



# **Glasgow's Single Outcome Agreement Annual Progress Report 2009/10**



**August 2010**

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## 2 Introduction

In 2008, each council in Scotland, in conjunction with local Community Planning Partners, developed a Single Outcome Agreement (SOA) that sets 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). The introduction of the SOA was linked to a reduction in funding restrictions placed on Community Planning Partnerships by the Scottish Government, allowing increased flexibility to target resources according to local priorities and need. 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.

The CPP and the Scottish Government formally signed Glasgow's first SOA in July 2008. This document outlined a set of 20 priorities, 24 local outcomes, and aligned these to the 15 national outcomes. In 2009, the CPP formalised a second version of the agreement, which reconfirmed the 24 local outcomes planned for the city through 2010/11. The government did not require local authorities to produce a third version of the SOA for 2010/11, however did encourage partners to review the set of indicators they were using to monitor progress of their SOA, to ensure they were outcome-focused. Using best practice guidance, the CPP conducted a thorough review of the indicators and aligned these with its own strategic performance management framework and those of the Scottish Government and the Community Planning Partners. The number of indicators was reduced from 219 to 76; this revised set of indicators (see appendix A) reflects current best practice guidance and although smaller in number will enable a more focused approach to outcome monitoring.

This report presents the progress made towards the 15 national outcomes and 24 local outcomes during April 2009 to March 2010, and reports on all 219 indicators included in the 2009/10 SOA, rather than the revised set of indicators that will be used to report progress from 2010/11 onwards. The next monitoring report will be published in the late autumn and reflect progress made from April to September 2010 using the revised set of indicators.

The information reported suggests mixed progress during 2009/10. The CPP continued to make good progress in making the city a safe and inclusive environment for vulnerable residents, the elderly and children, and increased the amount of support provided to get people back into work through education and training opportunities. An increased proportion of children were given a better start to life, as breastfeeding rates increased. More children were registered with a dentist and an increased proportion was given the MMR vaccination. The uptake of free fruit, breakfast and school meals have all increased among the city's primary school children. Older people were provided with more care at home, allowing them greater independence and comfort.

Despite progress in some areas, improvement towards some economy-related outcomes was limited. The current recession's reduction in trade, rising unemployment and increased public debt have all had a severe effect on public services that will continue to impact until 2014 and beyond. The Council and its partners face unprecedented financial challenges and budget constraints, for example over the next three years the Council needs to save around £180 million. The Council is operating under a planning assumption of a 12% reduction in real term funding over the next three years. As a result, outcomes anticipated before the recession now appear optimistic. The number of benefit claimants in Glasgow has increased and the Council's ability to provide support to move people into jobs has been limited due to employers downsizing across the city. The impact of the recession on the housing market has also had an effect on achievement of related priorities.

The CPP has prioritised two specific areas of focus in order to counter the recession's effects on the economy; these priorities are early childhood intervention and youth unemployment. By targeting children in their early years to provide them with the best start in life and ensuring that young people have the support and skills required to enter the workforce, the CPP aims to deal with the causes of deprivation rather than the consequences, and so redress the inequality of life chances that result from deprivation and poverty to provide Glasgow with future generations of successful citizens.

### **3 Note on the format of the report**

A more detailed picture of the city's performance is presented in the following sections. The format of this report has been changed slightly from that used in previous years. The table on pages five and six illustrates the connections between the Community Planning themes (working, learning, healthy, safe and vibrant), the 15 national outcomes and the 24 local outcomes. This table also provides a reference to those local outcomes that support delivery of the Fairer Scotland Fund (FSF). Outcomes are often interdependent; 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 has been made on how much progress Glasgow's CPP has made towards improving the delivery of the national outcome.

The second section presents more specific progress towards the supporting local outcomes. The third section under each national outcome contains a table presenting quantitative progress towards the indicators used to monitor local outcome progress. Progress towards a local outcome may support delivery of more than one national outcome; there is some duplication in the reference to local outcomes. Reference is provided to the lead partner or agency either providing the information or delivering the work directly linked to the indicator. The review process highlighted a number of indicators used for the 2009/10 SOA for which the information is no longer collected or calculated, for example an indicator sourced from a survey that is no longer conducted. These indicators are shaded grey. A note has been made for those indicators for which the information was not yet available and when the information is likely to be published; the next progress report will include updated information wherever possible.

## 4 The National and Local Outcomes

Theme	National Outcomes (1 to 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. (FSF <sup>1</sup> ) 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. (FSF) 8. Increase the proportion of better paid & more productive jobs. 9. Increase the proportion of Glasgow residents in work. (FSF) 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. (FSF) 22. Improve skills for employment. (FSF)
	4. Our young people are successful learners, confident individuals, effective contributors & responsible citizens.	21. Improve educational attainment & achievement of all children & young people. (FSF)
	5. Our children have the best start in life & are ready to succeed.	18. Increase the proportion of parents who are capable, responsible & supported. (FSF) 23. Improve residents' aspirations, confidence, decision making capacity & involvement in community life. (FSF)
Healthy	6. We live longer, healthier lives.	3. Reduce the public acceptance & incidence of over-consumption of alcohol & its subsequent negative impacts. (FSF) 12. Increase the proportion of the population with a healthy BMI. (FSF) 13. Increase the proportion of residents involved in physical activity. (FSF) 16. Reduce the harm caused by drug addiction. (FSF) 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. (FSF) 15. Reduce the difference in life expectancy between the most affluent & most disadvantaged residents. (FSF) 23. Improve residents' aspirations, confidence, decision making capacity & involvement in community life. (FSF)
	8. We have improved the life chances for children, young people & families at risk.	14. Improve children's diets. (FSF) 17. Reduce the proportion of children in poverty. (FSF) 18. Increase the proportion of parents who are capable, responsible & supported.

<sup>1</sup> Delivery of the Local Outcome was directly supported by the Fairer Scotland Fund (FSF). The Scottish Government announced the creation of the FSF in January 2008. Worth £145 million per annum (nationally) from 2008/09 to 2010/11, the FSF aimed to benefit the most disadvantaged communities and people through tackling the root causes of poverty. Dedicated investment in Community Planning priorities was supported via the FSF until the end of the financial year 2009/10, at which point the ring-fencing of the FSF was removed across Scotland and the FSF allocated money was transferred into the Council's mainstream budgets. From 1 April 2010, much of the investment in Community Planning priorities will be through the mainstream budgets. The Council has introduced a new Integrated Grants Fund to continue to invest in a range of programmes and services that tackle poverty and deprivation in the city. The CPP has used the introduction of this Fund to review its priorities and strategic themes, and will introduce a new Community Plan for 2011/12 that will refocus investment on a range of priorities and programmes that more closely focus on the specific local and national outcomes contained within the SOA.

Theme National Outcomes (1 to 15)		Glasgow's Local Outcomes (24)	
Safe	9. We live our lives safe from crime, disorder & danger.	1. Reduce the level of violent crime, including gender-based & domestic violence. (FSF)	
		2. Reduce injuries as a result of road traffic incidents, fires & incidents in the home.	
Vibrant		5. Reduce the involvement of young people in crime & as victims of crime & accidents. (FSF)	
		6. Reduce the fear of crime. (FSF)	
	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. (FSF)	
		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. (FSF)	
		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. (FSF)	
		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. (FSF)	
	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. (FSF)	
		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 (FSF).	

## **5 Working**

### **5.1 We live in a Scotland that is the most attractive place for doing business in Europe**

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

The global recession has had an impact on public spending in Glasgow and across the UK. Although information for some of the indicators showing progress towards this outcome will not be available until later in 2010, other information about the economy and the indicators reported suggest that many of the city's local outcomes that support delivery of the economy-related national outcomes have not progressed as anticipated. A number of economic and labour market targets outlined in the city's Step Change economic strategy were revised for 2009/10 to address the change in the economy. Interim and target reviews are still ongoing, as the impact of the recession and need to reduce the national deficit in the wake of the recession became clear. 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.

