neighbourhood after dark	62.9%	49.6%	N/A	<b>(2010) 70%</b>	N/A	2% increase by 2011/12.	<b>G</b>
45	Strathclyde Fire and Rescue recorded incidences of fire setting and fire related crime and anti-social behaviour	9,736	7,840	5,407	3,465	<b>5,909</b>	10% reduction by 2011/12.	<b>G</b>
46	A Incidence of fires in domestic dwellings	1,334	1,262	1,309	1,262	<b>1,178</b>	10% reduction by 2011/12.	<b>G</b>
	B Incidence of domestic fires resulting in casualties	234	207	188	110	<b>164</b>	10% reduction by 2011/12.	<b>G</b>
47	Number of children and adults killed or seriously injured in road accidents	314	262	332	221	<b>205</b>	2% reduction by 2011/12.	<b>G</b>

## VIBRANT

### *National Outcome 10*

We live in well-designed, sustainable places, where we, are able to access the amenities and services we need

### **Overall progress in improving the delivery of the national outcome**

Glasgow's CPP has made progress in a number of key projects that contribute to Glasgow being a well-designed and sustainable city for the 21<sup>st</sup> century. The construction of the new Riverside Museum, a wave-shaped building designed by the acclaimed Iraqi architect Zaha Hadid was completed in 2011. The new museum which has been designed to display more than 3,000 items previously held in the city's transport museum and other venues was opened to the public on 21 June. Scotstoun Stadium, refurbished at a cost of £18m as part of the developments for the 2014 Commonwealth Games, has been operating since January 2010 and other facilities such as the mountain bike circuit at Cathkin Braes, the Sir Chris Hoy Velodrome and National Indoor Sports Arena, the squash centre at Scotstoun and the hockey centre at Glasgow Green are all on target to be ready for the games in 2014 and to provide a lasting legacy for the citizens of Glasgow. Three Townscape Heritage Initiatives (THI) which aim to improve the physical fabric and attractiveness of the area have progressed during the year. The Govan THI is on target, but there has been some delay in progressing the THIs at the Merchant City and Parkhead, but both are expected to be completed by the end of 2011. Other regeneration initiatives such as the Glasgow Canal Regeneration Project are also on track.

The Better Glasgow Fund (BGF) provides around £36.5 million to support a range of programmes. These include area regeneration, the City Centre Action Plan, the Public Realm/Lighting Strategy, the Heritage building programme, and supporting local businesses. The target is to distribute 100% of all funding by the end of 2011-2012.

Progress in other areas, such as housing developments, has been more directly affected by the current economic environment. The annual strategic housing investment plan (SHIP) outlines the affordable housing investment delivery plans to meet key Council aims for its Local Housing Strategy. The plan to deliver 2,700 new-build homes in the private sector each year was suspended for 2010/11 due to the lack of private sector investment and the cancellation of existing projects. However, the target to build 4,700 new-build houses in the social-rented sector by 2011 was exceeded, with 6,000 having been completed and a further 1,707 being built. The final target is 10,000 by 2013 dependant on previous levels of investment resources from the Scottish Government being maintained as agreed at the stock transfer in 2003. The target is therefore unlikely to be achieved given the reduction in resources since the financial year 2011/12. The target to deliver 210 wheelchair accessible housing units was met with 216 being provided and also 230 large family housing units against a target of 210.

Attendances at the city's cultural and leisure facilities were all affected by the unusually adverse winter weather conditions during 2001/11, although juvenile attendances at indoor and outdoor sports and leisure facilities did increase slightly during the year. Museum attendances during the year were also affected by the closure of the Museum of Transport in preparation for the move to the new Riverside Museum (450,000 visits in 2009/10) and the normalisation of visitor number to the Kelvingrove Art Gallery and visits to the city's libraries were affected by the unexpected closure of Govanhill. However, overall, attendances at the city's museums and libraries have continued to decline.



## **Local Outcomes**

Improve the attractiveness of Glasgow as a place to live, invest, work and visit (LO11)

Improve Glasgow's physical environment and infrastructure (LO24)

### **Overall progress in improving the delivery of the local outcomes**

The number of visits to the city's museums and galleries decreased once again, down from 3.08 million in 2009/10 to 2.34 million in 2010/11. This perhaps represents a more realistic level of attendance following the huge surge in popularity of the Kelvingrove Museum and Art Gallery that attracted many more visitors than expected following its reopening in 2006/07. As noted above, attendances during the year were also affected by the very severe weather during the winter of 2010/11 and the closure of the Museum of Transport prior to its reopening as the new Riverside Museum. A significant increase in attendances is predicted during 2011/12 following the opening of the new Riverside Museum. Glasgow's libraries also experienced a fall in the number of attendances during the year, dropping from 4.5 million in 2009/10 down to 4.3 million.





In a metropolitan area, keeping the road network congestion free and well maintained is a key priority for the delivery of both local and national outcomes. The M74 completion project was finished 8 months ahead of schedule, opening in June 2011. Phase one of the East End Regeneration Route has been completed and opened in April 2010, and phase two is on schedule. These projects and other road infrastructure projects linked to the 2014 Commonwealth Games will provide huge benefits to the transport network and the economy and facilitate access to services and amenities. Within the city, roads maintenance is an ongoing priority. The percentage of the road network that should be considered for maintenance treatment was 30% in 2009/10 and this has risen to 34% by the end of 2010/11. The council has prepared a Roads Asset Management Plan for the city and has allocated additional funding for road maintenance in recent years and in 2011/12, an additional £18 has been made available. This investment is required to significantly increase the annual programme of pothole repairs and road resurfacing and improve the overall condition of the city's road network which has deteriorated as a consequence of the severe winters in 2009/10 and 2010/11.

Oatlands New Neighbourhood Master Plan is progressing and 12 terraced houses and 36 flats are under construction and planning permission has been granted for 18 more terraced houses. A Working Group has been set up to progress St Margaret's community/business centre and fund raising is continuing with a grant promised by the Heritage Lottery Fund. The Oatlands Development Trust has now been legally constituted and a Small Projects Fund has been established from rental income. A new Oatlands Working Group has also been established to provide a direct liaison between local people and the community, and the council's project manager. The Oatlands regeneration scheme is quoted as being the 71st largest active regeneration project in the UK in the 2011 'Regeneration and Renewal – Top 100' and the 5th largest in Scotland.

**R Indicators 51B, 52 & 53** – Attendances at the city's sports and cultural facilities were all significantly affected by the exceptional winter weather that we experienced during 2010/11. In relation to adult attendances at indoor and outdoor facilities, the provision of many outdoor facilities were particularly badly affected by closures during this period. However the trend over the last three years had been one of increase in relation to this indicator and it is likely that we may have achieved, or been close to achieving our target without the adverse impact of the winter weather. Attendances at the city's museums and library were also affected over the last 12 months by the winter weather. Museum attendances were also

impacted by the closure of the Museum of Transport, prior to its reopening as the Riverside Museum. However, the trend over the last few years has been one of reducing levels of attendance, perhaps reflecting a more realistic position following the surge of interest following the refurbishment and reopening of Kelvingrove. Figures are expected to show signs of improvement in 2011/12 following the opening of the Riverside Museum. Although library visits fell slightly for the second year, the number of library borrowers rose by 2% during the year, up to 112,137 and roughly 200,000 virtual visits to the libraries on-line catalogue were recorded during the course of the year. On-line facilities to access the libraries catalogue have been introduced to broaden the accessibility of the libraries services to its customers.

### **We live in well-designed, sustainable places, where we are able to access the amenities and services we need (National Outcome 10)**

	Indicator	Baseline	2007/08	2008/09	2009/10	2010/11	Target	Performance to Target
48	The percentage of homeless households assessed as priority homeless	86.0%	87.2%	89.5%	90.2%	<b>91.8%</b>	5% assessed as non-priority by 2010/11 (95% as priority) and abolition of priority need in the assessment of re-housing requirement for homeless applicants by 2012.	
49	Proportion of housing stock in social rented sector passing the Scottish Housing Quality Standard	25.0%	35.0%	56.3%	68.1%	N/A	National target of 100% by 2015.	
50	Percentage of the road network that should be considered for maintenance treatment	24.9%	24.9%	25.5%	29.7%	<b>33.9%</b>	To be within the top quartile of Scottish authorities in 2010/11.	
51	Attendances recorded at indoor and outdoor sport and leisure facilities (including pools) per 1,000 population:							
A	Juveniles (0 – 18 years)	8,521	8,871	9,477	11,503	<b>11,531</b>	11,436 by 2010/11.	
B	Adults (19+ years)	6,629	6,806	7,187	8,660	<b>8,597</b>	9,380 by 2010/11.	

	<b>Indicator</b>	<b>Baseline</b>	<b>2007/08</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>Target</b>	<b>Performance to Target</b>
52	A Number of visits to/usages of council funded museums per 1,000 population	7,898.0	7,157.0	5,854.0	5,590.0	<b>4,189</b>	6,884.0	<b>R</b>
	B The number of these visits that were in person per 1,000 population	7,806.0	7,094.0	5,721.0	5,456.0	<b>4,098</b>	5,736.0	<b>R</b>
53	Number of visits to Glasgow's libraries per 1,000 population	7,242.0	7,710.0	7,763.0	7,629.0	<b>7,600</b>	7,808.0 by 2010/11.	<b>R</b>
54	Modal share of adults undertaking active (walking, cycling, public transport) travel to work or education	(2006) 45.5%		(2008) 57%		Anticipated Nov 2011	Increase	Not Enough Data to Rate
55	Learning Centre and access point users as a percentage of the city's population	(2006/07) 12.2%	12.5%	12.9%	12.9%	<b>12.6%</b>	Increase	<b>G</b>

## *National Outcome 11*

We have strong, resilient and supportive communities, where people take responsibility for their own actions and how they affect others

### **Overall progress in improving the delivery of the national outcome**

Glasgow has many positive attractions as a place to live and work. However, some communities within the city contend with prejudice, anti-social behaviour and poor physical conditions.

The CPP has made good progress tackling the anti-social behaviour that blights many communities in Glasgow. There is evidence of positive improvement with the last survey data showing that overall, the percentage of residents who report that their quality of life has been affected by anti-social behaviour in the last two years has decreased from 64% to 41% since 2006/07. It is anticipated that progress will continue to be demonstrated when the latest survey information becomes available later this year. Although still positive, when asked about their general perception that their neighbourhood is a good place to live, the most recent figure reported was 80% compared to 82% previously.