#### **5.1.2 Progress towards the supporting local outcomes**

Delivery of the following two local outcomes will ensure Glasgow plays a key role in making Scotland the most attractive place to do business in Europe:

- Improve the attractiveness of Glasgow as a place to live, invest, work and visit (local outcome 11)
- Improve Glasgow's physical environment and infrastructure (local outcome 24)

A determinant as to whether the CPP has successfully delivered the local outcome of improving the attractiveness of the city as a place to live, invest, work and visit is whether or not the population increases. The population of the Clyde Valley region has stabilised at 1.7m but the city's population as a proportion of the Scottish population as a whole has not increased since 2003 as it has remained at 11 percent. The working age population has increased by 6 percent since 2003, which means more people are able to contribute to the economy. Glasgow's ranking as a European business location fell from 27<sup>th</sup> to 29<sup>th</sup> in 2009/10.

Despite these two indicators reflecting a stalling in progress, the CPP is working to ensure that investments committed to prior to the recession are fulfilled, such as the Commonwealth Games transport improvements. These improvements will 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. The completion of the M74, which will provide the southeast of the city with access to the motorway system, is on target. The new eight kilometre (five-mile) stretch of road will continue 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 completion of the motorway will increase access to jobs and opportunities, improve journey times, and reduce traffic congestion in the city—thus growing the economy.

Cathkin Braes Country Park has been selected as the venue for the 2014 mountain biking events. The creation of the new mountain bike circuit for this purpose is on target for completion in 2011.

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 of the route included the realignment of the Rutherglen Road near the Polmadie Junction of the M74 and this was completed in 2009/10. Phase two started in April 2010 and includes Rutherglen Bridge to Biggar Street and the Camlachie Burn Overflow. This work is programmed to finish in April 2012. The construction timing for the third phase (from Biggar Street to Provan Road) has yet to be determined because it is dependent on the availability of council funding.

Further information on the specific indicators used to monitor local outcome progress is included in section 5.1.3.

### 5.1.3 Local outcome indicator progress for 2009/10

Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
1. Partnership	Population: Clyde Valley	Stabilise the Clyde Valley population at the 2003 level.	1,749,260	1,752,000	1,754,760	1,760,680	✓
	City	Increase from 11% to 12% of the Scottish population.	580,690 11%	581,940 11%	584,240 11%	588,470 11%	✗
	Working age population (16 to 64 years)	N/A (Contextual)	386,197	388,537	392,028	396,573	N/A
2. Partnership	Gross Regional Domestic Product (Glasgow)	£15.3bn by 2010/11 (£19bn by 2016).	£14.9bn	£15.7bn	Available 2010.	Available 2011.	N/A
3. Partnership	Tourism expenditure (£ millions)	Increase to £1.05bn by 2016.	£656m	£637m	£620m	Available September 2010.	N/A
	UK residents		£438m	£393m	£388m		
	Overseas visitors		£218m	£244m	£232m		
4. Partnership	Ranking as a business location among European cities	24th by 2010/11(top 20 by 2016).	25/32	26/33	27/34	29/34	✗
5. Council	Amount of land developed per annum (net change in amount of derelict land in the city)	Maintain the 2007/08 level of 1,325.76 hectares (1,380.00 hectares for 2010/11).	1,267.76	1,325.76	1,344.04	Available October 2010.	N/A
			-1.44%	4.57%	1.38%		
6. Council	Private Sector Capital investment in Glasgow	£3.5bn in 2009/10 and will be reviewed on an annual basis.	£4.21bn	£4.32bn	£3.95bn	Available October 2010.	N/A
7. Council	Percentage of assessed Council and private bridges that fail to meet the European standard of 40 tonnes	19.5%	27.5%	21.6%	20.4%	20.4%	✓
8. Partnership	Export sales	£2.48bn by 2010/11(£3.72bn by 2016)	£1.745bn (2006)	-	-	Information is no longer available.	N/A



Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
9. Partnership	GDP per capita	15th by 2010/11(1st quartile of European cities by 2016).	18/35	-	-	Information is no longer available.	N/A
10. Partnership	Labour productivity	28th by 2010/11(2nd quartile of European cities by 2016).	34/35	-	-	Information is no longer available.	N/A
11. Partnership	Business investment in research and development	£30m by 2010/11(£52m by 2016).	-	-	-	Information is no longer available.	N/A
12. Partnership	Labour productivity (GVA per employee (£) + growth %)	2nd quartile by 2017.	34/35	-	-	Information is no longer available.	N/A
13. Partnership	World ranking: number of international delegates to conferences	21st in 2010/11; top 20 in 2016.	-	-	33	Information is no longer available.	N/A
14. Partnership	Connectedness with European and global business centres	Two points increase in each index by 2010/11; 7 points increase in each index by 2016.	-	-	-	Information is no longer available.	N/A

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

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

Overall, progress towards this national outcome 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 all the more important.

*The Scottish Government's strategy for economic growth and employment is set out in the Achieving our Potential framework. The CPP has been asked to comment on progress specifically within the context of this framework. An appropriate response is being prepared and although it has not yet been finalised, it will be included in the final version of the SOA Annual Progress Report 2009/10 that is submitted to the Scottish Government on the 30<sup>th</sup> of September and in copies of the report that are made available publicly via the Council and Community Planning Partners' websites.*

### **5.2.2 Progress towards the supporting local outcomes**

Delivery of the following four local outcomes will enable Glaswegians to realise their full economic potential:

- Increase the number of jobs in Glasgow (local outcome 7)
- Increase the proportion of better paid and more productive jobs (local outcome 8)
- Increase the proportion of Glasgow residents in work (local outcome 9)
- Increase the performance and volume of business carried out in Glasgow (local outcome 10)

The business demography indicators show that there are more businesses starting up in Glasgow than previously, an encouraging trend for entrepreneurship within the city, despite the recession. The number of VAT registrations per 10,000 adults has increased from a baseline figure of 37 per 10,000 population in 2005 to 43 in 2008 (the most recently reported figure). De-registrations or business closures have decreased, which is a positive trend, falling from 45 per 10,000 adults to 36 per 10,000 adults. The most recent figure reported for the proportion of businesses that survive longer than three years remains at 59 percent. Another local outcome which will allow the city (and the country) to increase the number of employment opportunities is to increase the number of better paid and more productive jobs. The specific numbers for job growth in priority industries will not be available until later this year; the most recent figures suggest an overall increase of three percent. The most recent figure for the median earnings for people living in the city is last year's figure of £451.90, compared to the UK average of £489 per week. The Glasgow wage per week has risen by 9 percent since 2006/07, which is a faster rate of increase than the UK average increase of 7 percent during this time. It remains to be seen whether this trend continued during 2009/10, as figures will be available in 2011.

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 is 66 percent, which is less than the targeted 71 percent anticipated by 2010/11. This figure remained stable for 2007/08 and 2008/09, but there may be a decrease in the figure (available in December 2010) for 2009/10 caused by the recession. The number of benefit claimants rose by two percent from 86,205 to 87,460 during 2009/10. This is a nine-percent increase from the number in 2007/08 prior to the recession, when there were 79,485 claimants. To increase the proportion of residents in work, the CPP has focused on enabling inclusion and independence of residents, particularly those who are perhaps more vulnerable, for example those receiving community care services with learning, mental health or physical disabilities. The council's social work services referred 2,894 service users to employment advice and assistance

services. This is a significant increase on the original target of 1,000, which was revised in 2009/10. The increase is due to increased focus and a more effective process resulting from increased partnership working. The number of social work service users in work did increase from 1,564 in 2007/08 to 1,650 in 2009/10, but this is not the targeted increase of an additional 200 users. The number in education or training has almost doubled from 967 in 2007/08 to 1,795 in 2009/10. Likewise, the number in voluntary work (which will enable users to gain valuable work experience) has increased from 104 to 149 over the same period. The lower than targeted increase of service users who are in work, whether paid or voluntary, may reflect the more competitive jobs market during a recession.

Glasgow Works is a major employability programme, one of fifteen originally established by the Department for Work and Pensions across the UK. In 2009/10, £4.45m of Fairer Scotland Funds was invested by Glasgow's CPP in the programme to help address employability issues in the city. The Glasgow Works programme targets specific groups of unemployed clients, including those hardest to reach and most excluded, including the young, older people, single parents, those on health-related benefits, those in deprived communities, and black and minority ethnic residents. The strategy has a secondary target of addressing child poverty. The Glasgow Works approach involves helping unemployed people by boosting their skills and confidence and also working with employers to secure training, placements and jobs for clients. A process of 'referral' operates between providers to ensure that clients on programme are recipients of a coherent, joined up range of services which are tailored to their needs. This not only includes skills, training and educational qualifications, but can also cover support around childcare, accommodation, debt advice, addictions support, and a range of other services that that reflect personal client needs.

In 2009/10, the CPP invested a total of £280,000 of Fairer Scotland Funding into the Environmental Employability Programme. The Glasgow Housing Association (GHA) and Glasgow's local regeneration agency network established this programme in 2005, as part of the neighbourhood renewal programme. The programme provides new skills, training placements and work experience to local people to help them into employment. Trainees receive employment support and carry out a range of environmental tasks which complement services provided by Glasgow City Council and other agencies. These tasks focus on keeping local housing organisation neighbourhoods tidy and attractive. Trainees and supervisors are employed by local regeneration agencies. Between June 2006 and June 2010 the project has delivered over 125,000 tasks, including de-littering, sweeping paths and grass cutting, provided 885 training places, including 679 for people who were GHA tenants, and supported 459 trainees into employment, including 288 who were GHA tenants. Targets set for the initial stage of the programme (up to June 2010) were for 20,000 people to be engaged in the programme and for 2,750 persons into work. By 30 June 2010 both targets had been exceeded, with almost 21,000 clients engaged and 3,061 in work. In the next stage of the programme, the target is a further 3,673 clients engaged and another 1,112 job outcomes.

*Further information on the specific indicators used to monitor local outcome progress is included in section 5.2.3.*

### 5.2.3 Local outcome indicator progress for 2009/10

Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
1. Partnership	Employee jobs in Glasgow	Maintain jobs at 2007/08 level (392,500) from now until 2011/12.	388,387	392,500	409,200	Available December 2010.	N/A
2. Partnership	Employment rate of people of working age (16-59/64): Glasgow	71.3% by 2010/11; Scottish average 75% by 2016/17.	64.4%	66.7%	66.4%	Available 2011.	N/A
	Scotland	N/A (Contextual)	75.7%	76.0%	75.6%		

Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
3. Partnership	Median earnings (£) for residents living in the Glasgow local authority area who are employed	UK average by 2017.	£415.70	£434.20	£451.90	Available 2011.	N/A
	UK	N/A (Contextual)	£458.00	£479.00	£489.00		
	Percentage difference	N/A (Contextual)	-9.2%	-9.4%	-7.6%		
4. Partnership	Employment in priority industries:					Available December 2010.	N/A
	All priority areas	Increase	94,771 -4.5%	97,990 -1.3%	102,280 3.1%		
	Financial	+5,000 jobs by 2011.	23,711	23,180	25,656		
	Tourism	Increase	31,135	30,958	29,957		
	Creative industries	Increase	28,561	31,041	34,995		
	Life sciences	Increase	631	826	415		
	Energy	Increase	2,431	3,445	3,018		
	Food and drink prod.	Increase	5,341	5,432	4,822		
	Marine	+400 jobs by 2011.	2,961	3,108	3,417		
5. Partnership	Business demography:						
	VAT/PAYE registrations per 10,000 adults	Increase	38.0	45.0	43.0	Available November 2010.	N/A
	VAT/PAYE de-registrations per 10,000 adults	Reduce	37.0	34.0	36.0	Available November 2010.	N/A
6. Partnership	Number of Key Benefit Claimants ("Key Benefits" includes Job Seeker's Allowance, Incapacity and Lone Parent's)	72,387 by May 2010; 69,538 by May 2011.	82,875	79,485	86,205	87,460	✗
7. Council	Working age Social Work service users referred to employment services	Refer at least 3,000 service users per year.	-	-	2,938	2,894	✓
8. Council	The number of adult Social Work service users in:						
	Work	+ 200 (1,764 in 2009/10)	-	1,564	1,576	1,650	✗
	Education or training	+ 300 (1,267 in 2009/10)	-	967	1,113	1,795	✓
	Voluntary work	+ 125 (229 in 2009/10)	-	104	121	149	✗
9. Partnership	Worklessness: percentage of working age population claiming benefits in Glasgow	Maintain difference between Glasgow and Scotland at 8%.	25.4%	24.1%	25.3%	Available February 2011.	N/A
	Scotland		16.9%	16.2%	17.6%		
	Difference		8.5%	7.9%	7.7%		
10. Partnership	Percentage of households where the respondent or partner has a bank, building or credit union account	Increase	-	83.7%	-	Available 2011.	N/A
11. Partnership	Proportion of households that are coping well or very well financially	Increase	-	42.8%	-	Available 2011.	N/A

## **6 Learning**

### **6.1 We are better educated, more skilled and more successful, renowned for our research and innovation**

#### **6.1.1 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. The proportion of the working age population with low or no qualifications continues to reduce, suggesting that people are more educated and more skilled. In 2006/07 the proportion of the population with low or no qualifications was 23 percent (which was already much less than the 30 percent recorded in 2001/02). Last year this figure had further decreased to 21 percent.

#### **6.1.2 Progress towards the supporting local outcomes**

Delivery of the following two local outcomes will ensure that Glaswegians are better educated, more skilled, and as a result more successful:

- Improve the literacy and numeracy levels of the population (local outcome 20)
- Improve skills for employment (local outcome 22)

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. One such example is the new Construction Skills Academy established in 2008. Run by City Building, the programme provided places for 77 trainees in the first year, and in 2009/10 attracted 68 adults and 76 pre-apprentices. The academy provides job training to people (particularly those aged 16 to 24 years) who are not currently in any employment, education or training to increase their chances of finding a job in the construction industry and thus help with the continued regeneration of the city. It is hoped that more than 50% of these trainees will find jobs each year.

Across the city, the number of adults participating in literacy and numeracy courses increased by 2 percent during 2009/10, with a total of 14,376 learners enrolled in learning programmes. To support people back into work, the Council and its partners continue to deliver initiatives to help people into training and education that will eventually enable a move back into employment. The Council exceeded its target of providing 22,500 assisted certificated and non-certificated training places to adults by providing places for 23,185 adults during 2009/10. This transition from unemployment into training or further education links to the progress reported under the next theme, which is learning.

The number of vocational places taken up by 14 to 16 year olds at school did not increase as planned during 2009/10. This mainstream programme runs for two years (S3 and S4). The number of places offered by employers in 2009/10 did increase but there was a lack of interest in some of the places offered, which resulted in fewer than expected places being filled. Another specific programme that aims to develop work skills among young people is the City Building Apprenticeship Programme, in which the CPP invested a total of £1.45m into during 2009/10. This initiative provides a four-year craft apprenticeship training programme for young

Glaswegians. The programme targets the most disadvantaged young people from across all parts of the city and provides them with the opportunity to participate in construction skills training that meet the needs of industry and allow them entry into the labour market. A total of 167 young Glaswegians participated in the programme over the course of the year.