**R Indicator 61** - The CPP has made some progress in helping to support the creation of strong, supportive communities by helping to support the growth of the social-rented housing market and the regeneration of disadvantaged communities. Community cohesion is also demonstrated by levels of engagement in volunteering and local community activities. Although survey data for 2010/11 is not yet available in relation to the percentage of people who say that have taken part in local voluntary activities, data from other sources shows a steady trend of improvement. During 2010/11 the number of volunteer hours that were contributed to neighbourhood clean-ups and improvements increased by 65%, up from 20,659 hours in 2009-2010 to 34,142 in 2010-2011. This involved 18,232 volunteers who took part in 1137 school, community and business clean-ups led by neighbourhood improvement volunteers or staff from Glasgow Community and Safety Services. Land and Environmental Services also encourage and support community involvement and there are now 33 Friends of Parks groups within the city. With the amount of additional data available around this theme, we will review the measure being used with a view to supplementing it, or replacing it with a more robust indicator of community participation.

### **Local Outcomes**

Reduce the impact and incidence of anti-social behaviour (LO4)

Improve Glasgow's physical environment and infrastructure (LO24)

### **Overall progress in improving the delivery of the local outcomes**

Progress towards the following local outcome will demonstrate that progress has been made towards a population that is resilient and supportive, and one in which people take responsibility for their own actions and how they affect others.

Anti-social behaviour has a detrimental effect on local communities and people's perception and fear of crime. The number of reported incidences of anti-social behaviour has reduced again during 2010/11, falling by over 7700, to 81, 508. Youth-related anti-social behaviour incidents reported have also reduced again over the course of the year, falling from 19, 617 to 15,677, a reduction of 20%.











In line with this, the most recently available figures confirm that there has been a decrease in the proportion of residents reporting their quality of life has been affected by anti-social behaviour.

Attacks on the city's emergency workers are unacceptable and the Emergency Workers (Scotland) Act 2005 gives vital additional legal protection to personnel who often have to work in difficult or dangerous situations. The figures for attacks on Strathclyde Police fell for the fourth year in a row, down by 19% over the period to 1,611. An even greater decrease has been seen in relation to attacks on Strathclyde Fire and Rescue staff. Over the last 4 years, these have fallen by 68%, down from 60 to 19.

As part of a Scottish wide scheme, all private landlords with properties in Glasgow and their agents must be registered with the Council, along with providing details of the properties they let. The overall aim of registration is to set minimum standards for the sector and remove the worst landlords. The scheme provides valuable information on private landlords across the City, including a public register which anyone may use to contact a landlord. This provides a good opportunity to deliver a more joined up approach to dealing with landlords and their properties, allow relevant partners to work more closely together to tackle common issues within the curtilage of residential properties, and enable more effective enforcement and lead to improved standards. The council aims to use current and new legislative powers for effective enforcement against private landlords to improve standards in the sector and to protect tenants and communities.

The recession has had an impact on the housing market in the UK that has had a knock-on effect on many of the related strategies. As part of a strategy to improve access to social housing in the city, the Council and Housing Associations operating in the north west of the city, planned to introduce a pathfinder Common Housing Register during 2009/10. The pathfinder pilot aims to establish a register of social landlords, to streamline applications for housing and improve accessibility. Roll out of the pilot was delayed as a result of legal and technical issues and the pathfinder should go live in 2012. The housing construction industry has been particularly badly affected by the current economic recession and for this reason the number of new houses built in the city has not reached the target. The plan to deliver 2,700 new-build homes in the private sector each year was suspended for 2010/11 due to the lack of private sector investment and the cancellation of existing projects. The Strategic Housing Investment Plan (SHIP) is the main investment delivery plan for the Local Housing Strategy approved annually by the City Council. The SHIP is required by the Scottish Government and is used to determine the allocation of development funding to local authorities. The 2011/16 SHIP, approved in November 2010, reaffirmed the Council/GHA joint commitment to deliver 13,000 new build social rented houses by 2013/14, although the Council has received an 18% reduction in its allocation for financial year 2011/12. The Council commitment is being met through the Core Programme (7,000 houses) and the Community Based Housing Association (CBHA) Re-provisioning Programme (3,000 houses). The GHA commitment will be met through its own Re-provisioning Programme (3,000 houses). From the date of stock transfer to 31 March 2011, the Council has completed 6,000 houses with a further 1,707 in the pipeline, against the target of 10,000. Some of the remaining housing to be provided from the Council programme will be met through Re-provisioning within Transformational Regeneration Areas. With further significant reductions in Development Funding resources anticipated over the next three years, our targets and regeneration plans will be severely undermined affecting individual households and communities, jobs and employment prospects and construction firms at a time of weak economic growth. These reductions are being made at a time of increased housing need in the city as reported in the Glasgow and Clyde Valley Housing Market Partnership Housing Needs and Demand Assessment and Glasgow's Housing Strategy 2011/12 to 2015/16 Final Draft for Consultation.

**We have strong, resilient and supportive communities, where people take responsibility for their own actions and how they affect others (National Outcome 11)**

	Indicator	Baseline	2007/08	2008/09	2009/10	2010/11	Target	Performance to Target
56	Proportion of people aged 65 or over with intensive care needs cared for at home (10 hours a week or more)	37.6%%	38.4%	38.6%	39.3%	<b>40.0%</b>	Increase proportion receiving intensive home care to 41% by 2010/11.	
57	The proportion of mental health patients being readmitted for a length of stay of seven or more days	1,104	-	-	908	<b>797</b>	Reduce by 10% (to 993) by December 2010.	
58	Suicide rate per 100,000 population	21.1	(2007) 24.2	(2008) 22.6	(2009) 19.7	(2010) <b>16.3</b>	Reduce by 20% between 2002 and 2013 (14.3).	
59	A Reported incidences of anti-social behaviour and disorder (including vandalism and malicious mischief)	112,805	103,634	96,830	89,254	<b>81,508</b>	Reduce by 2% by 2011/12.	
	B Number of youth related antisocial behaviour incidents	50,089 (44.4%)	32,425 (31.2%)	25,920 (26.7%)	19,617 (21.9%)	<b>15,677</b> <b>(19.2%)</b>	Reduce by 2% by 2011/12.	
Attacks on emergency service workers:								
60	A Strathclyde Fire and Rescue	71	60	47	33	<b>19</b>	Reduce by 10% by 2011/12.	
	B Strathclyde Police	1,810	1,986	1,904	1,701	<b>1,611</b>	Reduce by 2% by 2011/12.	
61	A Percentage of Glasgow residents involved in any voluntary activity in the past 12 months	24.0%	26.0%	-	<b>23.0%</b>	Anticipated 2011/12	To increase to alignment with national average (Scotland in 2006 = 30%).	
	B Scotland	30.0%	31.0%	-	<b>28.0%</b>			
62	Proportion of residents who believe they can influence decisions that affect their local neighbourhood	24%	(2008) 24%	-	(2010) <b>22%</b>	N/A	Increase.	
63	Percentage of adults who rate their neighbourhood as a very good/fairly good place to live	35.2%	35.9%	-	(2010) <b>88%</b>	N/A	Increase by 5% by 2011/12.	

Note: Re indicator 56 – This target excludes people in NHS Continuing Care  
Re indicator 63. Previous figure was for 'very good' response only. 'Very good' response for 2010 was 42%.

## *National Outcome 12*

We value and enjoy our built and natural environment and protect it and enhance it for future generations

### **Overall progress in improving the delivery of the national outcome**

The CPP has made some progress in relation to this outcome and many projects and programmes designed to improve and enhance the natural environment in the city continue to be developed. We achieved our target to raise the city's street cleanliness index to 70 by 2010/11 and we have made some progress in developing the amount of land within the city which is designated as local nature reserves (LNR) to support increased levels of biodiversity. Although growth in the amount of LNR designated land has been slow, there are plans to create three new local nature reserves at Linn Park, Cathkin Braes and Darnley Mill Country Park. The Linn Park management plan is complete and discussions with Scottish Natural Heritage are underway about its LNR status. If an LNR designation can be achieved for all three planned reserves, we should achieve the target that has been set for 2012/13.

### **Local Outcomes**

Improve the attractiveness of Glasgow as a place to live, invest, work and visit (LO11)

Improve Glasgow's physical environment and infrastructure (LO24)

### **Overall progress in improving the delivery of the local outcomes**

The Maryhill and Speirs Locks projects are part of the CPPs approach to developing new opportunities for physical, economic and social renewal along the canal corridor in the North of Glasgow. In terms of the Maryhill Locks project, the first phase of social-rented housing at Botany has been completed and the second phase for a further 125 units has commenced. The basic fit out of the former Whitehouse Bar building for community and Canal Partnership use now been completed. Environmental improvements in the area are ongoing, including landscaping, re-grading, footpath construction and new planting. The refurbishment of the Maryhill Burgh Halls is ongoing and contractors will remain on site until May 2011 and the consultation phase of the Maryhill Town Centre Action Plan has been completed. At Speirs Lock, the RSAMD studio on Garscube Road was opened in September 2010 and the phase two Landscape Link was completed including a temporary footpath up to the Canal Basin. To help offset the decommissioning of the Diageo facility at Port Dundas, a planning application has been submitted for a paddlesports centre and links to a possible Arts Quarter project are being examined.

The Council approved its Allotments Strategy and Action Plan 2009 to 2013 in 2009/10 and work has continued during 2010/11 to progress the identified actions. Ground clearance work is underway to increase the allotment space at the Oatlands Gate allotments, which is land additional to the Bett Homes funded Oatlands Leisure Gardens allotments. As part of the review of vacant and derelict land in the city, land at Westercommon, Milton has been identified for use as a temporary garden/allotment site. In total, the number of allotments is being increased through several sites to deliver 73 new plots (West area), 25 new plots (South West area), 21 new plots (North area) and 32 new Plots (East area). These new plots are of varying sizes. The allotment occupancy levels have also increased with additional plots at Mansewood being cleared for use.

During 2010/11, we increased the number of events which were held in the city's parks, delivering a programme of over 970 events compared to 700 in 2009/10. We continued to implement the annual parks development programme during 2010/11. The initial programme of 40 projects in parks, play areas and open spaces was extended during the year to a total of 60 sites. Progress during the year was however affected by the severe winter weather. Park Management Plans, including a public consultation element, have been prepared for 7 parks, and Bellahouston Park, Glasgow Green and the Botanic Gardens all received the prestigious Green Flag park award in 2011.

A Strategic Environmental Assessment was undertaken in relation to the Commonwealth Games 2014 and was completed by the end of 2010 as planned.

Glasgow's schools continue to make good progress as part of the Keep Scotland Beautiful Eco-Schools programme, an international initiative designed to encourage whole-school action for the environment. It is a recognised award scheme that accredits schools who make a commitment to continuously improve their environmental performance. It is also a learning resource that raises awareness of environmental and sustainable development issues through activities linked to curricular areas. An awarded Green Flag shows that a school is committed to the highest standards in environmental education and management. 305 Glasgow schools participated in the programme during 2010/11. The first two levels of award are the Bronze and Silver Awards. These are based on school self-assessment and are valid indefinitely. During 2010/11, 169 schools achieved a Bronze level award and 178 the Silver level. The top level of award is the Green Flag Award. This is not based on school self-assessment but rather Eco-Schools Assessors from Keep Scotland Beautiful visit the school and assess its performance against the Green Flag Award Criteria. In 2010/11, 78 schools in Glasgow have one Green Flag and 33 schools have been accredited with two Green Flags. A school is considered to be a permanent Eco School once it has gained its Fourth Green Flag.