*Further information on the specific indicators used to monitor local outcome progress is included in section 6.1.3.*

### 6.1.3 Local outcome indicator progress for 2009/10

Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
1. Partnership	Percentage of working age population with low or no qualifications	17% by 2016.	23.0%	24.1%	20.9%	Available 2011.	N/A
	Scotland	N/A (Contextual)	16.3%	16.1%	14.8%		
2. Glasgow Life	Number of English for Speakers of Other Languages (ESOL) learning places in community, college and work related settings	Local target and timescale to be developed by June 2009.	-	-	5,969	Available December 2010.	N/A
3. Glasgow Life	Number of adults participating in the adult literacy and numeracy programmes	Increase to 13,000 by 2008/09 and thereafter increase by 2% year on year to 2010/11.	12,500	14,119	14,135	14,376	✓
4. City Building	Numbers trained in construction skills at the new Construction Skills Academy:		-	-	77		
	Adults	24				68	✓
	Pre-apprentices	50				76	✓
5. Council	Provision of assisted certificated and non-certificated training places	Deliver 7,500 training places in 2008/09; 22,500 adults receiving training to 2010/11.	10,059	12,265	19,728	23,185	✓
6. Partnership	Percentage of school leavers in positive and sustained destinations	87% by 2010/11.	-	82.8%	84.0%	Available December 2010.	N/A
7. Council	Number of places on schools vocational programme for 14 – 16 year olds in mainstream schools	Increase to 1,090 by 2010/11.	-	1,040	1,045	1,011	✗
8. City Building	Disabled people into mainstream employment	Increase the number of Royal Strathclyde Blindcraft Industries employees entering into mainstream employment to an average of 10 over any three-year period.	3	4	3	2	✗

## **6.2 Our young people are successful learners, confident individuals and responsible citizens**

### **6.2.1 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, although faster improvement at primary school level is a priority.

A key part of the work being undertaken to make Scotland's young people more successful learners is the introduction of Curriculum for Excellence. 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, and which are already in place in primary schools, aim to focus more on altering teaching methods rather than changing content, and seek to make young people more resourceful and responsible. The system 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.

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). Membership of these groups consists of head teachers, classroom practitioners, partners (including community learning and development providers and Learning and Teaching Scotland), representatives of professional associations and council officers. 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. In June 2010, the Strategy Group produced an evaluation of its Curriculum for Excellence Action Plan for 2009/10 based on the development and implementation to date. Key messages from the evaluation include:

- Active and engaging learning is well established and there is a high level of engagement and focus on improving learning and teaching at all levels. The Council launched its Curriculum for Excellence intranet site (Glasgow Online), which offers support, enables sharing of practice and provides information for establishments developing the Curriculum. Feedback and evidence from quality assurance mechanisms suggest that there is a high level of engagement with the strategies.
- There is comprehensive agreement that joint planning in learning communities is critical and further mechanisms for enabling this will be prioritised. Learning communities have identified shared targets in their improvement plans to make this joint planning easier. Further progress is needed to ensure a consistent approach is used across learning communities at all ages (3 to 18 years). Work is being undertaken to develop school and college partnerships and links with community learning and development partners across the city.
- Glasgow's schools are engaging parents well through school events and meetings that maximise opportunities to explain Curriculum for Excellence; but there remains the challenge of engaging with all parents and carers on an ongoing basis. There is good practice engaging with pupils about Curriculum for Excellence and in listening to the pupil voice. Formalising this beyond individual schools will be a priority in the coming year.

## 6.2.2 Progress towards the supporting local outcomes

Delivery of the following local outcome will demonstrate that young people in Glasgow are successful at learning:

- Improve educational attainment and achievement of all children and young people (local outcome 21)

Attainment levels across Scotland were higher than ever during 2009/10 as the pass rate of the Scottish Higher exams reached 75%, which is the highest figure since the exam system was changed in 2003. Glasgow was no exception to this high pass rate for secondary school pupils. Eighty-nine percent of young people achieved English and Maths at SCQF level 3 or better at the end of secondary school year four. The targets set for year six pupils were also achieved for the academic year 2009/10, although attainment levels remain significantly lower than the national levels. An increased number of pupils in year two at secondary school are also achieving the appropriate national levels of reading, writing and mathematics.

Despite the improvement in attainment levels at secondary school level, the attainment levels of primary school children remained consistent with levels achieved in previous years and this trend suggests that the targets set for achievement by 2010/11 will not be met.

Information on the number of pre-school centres and schools receiving positive inspection reports during 2009/10 will be available later this year.

*Further information on the specific indicators used to monitor local outcome progress is included in section 6.2.3.*

## 6.2.3 Local outcome indicator progress for 2009/10

Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
1. Council	Proportion of primary school pupils attaining appropriate national levels of attainment:						
	Reading	88% by 2010/11.	82%	83%	84%	84%	✗
	Writing	83% by 2010/11.	75%	76%	77%	77%	✗
	Mathematics	90% by 2010/11.	86%	87%	87%	86%	✗
2. Council	Proportion of S2 pupils attaining appropriate national levels of attainment:						
	Reading	65% by 2010/11.	58%	63%	68%	70%	✓
	Writing	58% by 2010/11.	51%	54%	58%	59%	✓
	Mathematics	65% by 2010/11.	59%	60%	64%	64%	✓



Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
3. Council	The proportion of young people achieving the following by the end of S4:						
	English and Maths at SCQF level 3 or better	88% by 2010/11.	86%	87%	88%	89%	✓
	Scotland	N/A (Contextual)		91%	92%	N/A	N/A
	5 or more awards at SCQF level 3 or better	88% by 2010/11.	86%	84%	86%	89%	✓
	Scotland	N/A (Contextual)		90%	91%	N/A	N/A
	5 or more awards at SCQF level 4 or better	68% by 2010/11.	66%	65%	65%	68%	✓
	Scotland	N/A (Contextual)		76%	77%	N/A	N/A
	5 or more awards at SCQF level 5 or better	23% by 2010/11.	22%	22%	23%	23%	✓
	Scotland	N/A (Contextual)		34%	35%	N/A	N/A
4. Council	The proportion of young people achieving the following by the end of S6:						
	3 or more awards at SCQF level 6 or better	18.5% by 2010/11.	18%	20%	22%	22%	✓
	Scotland	N/A (Contextual)		30%	31%	N/A	N/A
	5 or more awards at SCQF level 6 or better	11.25% by 2010/11.	11%	13%	14%	14%	✓
	Scotland	N/A (Contextual)		19%	20%	N/A	N/A
5. Council	Proportion of pre-school centres receiving positive inspection reports (as percentage of inspections in the given year)	Increase to 98% in 2009/10.	-	96%	96%	Available January 2011.	N/A
6. Council	Proportion of schools receiving positive inspection reports (as percentage of inspections in the given year):						
	Primary	90% by 2009/10.	-	88%	85%	Available January 2011.	N/A
	Secondary	Sustain at 100%.	-	100%	80%		
	Additional Support Needs	Increase to 95% in 2009/10.	-	86%	100%		

## **6.3 Our children have the best start in life and are ready to succeed**

### **6.3.1 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. The CPP has prioritised early childhood intervention as a key theme to support recovery from the recession. A key factor preventing a good start in life are the inequalities caused by poverty, particularly in education and health. By continuing the progress made to reduce these inequalities, Glasgow's young people will have a better start in life. Providing children with the best start in life is also closely linked to the progress reported under the improving the life chances for children, young people and families at risk under the health theme in section 7.3.

In September 2008, the Council agreed a five-year Early Childhood and Extended Services Strategy, which 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.

Maximising support to children and families through effective integrated and partnership working is one of the strategy's key themes. This increased support will complement extending access to high quality early education and childcare services and contribute to improved long-term outcomes for children. In addition, the strategy emphasises engaging parents regarding their child's development and their own employability. This will assist them to improve their family's circumstances. Over the first two years of the Strategy's implementation, significant progress has been made, including:

- The Council has fully reviewed its Nursery Admissions and Charging Policy, to give higher priority to supporting employability by meeting the needs of working parents, while ensuring maintained delivery of a service for the most vulnerable.
- The Council has created additional extended nursery capacity across the city—266 places for children aged zero to five years, with more in development.
- The second year of a programme to engage modern apprentices offers training and employment opportunities across the early childhood and extended services.
- The “Triple P” parenting programme has been piloted in conjunction with health colleagues in the west of the city and was launched citywide during the summer of 2010.
- Glasgow Works supports a programme of Employability Awareness Raising Training across all early years establishments in the city. Glasgow Works is also delivering the School Gates Initiative, which targets employability awareness towards specific parents of school-age children.
- A major investment in workforce development has funded access to a new Bachelor of Arts degree in Childhood Practice for early education and childcare staff from the public, private and voluntary sectors—in June 2010, more than 40 individuals graduated from Glasgow University with the qualification.

### 6.3.2 Progress towards the supporting 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 aims to provide support for children from birth with a range of specialised services, including support for their families, and will help ensure that children in the city have the best possible start in life. Delivery of the following two specific local outcomes will also contribute to the successful delivery of the long-term national outcome:

- Increase the proportion of parents who are capable, responsible, and supported (local outcome 18)
- Improve residents' aspirations confidence, decision making capacity and involvement in community life (local outcome 23)

Providing opportunities to ensure Glasgow's residents are better educated and more skilled, providing the support required to enable adults to meet their responsibilities as parents and guardians, and ensuring that those children for whom the Council has a corporate parenting responsibility do not lose out on opportunities are just some of the ways that the CPP is working to give Glasgow's children the best start in life.

To support parents and ensure they have the appropriate skills to provide their children with the best possible start in life, the CPP has made progress increasing opportunities for adults to develop their skills in literacy, numeracy and increased access to employment opportunities through training and education. In addition, work is also targeted towards ensuring the city's children have the best possible start in terms of their health and this work is reported in section 7.3. Responsible parenting may be reflected through high attendance and low exclusion rates at primary and secondary schools. Attendance rates have remained static across the city, 93 percent at primary schools and 89 percent at secondary schools. Exclusions rates have decreased; demonstrating alternative disciplinary procedures are successful. The number of exclusions at primary school, 532 in 2009/10, has dropped by 33 percent since 2006/07. The figure for secondary schools also demonstrates a significant improvement: there were 6,240 exclusions in 2006/07, this figure has dropped by 52 percent since that time and in 2009/10 there were 3,012 exclusions.

An area of specific priority is those children who are particularly at risk of losing out on education and employment opportunities because they are looked after at home or accommodated elsewhere by the local authority. The number of children in residential schools has decreased in line with the target (48 against a targeted 50). The number of placements offered to vulnerable children aged zero to two years was increased from 515 to 537 (the target was 500). Also, although the number of approvals did not meet the target, the number of approved foster carers and adoptive families both increased. There were 465 foster carers approved and 38 adoptive families approved in the city during 2009/10. These figures have increased from 446 foster carers (2006/07) and nine adoptive families (2005/06). 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, an increase on the 96 percent attending last year. Due to this high take-up, pre-school provision to three-year olds was less successful, as only 70 percent were enrolled—below the target of 85 percent. The educational attainment of young people who are looked after or accommodated by the local authority has improved significantly in the last few years, and it is anticipated this improvement will continue. Figures for 2009/10 will be available in September 2010. In addition, the proportion of young people who go on to education, training or employment has increased from 32 percent in 2006/07 to 45 percent in 2008/09 (figures for 2009/10 will be available later this year).

*Further information on the specific indicators used to monitor local outcome progress is included in section 6.3.3.*

### 6.3.3 Local outcome indicator progress for 2009/10

Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
1. Council	Number of children in residential units	130 by 2011/12.	125	115	111	108	✗
	Number of children in residential schools	50 by 2009/10.	73	32	60	48	✓
2. Council	Vulnerable 2s initiative in targeted areas of the city based on staged intervention (increase the number of placements offered to vulnerable children aged 0-2)	500 childcare places in 2009/10.	440	435	515	537	✓
3. Council	Number of foster carers, including respite and shared carers	Increase to 470 by 2009/10 and 486 by 2011/12.	446	425	451	465	✗
	Number of adoptive families approved per year	Increase to 40 per year.	31	53	49	38	✗
4. Council	Primary school attendance	95% by 2010/11.	93.0%	93.1%	93.2%	93.0%	✗
	Primary school exclusions	Reduce by 2% each year to 2010/11.	799	792	686	532	✓
5. Council	Secondary schools attendance	90% by 2010/11.	88.0%	88.4%	89.1%	89.8%	✓
	Secondary schools exclusions	Reduce by 2% each year to 2010/11.	6,240	5,393	3,989	3,012	✓
6. Council	Proportion of 3 year olds in early years provision	85% by 2009/10.	80%	85%	86%	70%	✗
	Proportion of 4 year olds in pre-school education	Sustain at 97% in 2009/10.	97%	96%	96%	102%	✓
7. Council	Number of places on schools vocational programme for vulnerable young people, including those who are looked after and accommodated	Increase to 220 by 2010/11.	150	140	96	202	✓
8. Council	Proportion of Looked After and Looked After and Accommodated young people leaving care service who are known to be in employment, education or training	Increase by 2% each year.	32%	36%	45%	Available September 2010.	N/A
9. Council	Proportion of Looked After and Looked After and Accommodated young people achieving at least one SCQF Level 3	Close the gap between Glasgow and rest of Scotland.	37.0%	39.3%	45.9%	Available September 2010.	N/A
	Proportion of Looked After and Looked After and Accommodated young people achieving SCQF Level 3 in English and Mathematics	29% by 2010/11.	19.0%	22.7%	31.9%		

## **7 Healthy**

### **7.1 We live longer healthier lives**

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

The CPP has made incremental progress addressing the key factors that limit long healthy lives, including alcohol abuse, smoking and obesity. By tackling these issues, the CPP aims to improve the overall life expectancy of Glasgow's residents. The most recent figures (average figures for 2007 – 2009 will be available in November 2010) for Glasgow state that men live to 70.7 years on average and women to 77.2 years on average. These figures have steadily increased since 1999 when the average age was 68.7 years for men and 76.2 years for women.

#### **7.1.2 Progress towards the supporting local outcomes**

Progress towards the following five local outcomes will contribute to Glasgow's population living longer and healthier lives:

- Reduce the public acceptance and incidence of over-consumption of alcohol and its subsequent negative effects (personal, social and economic) (local outcome 3)
- Increase the proportion of the population with a healthy BMI (local outcome 12)
- Increase the proportion of residents involved in physical activity (local outcome 13)
- Reduce the harm caused by drug addiction (local outcome 16)
- Reduce the proportion of residents who smoke (local outcome 19)

Life expectancy in Glasgow continues to increase slowly and it is anticipated that this trend will be reflected in the figures for 2009/10, which will be available in November 2010. The most recent figures suggest that a man in Glasgow can expect to reach the average age of 70.7 years, 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 77.2 years, up from 77.0 years in 2006/07.