The CPP is making good progress improving the infrastructure whilst continuing efforts to make Glasgow a cleaner and more attractive place to live. The general public perception of problems such as graffiti, litter and fly tipping on Glasgow's streets has not changed significantly in the last few years, but it is hoped that strategies such as such as Clean Glasgow will improve these figures in the long-term. Figures comparing the response to the council's household survey results from 2007 and autumn 2010 are shown below. The Keep Scotland Beautiful overall street cleanliness rating awarded to Glasgow was 70 out of 100 in 2010/11 which is an improvement on last year's rating of 69.

(Percentage of respondents citing the following issues as a problem)

- |                           |                              |
|---------------------------|------------------------------|
| ○ Litter                  | 51% compared to 50% in 2007  |
| ○ Graffiti                | 39% compared to 41% in 2007  |
| ○ Fly-posting             | 28% compared to 30% in 2007  |
| ○ Chewing gum             | 32% compared to 60% in 2007  |
| ○ Fly-tipping and dumping | 31% compared to 31% in 2007  |
| ○ Dog fouling             | 48% compared to 27% in 2007. |



**We value and enjoy our built and natural environment and protect and enhance it for future generations**  
**(National Outcome 12)**

	Indicator	Baseline	2007/08	2008/09	2009/10	2010/11	Target	Performance to Target
64	Biodiversity: land area of designated Local Nature Reserves in the city	0.36ha	0.36	0.36	0.43	<b>0.43</b>	0.75 hectares per 1,000 population by 2012/13.	<b>A</b>
65	Cleanliness index	62	68	68	69	<b>70</b>	Improve to 70 by 2010/11.	<b>G</b>

## *National Outcome 13*

We take pride in a strong, fair and inclusive national identity

### **Overall progress in improving the delivery of the national outcome**

It is important that all those living in Glasgow and Scotland feel part of society and that they are treated fairly and inclusively in everyday life. A wide range of programmes and projects delivered by all the CPP partners are aimed at ensuring all citizens feel they have the opportunity to participate fully in what Glasgow and Scotland have to offer. In the short term, increasing the number of recorded hate crimes potentially demonstrates greater recognition and response to this unacceptable type of behaviour within society and the CPP has achieved its target to increase the number of recorded incidents by 5%. The longer term ambition will be to reduce the number of hate crimes recorded in the city.

### **Local Outcomes**

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Improve residents' aspirations, confidence, decision making capacity and involvement in community life (LO23)

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### **Overall progress in improving the delivery of the local outcomes**


A strong, resilient and supportive community is one in which people feel the justice system works for them to increase their safety and right to democracy. The number of reported hate crimes, including incidents of racism and homophobic attacks, has increased according to target as efforts to encourage people in more vulnerable groups to approach authorities have made progress. Despite acknowledgement that a large number of such incidents still go unreported, this suggests efforts to encourage reporting are succeeding amongst the lesbian, gay, bi-sexual and transgender and black, minority and ethnic communities.

The Gaelic Language Plan 2009 to 2012 sets out proposals for the promotion and development of Gaelic in the Council's internal business and in the wider external community in Glasgow. It identifies the Council Services and key partners who will implement the Gaelic Language Plan and what will be delivered by each of them by 2012. The plan is linked to the objectives of the National Plan for Gaelic and to Ginealach Ùr na Gàidhlig, a national action plan to increase the number of Gaelic speakers. Glasgow has 10% of Scotland's Gaelic speakers, with the 2001 Census showing that there were 10,034 people in the city who said they could understand, speak, read or write Gaelic. Since 2001, the number of Gaelic speakers and those learning the language in the city has increased.

The Council is also delivering on the core commitments to raise the profile and visibility of the language in signage, corporate identity and staff learning Gaelic. The number of children in the city acquiring Gaelic also continues to grow, with most being educated through the medium of Gaelic in Sgoil Ghàidhlig Ghlaschu (Glasgow Gaelic School) the largest and most successful 3-18 Gaelic Medium school in Scotland, now with over 600 children and high levels of SQA exam attainment. Gaelic Medium Education is a huge success story for Glasgow and as demand continues to soar, an increased level of Council investment may now be needed to meet the aspirations of children and parents.

In the external community we continue to work closely with partners such as Glasgow Life and voluntary organisations like CNAG, on initiatives to increase language use, including Gaelic awareness and classes, as well as an extensive arts programme set out in the Gaelic Arts Strategy. The economic impact of Gaelic on the city is impressive. A 2008 study of Gaelic Arts in Glasgow estimated that the Gaelic media sector contributed £2.5 million directly to the Glasgow economy. At least another £200,000 came through theatre, Fèisean, music and other arts. Over 130 jobs in the city were dependent on the ability to speak, read or write Gaelic. More than half of these jobs were professional or managerial, requiring higher level qualifications and skills.

### **We take pride in a strong, fair and inclusive national identity (National Outcome 13)**

Indicator		Baseline	2007/08	2008/09	2009/10	2010/11	Target	Performance to Target
66	Number of recorded hate crimes incidents as per 10,000 population	1,233	1,269	1,286	1,350	<b>1,323</b>	Increase reporting by 5% by 2011/12.	