Drug and alcohol abuse impede progress and prosperity in some communities, causing a range of emotional, health and financial problems. The CPP continues to prioritise efforts to reduce these effects. The NHS delivered 4,900 alcohol use screenings using an intervention tool, in an effort to reduce the effects of alcohol abuse in the city and identify those who require treatment or other support. The uptake of both community-based and residential drug rehabilitation services was lower than expected in 2009/10: 299 people participated in the residential programmes (the target was 400) and 2,717 people took part in community-based programmes (the target was 3,200).

Strathclyde Police set a target to increase the number of offences for drug supply and drug possession by five percent by 2011/12 however progress has been limited. The number of offences for drug possession has decreased from 7,052 in 2006/07 to 6,993 in 2009/10. The number of offences for supplying drugs has increased: the number has risen by 22 percent to 2,011 since 2006/07 when there were 1,651 recorded offences. The most recently reported figure for the number

of drug-related deaths was 21 people for every 100,000 people last year, an increase on the 16 reported in the previous year. A figure for 2009/10 will be available later this year. Despite the increase in related mortality, the number of new people reported to the Scottish Drug Misuse Database has decreased each year, down 27 percent since 2006/07. The figure for 2009/10 will be available in December 2010.

To reduce the impact of drug use on families and children, the Council increased the number of children it supported who are affected by parental drug misuse, which rose to 2,677 children in 2009/10. 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. The CATs identified and supported fewer young people (aged 12 to 18 years) with drug addiction problems, 1,148 from a high in 2007/08 of 1,345. This decrease may not necessarily mean there are fewer young people with drug addiction problems, but just that the number of young people identified and supported by the CATs has changed. The number of adults the CATs supported also increased by 9 percent since 2006/07; in 2009/10 the CATs supported a total of 11,476 adults.

Not only does drug and alcohol abuse have a negative impact directly on the health of those misusing the substance, there are also indirect impacts on the economy, crime and well being of residents. In addition to supporting those with a problem and encouraging people to live healthier lives, the CPP also works to redress the negative impacts of drug and alcohol abuse through initiatives to improve the safety and wellbeing of its residents. These are reported in section eight of this report.

Currently 35 percent of the city's population smoke (according to the Glasgow Health and Wellbeing Survey) and this proportion increases to 42 percent in the more deprived areas. The Scottish Household Survey suggests that 32 percent of the adult population smoke, which represents a decrease since 2000 when 35 percent of the population responded as smoking. The NHS set a target to help 4,344 people quit smoking in 2009/10, but the number who actually quit was 2,939. Smoking, and unhealthy diet and a lack of physical exercise are all contributing factors to killer diseases such as heart disease. Mortality from heart disease in the under-75 years has improved: 110 people out of every 100,000 in the city died from a heart-related disease. The city is still a long way from its target of 86 people by 2011.

As well as redressing alcohol and drug abuse, the CPP has also made good progress towards efforts to reduce obesity by encouraging increased levels of physical activity. The CPP delivered more efforts to increase physical activity levels within the city's residents. Free swimming for juveniles and the elderly continue to be a key part of the city's commitment to improving health through physical activity. There was a total of 251,444 free swimming sessions enjoyed by children and those over 65 during 2009/10. Although this is less than the targeted 255,000, it is an increase of 2 percent since 2006/07. Attendance at the city's sport facilities surpassed target, with 5.4 million attendances, 1.3 million of which were visits by young people. To encourage cycling, the Council implemented the Cycling, Walking and Safer Streets programme during 2009/10. This scheme includes proficiency training for school-age cyclists and installing more cycle stands for the safe storage of bicycles at schools. The implementation of the programme is on target. Three Safer Routes to Schools programmes were completed, 20 cycle stands were installed and a further 80 are underway. The percentage of adults using "active travel" (walking, cycling or a mixture including public transport) increased from 46 percent to 57 percent in 2008. A figure for 2010 will be available later this year.

*Further information on the specific indicators used to monitor local outcome progress is included in section 7.1.3.*

### 7.1.3 Local outcome indicator progress for 2009/10

Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
1. Partnership	Male life expectancy at birth	74.6 by 2020.	70.5	70.8	70.7	Available November 2010.	N/A
	Male life expectancy at birth in the most deprived areas		-	64.9	-		
2. Partnership	Female life expectancy at birth	79.6 by 2020.	77.0	77.1	77.2	Available November 2010.	N/A
	Female life expectancy at birth in the most deprived areas		-	73.5	-		
3. NHS	Number of alcohol related hospital admissions	Reduce	9,010	9,582	9,565	Not reported.	N/A
4. Police	Number of offences for drinking in public	Increase by 2% by 2010/11.	8,930	9,115	10,182	15,769	✓
5. NHS	Achieve agreed number of screenings using the appropriate screening tool and alcohol brief intervention:  Glasgow	No target set for Glasgow.	-	-	-	4,900	N/A
	Greater Glasgow and Clyde NHS Board	18,000 by 2010/11	-	-	3,000	20,912	✓
6. NHS	Drug-related deaths per 100,000 population	Reduce	19.4	15.5	20.7	Available December 2010.	N/A
7. Police	Number of offences for drug supply	Increase by 5% by 2011/12.	1,698	1,606	1,760	2,011	✓
8. Police	Number of offences in relation to the possession of illegal drugs	Increase by 5% by 2011/12.	7,052	6,504	7,306	6,993	✗
9. NHS	New individuals reported to the Scottish Drug Misuse Database	2,100 in 2009/10.	2,168	1,846	1,587	Available December 2010.	N/A
10. Council	Number of adults with addiction problems receiving support towards employability	5,500 by 2010/11.	-	-	-	5,451	✗
11. Council	Number of adults supported by Community Addiction Teams	12,500 by 2010/11.	10,514	10,190	11,651	11,476	✓
12. Council	Uptake of drug rehabilitation services:  Residential	400 in 2009/10.	-	-	381	299	✗
	Community based	3,200 in 2009/10.	-	-	3,101	2,717	✗
13. Council	Number of people receiving social care support as part of an integrated substitute prescribing programme	6,378 by 2010/11.	-	-	-	6,647	✓

Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
14. Council	Number of children and young people (12-18 years) supported by Community Addiction Teams	800 in 2009/10.	1,250	1,345	1,291	1,148	✓
15. Council	Number of children supported due to parental substance misuse	2,800 in 2009/10.	2,429	2,610	2,644	2,677	✗
16. NHS	Percentage of pupils in S1 and S4 who took non-prescription drugs in the last year	Reduce	-	18%	-	Available February 2011.	N/A
	Percentage of pupils in S1 and S4 who drink alcohol	Reduce	-	53%	-		
17. NHS	Percentage of pupils in S1 and S4 who smoke	Reduce	-	10.0%	-	Available February 2011.	N/A
	Percentage of the adult population who smoke (16 years and over)	32% by 2011/12, then 28% by 2014/15.	-	35.0%	-	Available March 2012.	N/A
	Percentage of the adult population who smoke among those in the city's most deprived areas (bottom 15% SIMD)	34% by 2014/15.	-	42.0%	-	Available March 2012.	N/A
18. NHS	Deliver agreed numbers of people quitting smoking	4,344 in 2009/10; then 21,240 by 2011/12.	6,372	-	-	2,939	✗
19. Glasgow Life	Free swim sessions for juveniles	155,000	140,470	141,635	141,635	150,596	✗
	Free swim sessions for over 60s	100,000	96,164	93,112	93,115	100,848	✓
	Free swim sessions (total)	255,000	236,634	234,747	234,750	251,444	✗
20. Partnership	The proportion of adults meeting recommended physical activity levels	40% by 2012/13.	-	39.0%	-	Available March 2012.	N/A
	The proportion of children in S1 and S4 meeting recommended physical activity levels	75.0% by 2012/13.	-	36.0%	-	Available February 2011.	N/A
21. Glasgow Life	Attendance at indoor and outdoor sport facilities	4,703,000 in 2009/10.	4,249,932	4,190,641	4,468,992	5,431,917	✓
	Juvenile attendances at indoor and outdoor sport facilities	941,000 in 2009/10.	-	-	-	1,356,555	✓
22. Partnership	Modal share of adults undertaking active (walking, cycling, public transport) travel to work or education	Increase	45.5%	-	57.0%	Available November 2010.	N/A
23. NHS	Percentage of mental health patients receiving physical health check at least once per 15 mos.	Increase	-	-	New for 2009/10	Information is no longer available.	N/A
24. NHS	Number of adults estimated to have severe drug dependency	Reduce	-	-	-	Information is no longer available.	N/A



## **7.2 We have tackled the significant inequalities in Scottish society**

### **7.2.1 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, greater exposure to risk factors such as alcohol abuse, obesity and smoking, and lower life expectancy than those who are better-off. As reported in the previous section, a significant indicator demonstrating that the inequalities in society are being reduced is that the gap between life expectancy for residents in deprived communities and that of Glasgow's residents as a whole is being reduced. Some progress has been made towards delivering the national outcome; a more complete picture of performance will be available later in 2010.

Figures released in 2007/08 showed that men in the most deprived areas lived 5.9 years less on average. Women lived 3.6 years less on average. New figures will be published in November 2010, which will determine whether or not progress has been made towards this outcome. Smoking is linked to the prevalence of coronary heart disease and the proportion of people who smoke is higher in deprived areas: 42 percent of adults in deprived areas smoke compared to 35 percent on average in Glasgow (see section 7.1.2). For every 100,000 people, 110 died from coronary heart disease before the age of 75 years in Glasgow. In the most deprived areas of the city, this figure increases to 112 people. The difference has reduced since 2006/07, when the difference between the city as a whole and the most deprived areas was six people (128 people in Glasgow, compared to 134 in the most deprived areas).

In 2007, the Scottish Government convened a ministerial task force on health inequalities to agree cross-cutting initiatives that would achieve measurable outcomes in reducing health inequalities. The task force's 84 recommendations were outlined in a report, *Equally Well*, published in June 2008. The health priorities for Glasgow are very much in line with these recommendations: prioritising the early years, tackling the harm caused by drugs and alcohol, supporting good mental health, and reducing the risk factors for diseases such as heart disease. One of the main proposals made by the task force was the identification of eight test sites across the country to test new ways of working between Community Planning Partners to deliver health services to local communities. Two of these national test sites are in Glasgow; one is Govanhill (relating to neighbourhood management) and the other is a cross-city centre project that will integrate health and the city's building planning system. *Equally Well* emphasises the need to capture local evaluation of the progress made in order to generate appropriate learning and evidence—which may potentially shape future national policy on reducing health inequalities.

Govanhill, in the south side of Glasgow, has been home to successive waves of immigrants from Ireland, Pakistan, and more recently, Poland and Slovakia. The Slovakian "Roma" community residing in Govanhill is currently estimated to be around 3,000 people. In recent years, Govanhill has earned a reputation as a challenging neighbourhood with high levels of social and health inequalities. As a result, community safety and tackling alcohol and drug-related problems have become priorities. Because of the comparatively high proportion of established black and minority ethnic residents and the transient immigrant populations, a degree of cultural sensitivity is required for service planning and delivery within the area. The Govanhill Neighbourhood Management Group (GNMG) was formed as an acknowledgement that a new way of working was required to respond to these issues. The GNMG has responsibility for managing all aspects of the new multi-agency approach being driven by *Equally Well*, which include:

- Involving and engaging the communities, in particular young people, in service change and development
- Improving health and social wellbeing, in particular by tackling the culture of drug and alcohol misuse
- Tackling the culture of offending
- Developing advice and information outreach services
- Addressing the language barriers
- Improving school attendance
- Providing training and employment opportunities
- Addressing the housing issues, including cleanliness

The work being undertaken by Community Planning Partners in Govanhill will be evaluated nationally and through a local evaluation, both of which began in February 2010 and will run until March 2011. The evaluation will assess the outcomes and effects of the work of the GNMG and gain insight and capture learning from the test site that will increase understanding of effective practice in reducing health inequalities.

## **7.2.2 Progress towards the supporting local outcomes**

Progress towards the following two local outcomes will contribute to reducing the inequalities in Glasgow's society:

- Reduce the level of violent crime, including gender-based and domestic violence (local outcome 1)
- Reduce the difference in life expectancy between the most affluent and most disadvantaged residents (local outcome 15)
- Improve residents' aspirations, confidence, decision-making capacity and involvement in community life (local outcome 23)

As reported in section 7. 1, life expectancy is slowly increasing in Glasgow. Men are living on average to 70.7 years, 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 77.2 years, up from 77.0 years in 2006/07. Both the average age of men and women are both slightly less than for Scotland as a whole, where average male life expectancy is 75 years and for women, 79.9 years. Glaswegian men have the lowest life expectancy in the UK. However, the slight increases also hide wide discrepancies within Glasgow. The average age of a person in Glasgow is very dependent on locality and the statistics evidencing the inequalities have been cited previously by the media. A man born in Calton, in Glasgow's East End, has an average life expectancy of 54 years, compared to a man born in a more privileged area who may expect to live on average until his 80s. Detailed life expectancy data was published for the first time in 2006, and an update is not yet available. The current difference in average life expectancy for men in Glasgow as a whole and those in the most deprived areas of Glasgow is 5.9 years, and for women the difference is 3.6 years.

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. Mortality from heart disease in the under-75 years has improved: 110 people out of every 100,000 in the city died from a heart-related disease in 2009/10. The city as a whole is still a long way from its target of 86 people by 2011. 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 is 112 people out of every 100,000.

In addition to reducing the inequalities that affect life expectancy, the CPP also prioritises inclusion and care for the more vulnerable groups in society. Work to support young people and provide them with the best possible start in life has been reported elsewhere in this report; however, the CPP also provides a range of services that support other vulnerable groups and those who may be at risk. Domestic violence continues to be an unacceptable part of Scottish society. Efforts to encourage women to report such incidents have a target of a two-percent increase since 2006/07, and this was met during 2009/10. Despite this increase in reported incidents, the number of women reporting incidents has not increased, and has in fact decreased to 4,511 since 2006/07 when there were 4,846 women recorded. This trend suggests that there is further work to be done to encourage this vulnerable part of the community to feel confident in reporting the harm done to them.

Care for the elderly, in particular shifting the balance to an increased amount of care at home, allows residents over 65 years 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 percent of people aged 65 and older who have intensive care requirements by 2011/12, and during 2009/10 39 percent received this care at home. Early diagnosis of those with dementia will also allow for more

proactive steps to be taken in terms of management and care. The NHS set a target for the Greater Glasgow area of seeing 8,667 patients a year by 2011/12. In 2009/10, the number seen had increased to 7,563 patients—as targeted and an increase from the 7,023 seen last year.