## *National Outcome 14*

We reduce the local and global impact of our consumption and production

### **Overall progress in improving the delivery of the national outcome**

There has been limited progress made towards meeting many of the targets under Glasgow's local outcomes that support delivery of the national outcome to reduce the local and global impact of consumption and production. Glasgow's recycling rates continue to be lower than most areas in Scotland and air pollution continues to be a problem in a highly populated urban area. However, the partnership continues to develop and implement a range of strategies aimed at improving the impact of consumption and production within the city.

### **Local Outcomes**

Improve the attractiveness of Glasgow as a place to live, invest, work and visit (LO11)

Improve Glasgow's physical environment and infrastructure (LO24)

### **Overall progress in improving the delivery of the local outcomes**

There has been further improvement in our recycling performance. The three main indicators used to measure recycling performance are linked and are based on a projected tonnage of landfill and a target recycling rate. There has been an unexpected increase in the municipal waste total for 2010/11 and this had an impact on the scope to achieve these targets. Over 2010/11, our recycling rate improved to 24% (provisional figure to be confirmed by SEPA), up from 21.6% in 2009/10. However this is still well below the target that had been set of 31%. National comparator figures for the year are not yet available, but in 2009/10, the Scottish average for recycling was 36.7% and Glasgow was ranked 30 out of 32, a position which is unlikely to have changed.

Strathclyde Fire and Rescue are taking steps to address carbon management issues relating to their fleet and buildings. Fire appliance crew cabs are now made from recycled materials and all fire appliances have Euro V engines with low CO2 emissions. Some SFR buildings are now generating their own energy, for example, Hamilton Community Fire Station, which is using solar panels and the new SFR training centre being constructed at Clydesmill, which is making use of sustainable power supplies and low, or zero carbon technologies.

Air quality is measured at a range of monitoring stations across the city and targets have been set for the content of nitrogen dioxide (NO<sub>2</sub>), an air pollutant predominantly produced by automobiles (internal combustion engines), and particulate matter (for example, soot) that is 10 micrometers or more in size (PM<sub>10</sub>) that is in the city's air. The target for particulate matter was met during 2010/11, with the number of occasions recorded during the year fell to three, against a target of seven, and significantly below the 26 occasions recorded during 2009/10. However the number of occasions during the year where nitrogen dioxide levels were recorded as being above the target level rose significantly, up from 52 occasions to 96 occasions, well about the annual target of 18.

In local areas, dog fouling was the most 'significant problem' noted through the councils most recent household survey with 13% saying this. Overall, the trend in relation to this issue is improving however, as the numbers identifying it as a problem fell from 61% in 2008 to 48% in 2010/11. Litter was the next most commonly mentioned issue, but again, the problem is reducing over time. Generally, improvement is being seen in all areas, the exception being in relation to fly posting which remains a problem for 28% of respondents. The largest decrease has been seen in relation to vandalism in local areas, dropping 14 points from 52% to 38% since 2008, suggesting that the multi strand approaches being applied by the CPP are having a positive effect. When asked about the city centre, survey responses highlighted litter as the most common problem, but as with local area issues, the trend overall is one of improvement across all issues.

**R Indicators 68, 69 & 70** - The Council continues to encourage recycling by promoting participation in the reduce-reuse-recycle concept, using promotional campaigns (for example, vehicle livery, community websites, radio and newspaper articles), targeting lower participation areas with door-to-door exercises and education, developing recycling points and increasing advertising about these sites, and targeting schools with education and facilities to recycle. In August 2011, the council introduced Managed Weekly Collections for the 110,000 properties in the city which receive kerbside refuse and recycling collections. This will increase the range and frequency of recyclable materials uplifted and as a consequence, should also reduce the amount of household waste sent to landfill. We are also progressing a residual waste treatment strategy which will deliver a new facility that will help to further reduce the amount of waste sent to landfill. The severe winter weather also had an impact across this service area during the year, with disruption to collection and uplifts schedules as well limiting householder access to recycling facilities. Domestic glass collections (purple bins) have been introduced to help improve the city's recycling performance, garden waste (brown bin) collections have been increased and a new contract is in place to recover more recyclables from bulk uplifts. The contract negotiations for the construction and operation of a residual waste treatment facility is progressing and a shortlist of two has been agreed. Work is also underway to develop additional areas of the Cathkin landfill site to ensure continued landfill capacity. This will provide additional space to meet the Council's residual waste arisings in 2011/12.

**R Indicators 71A** - The Council agreed an Air Quality Action Plan in 2008/09 that established three areas of the city where air pollution exceeded national target levels for focused priority and outlined the key areas of work. During 2010/11 the Council continued to undertake vehicle emission testing, launched the city's car club with the creation of dedicated on street parking bays. Every car in the Glasgow City Car Club has CO<sub>2</sub> emissions of less than 100g/km, making it the greenest commercially operated car club in the UK. The council also completed stage 2 of the Low Emissions Zone (LEZ) feasibility study and has begun trialling a fleet of new electric vehicles. A Statutory Quality Partnership which will restrict the use of older and less efficient vehicles is being developed with bus operators, which will help to reduce air pollution.

**R Indicators 72** - The councils energy use is monitored through its consumption of gas and electricity. Targets and results over the last few years have been based largely on estimated readings. A programme to install smart meters throughout the council is now providing more accurate returns and over 75% of our usage is now monitored in this way. More reliable baselines and monitoring targets will be set within the councils revised Carbon Management Plan which should be finalised in December 2011.

## **We reduce the local and global impact of our consumption and production (National Outcome 14)**

Indicator		Baseline	2007/08	2008/09	2009/10	2010/11	Target	Performance to Target
67	The proportion of residents who cite that each of the following is a problem							
	A Litter in the city centre	54%	-	-	54%	34%		G
	Litter in their local area	66%	-	61%	66%	51%		G
	B Graffiti in the city centre	45%	-	-	45%	25%		G
	Graffiti in their local area	50%	-	50%	50%	39%		G
	C Fly posting in the city centre	38%	-	-	38%	20%		G
	Fly posting in their local area	29%	-	26%	29%	28%		G
	D Chewing gum in the city centre	45%	-	-	45%	26%	Decrease.	G
	Chewing gum in their local area	43%	-	39%	43%	32%		G
	E Fly tipping in the city centre	28%	-	-	28%	17%		G
	Fly tipping in their local area	35%	-	30%	35%	31%		G
	F Dog fouling in the city centre	39%	-	-	39%	19%		G
	Dog fouling in their local area	65%	-	61%	65%	48%		G
68	The kilograms of municipal waste collected per capita	613	624	594	556	574	Reduce.	R
69	Proportion of municipal waste recycled	9.4%	18.1%	19.9%	21.9%	24%	31% (2010/11); 40% (2011/12).	R

Indicator		Baseline	2007/08	2008/09	2009/10	2010/11	Target	Performance to Target
70	Biodegradable municipal waste landfilled (tonnes)	187,288	193,052	166,359	154,680	<b>149,733</b>	In 2010/11, with residual waste treatment GCC seeks to reduce BMW to landfill to 144,662 tonnes.	<b>R</b>
71	A Air Quality - Times per year when air pollution is above 200µg/m <sup>3</sup> for Nitrogen Dioxide (NO <sub>2</sub> ) (1 hour mean)	3 times	47	13	52	<b>96</b>	Not to exceed 18 times a year or 40 µg m-3 as an annual mean by 2010/11.	<b>R</b>
	B Air Quality - Times per year when air pollution is above 50µg/m <sup>3</sup> for particulate matter (PM10) (24 hour mean)	55 times	31	41	26	<b>5</b>	Not to exceed 7 times a year or 18 µg m-3 as an annual mean by 2010/11.	<b>G</b>
72	Energy consumption for Council operations and activities (millions):					N/A	Reduce energy consumption by 10% in 2008/09, a further 3% in 2009/10 and a further 2% in 2010/11.	<b>R</b>
	A Gas (M KWHrs)		169	170	193	<b>202</b>		
	B Electricity (M KWHrs)		82	87	85	<b>82</b>		
	Total		251	257	278	<b>284</b>		
	C Net annual change	N/A	-16.7%	2.3%	8.2%	<b>2.2%</b>		
73	Glasgow City Council's CO2 emissions (tonnes per annum)	194,169	195,100	183,022	186,508	<b>189,439</b>	Reduce by 20% over 5 years.	<b>R</b>

**Note re indicator 72:** The methodology used to calculate the councils energy consumption is being reviewed as part of a new Carbon Management Plan for the organisation. Future targets will be revised in line with the outcome of the review.

## *National Outcome 15*

Our public services are high quality, continually improving, efficient and responsive to local people's needs

### **Overall progress in improving the delivery of the national outcome**

All of Glasgow's Community Planning Partners face real and difficult challenges in delivering this national outcome in the face of a global economic downturn and the very significant public sector budget reductions that have been applied in an effort to reduce the national budget deficit. Whilst service improvement and responsive services remain important priorities, the sheer scale of the expected cuts in public expenditure are already impacting on Glasgow's ability to achieve these aims. Each partner has their own efficiency agenda to accommodate the expected significant reduction in resources and the Community Planning Partnership Strategic Board has adopted the One Glasgow approach, which draws on the Total Place approach deployed in England. Adoption of the approach has been agreed by Strathclyde Police, NHS Greater Glasgow and Clyde, Glasgow Housing Association and Glasgow City Council. One Glasgow will involve looking at expenditure by all public bodies across Glasgow on specific strategic issues and identifying the opportunities for reducing costs or optimising expenditure. One Glasgow is seen as a key way that partners can achieve efficiencies and absorb the impact of public sector cuts on the responsiveness of public services. The council is also engaged in discussion with other local authorities involved in the Clyde Valley Review about the potential for sharing services and making savings in the west of Scotland area in a number of common service areas.

### **Local Outcomes**

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Improve the attractiveness of Glasgow as a place to live, invest, work and visit (LO11)

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### **Overall progress in improving the delivery of the local outcomes**









Each of the partners in Glasgow's CPP have their own localised performance management arrangements in place to ensure that the key Best Value requirement of continuous improvement is being driven forward and that services improve their performance, efficiency and responsiveness to the needs of local communities. The Scottish Household Survey (SHS) records public satisfaction levels across a range of public sector services and appropriate information from this is now included within this report. The most current SHS data relates to 2007/08 and provides a largely positive picture of public satisfaction with many of the services provided by the CPP. The lowest satisfaction level relates to schools, but it is hoped that the ongoing refurbishment and renewal programme which is taking place and the multi-faceted approaches to improving attainment that are being deployed will result in an improved level of satisfaction when updated information becomes available from SHS later this year.

The Community Planning Partners have almost completed the review of the city's Community Plan, and a new version will be launched later in 2011. A key element of the process has been consultation exercises undertaken with local residents to ensure that the priorities set out in the plan reflect the needs and priorities of local residents. As part of the CPPs work to inform local communities about work that the partnership is undertaking and future plans and projects, in spring 2011, the partnership published five local performance reports built around pairs of Community Planning areas



within the city. These reports provide details information on performance, development activities, investment etc are were produced in response to requests for information that is more relevant to the local area.

**Our public services are high quality, continually improving, efficient and responsive to local people's needs (National Outcome 15)**

Indicator	Baseline	2007/08	2008/09	2009/10	2010/11	Target	Performance to Target
74 A Percentage of adults satisfied with local health services	78%	78%	-	83%	N/A	Increase.	
B Percentage of adults satisfied with police services	54%	54%	-	62%	N/A		
C Percentage of adults satisfied with fire services	52%	52%	-	57%	N/A		
D Percentage of adults satisfied with refuse collection	75%	75%	-	75%	N/A		
E Percentage of adults satisfied with local schools	41%	41%	-	40%	N/A		
F Percentage of adults satisfied with social work services	50%	50%	-	24%	N/A		
H Percentage of adults satisfied with public transport	69%	69%	-	74%	N/A		
I Percentage of adults satisfied with street cleaning	63%	63%	-	68%	N/A		

Note: Re indicator 74. The satisfaction figures shown are calculated including the respondents who expressed 'no opinion.' Some services have a higher 'no opinion' response rate probably as a result of people having little or no direct experience of the service. A high 'no opinion' return therefore impacts negatively on the overall satisfaction rating. Notable high 'no opinion' response rates in 2009/10 are Fire Service (34%), Schools (50%) and Social Work (63%).

## Indicator reference table

National Outcomes (1 to 15)		Glasgow's Local Outcomes (24)	SOA Indicators 2010/11
Working	1. We live in a Scotland that is most attractive place for doing business in Europe.	11. Improve the attractiveness of Glasgow as a place to live, invest, work & visit.	1, 2, 3, 4, 5, 6, 7
		24. Improve Glasgow's physical environment & infrastructure.	
	2. We realise our full economic potential with more & better employment opportunities for our people.	7. Increase the number of jobs in Glasgow.	8, 9, 10, 11
		8. Increase the proportion of better paid & more productive jobs.	
		9. Increase the proportion of Glasgow residents in work.	
		10. Increase the performance & volume of business carried out in Glasgow.	
Learning	3. We are better educated, more skilled & more successful, renowned for our research & innovation.	20. Improve the literacy & numeracy levels of the population.	12, 13
		22. Improve skills for employment.	
	4. Our young people are successful learners, confident individuals, effective contributors & responsible citizens.	21. Improve educational attainment & achievement of all children & young people.	14, 15, 16, 17, 18
	5. Our children have the best start in life & are ready to succeed.	18. Increase the proportion of parents who are capable, responsible & supported.	19, 20, 21, 22
		23. Improve residents' aspirations, confidence, decision making capacity & involvement in community life.	
Healthy	6. We live longer, healthier lives.	3. Reduce the public acceptance & incidence of over-consumption of alcohol & its subsequent negative impacts.	23, 24, 25, 26, 27, 28, 29
		12. Increase the proportion of the population with a healthy BMI.	
		13. Increase the proportion of residents involved in physical activity.	
		16. Reduce the harm caused by drug addiction.	
		19. Reduce the proportion of residents who smoke.	
	7. We have tackled the significant inequalities in Scottish society.	15. Reduce the difference in life expectancy between the most affluent & most disadvantaged residents.	30, 31
		23. Improve residents' aspirations, confidence, decision making capacity & involvement in community life.	
	8. We have improved the life chances for children, young people & families at risk.	14. Improve children's diets.	32, 33, 34, 35, 36, 37, 38, 39
		17. Reduce the proportion of children in poverty.	
		18. Increase the proportion of parents who are capable, responsible & supported.	

National Outcomes (1 to 15)			Glasgow's Local Outcomes (24)		SOA Indicators 2010/11
Safe	9.	We live our lives safe from crime, disorder & danger.	1.	Reduce the level of violent crime, including gender-based & domestic violence.	40, 41, 42, 43, 44, 45, 46, 47
			2.	Reduce injuries as a result of road traffic incidents, fires & incidents in the home.	
			5.	Reduce the involvement of young people in crime & as victims of crime & accidents.	
			6.	Reduce the fear of crime.	
Vibrant	10.	We live in well-designed, sustainable places, where we are able to access the amenities & services we need.	11.	Improve the attractiveness of Glasgow as a place to live, invest, work & visit.	48, 49, 50, 51, 52, 53, 55
			24.	Improve Glasgow's physical environment & infrastructure.	
	11.	We have strong resilient & supportive communities, where people take responsibility for their own actions & how they affect others.	4.	Reduce the impact & incidence of anti-social behaviour.	56, 57, 58, 59, 60, 61, 62, 63
			24.	Improve Glasgow's physical environment & infrastructure.	
	12.	We value & enjoy our built & natural environment & protect it & enhance for future generations.	11.	Improve the attractiveness of Glasgow as a place to live, invest, work & visit.	64, 65
			24.	Improve Glasgow's physical environment & infrastructure.	
	13.	We take pride in a strong, fair & inclusive national identity	23.	Improve residents' aspirations, confidence, decision making capacity & involvement in community life.	66
	14.	We reduce the local & global impact of our consumption & production.	11.	Improve the attractiveness of Glasgow as a place to live, invest, work & visit.	67, 68, 69, 70, 71, 72, 73
			24.	Improve Glasgow's physical environment & infrastructure.	
	15.	Our public services are high quality, continually improving, efficient & responsive to local people's needs.	11.	Improve the attractiveness of Glasgow as a place to live, invest, work & visit.	74