*Further information on the specific indicators used to monitor local outcome progress is included in section 7.2.3.*

### 7.2.3 Local outcome indicator progress for 2009/10

Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
1. Partnership	Male life expectancy at birth	74.6 by 2020.	70.5	70.8	70.7	Available November 2010.	N/A
	Male life expectancy at birth in the most deprived areas		-	64.9	-		
2. Partnership	Female life expectancy at birth	79.6 by 2020.	77.0	77.1	77.2	Available November 2010.	N/A
	Female life expectancy at birth in the most deprived areas		-	73.5	-		
3. Partnership	Deaths per 100,000 population from coronary heart disease (under 75 years)	60% decrease 1995 – 2010 (national); 86.0 by 2011/12 (Glasgow).	127.8	118.8	114.8	109.8	✗
	Mortality from coronary heart disease in the most deprived areas	Reduce	133.5	123.2	115.7	112.2	✓
4. NHS	Each NHS Board will achieve agreed improvements in the early diagnosis and management of patients with dementia	8,667 by 2011/12.	6,601	6,715 (3,084 for Glasgow only)	7,023 (3,223 for Glasgow only)	7,563 (3,461 for Glasgow only)	✓
5. Partnership	Suicide rate per 100,000 population	18.2 (reduce by 20% by 2013)	23.2	24.2	22.6	Available December 2010.	N/A
6. NHS	Education and training in suicide assessment tools/suicide prevention	50.0% of frontline staff by December 2010.	-	-	New for 2009/10.	27.5%	✗
7. Police	Number of domestic violence incidents	Increase by 2% by 2011/12.	9,950	9,829	11,030	10,165	✓
8. Police	Number of women reporting domestic abuse	Increase by 2% by 2011/12.	4,846	4,788	5,089	4,511	✗
9. Police	Number of repeat women domestic abuse victims	Increase by 2% by 2011/12.	2,833	2,928	3,212	2,912	✓
10. Police	Number of children present during domestic abuse incidents	Increase by 2% by 2011/12.	4,999	5,152	6,026	5,368	✓
11. Council	Proportion of people aged 65 or over with intensive care needs cared for in residential homes	59.0% by 2011/12.	62.5%	61.4%	61.2%	60.7%	✓

Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
12. Council	Proportion of people aged 65 or over with intensive care needs cared for at home (10 hours a week or more)	41.0% by 2011/12.	37.5%	38.6%	38.8%	39.3%	✓
13. Council	Number of overnight respite nights per 1,000 population for people aged 65+	323.0 by 2009/10.	305.7	298.0	293.2	Available September 2010.	✓
14. Council	Number of overnight respite nights per 1,000 population for people aged 18-64	34.0 by 2009/10.	35.0	35.1	36.6	Available September 2010.	N/A

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

### **7.3.1 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. Improvements to children's diets have been supplemented with access to school breakfast clubs, free fruit and school meals. Breastfeeding rates are slowly increasing through education and support. Teenage pregnancy rates are coming down, although more progress is required if the city is to meet its target by next year. 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 percent compared to 45 percent nationally suggesting that Glasgow still has a way to go to address this situation. As well as working on outcomes that will improve employment skills and enabling people back into work, by specifically addressing the issues resulting from poverty in childhood the CPP is making some progress towards this outcome. Progress on this is strongly linked to that reported against national outcomes two (see section 5.2) and five (see section 6.3).

### **7.3.2 Progress towards the supporting local outcomes**

Progress towards the following three local outcomes will improve the life chances for children, young people and families at risk:

- Improve children's diets (local outcome 14)
- Reduce the proportion of children in poverty (local outcome 17)
- Increase the proportion of parents who are capable, responsible, and supported (local outcome 18)

Good nutrition from birth may reduce the chances of obesity later in life. The proportion of newborns being breastfed from birth is 25 percent, and has slightly but steadily increased since 2007/08, when the proportion was 22 percent. The uptake of school meals at primary schools has remained constant at 59 percent since 2006/07. The uptake at secondary schools has been less successful. Only 41 percent of secondary school pupils are having school meals, which is a decrease from 50 percent in 2006/07. Other initiatives aimed at encouraging good eating habits early are "Big Breakfast" (free breakfast provided in primary schools), which met the planned target of 20 percent, and "Fruit Plus" (free fruit provided in primary schools), which also met the target of 91 percent uptake. The NHS introduced a child healthy weight intervention programme during 2009 and since then, 171 assessments have been carried out and 129 families have signed up to the programme.

The proportion of children receiving the MMR vaccination at 24 months has not yet reached the target of 95 percent, but has slightly increased to 92 percent from 91 percent in 2006/07. Those children receiving the required booster vaccination at five years has increased since 2006/07 from 94 percent to 95 percent. To improve the city's poor dental health record—only 47 percent of five-year olds in the city show no signs of dental disease—the NHS succeeded in registering all three to five year olds with a dentist.

As part of its commitment to providing children with the best start in life, the CPP continues to support a range of healthy eating initiatives for young children in Glasgow. The Big Breakfast initiative provides a free breakfast to all children of primary school age in Glasgow five days a week. The scheme also includes access to organised play activities. Similarly, the Council and the NHS have partnered to deliver the Fruit Plus healthy eating initiative, which aims to provide children in nursery and primary schools across the city with fruit, salad and raw vegetables to encourage a healthy diet at a young age. Collectively, these programmes were

supported with over £3.2m of investment in 2009/10. Big Breakfast met the target of maintaining 20 percent uptake and Fruit Plus also maintained a targeted uptake of 91 percent.

*Further information on the specific indicators used to monitor local outcome progress is included in section 7.3.3.*

### 7.3.3 Local outcome indicator progress for 2009/10

Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
1. Council	Uptake of school meals: Primary	59%	59%	60%	60%	59%	✓
	Secondary	48%	50%	50%	50%	41%	✗
2. Council	Uptake of 'Big Breakfast' free breakfast provision in primary schools	Maintain 20.0% until 2010/11.	20%	20%	20%	20%	✓
3. Council	Uptake of 'Fruit Plus' free fruit provision in primary schools	Maintain 90.0% until 2010/11.	90%	90%	90%	91%	✓
4. NHS	Achieve agreed completion rates for child healthy weight intervention programme	850 by 2010/11.	-	-	0	129 families signed up; 171 assessments	✗
5. NHS	Proportion of newborns exclusively breastfed at 6-8 weeks	25.5% by March 2011.	-	22.4%	23.8%	24.6%	✓
6. NHS	Proportion of 3 to 5 years olds registered with dentist	80.0% by 2010/11.	72.4%	-	101.4%	104.2%	✓
7. NHS	Five year old children (primary one) with no signs of dental disease	60.0% by 2010/11.	47.6%	-	54.8%	47.0%	✗
8. NHS	Percentage of children receiving MMR immunisation at 24 mos.	95.0%	90.9%	-	92.7%	92.4%	✗
	Percentage of children receiving MMR booster immunisation at 5 years	95.0%	93.7%	-	96.1%	95.3%	✓
9. NHS	Pregnancies among under 16 year olds (3-year average per 1,000 women aged 13 to 15 years)	9.2 by 2010/11.	11.3 (2004-2006)	10.7 (2005-2007)	Available August 2010.	Available August 2011.	N/A

## **8 Safe**

### **8.1 We live our lives safe from crime, disorder and danger**

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

Glasgow's CPP has prioritised the importance of living safe from crime, disorder and danger. The key driver of outcomes under the Safe theme are Glasgow Community Safety Services, which brings together staff from Glasgow City Council, Strathclyde Police, Strathclyde Fire and Rescue and Glasgow's Community Safety Partnership in order to prevent crime, tackle antisocial behaviour and promote community safety in the city. Performance during 2009/10 reflected a mixed picture of improvement. Violent crime, particularly that which is gender-based or domestic violence, has not significantly improved, but road and fire safety has improved. Fear of crime is based on a perception of crime levels as opposed to the actual probability of becoming a victim. The proportion of people who had a positive perception of the general crime rate in their local area has decreased since 2006/07: 40 percent of people had a positive view of the general crime rate in their local area, compared to 43 percent in 2008/09. Updated figures will be available in December 2010. Fear of crime has a social cost, as it can prevent people from leading normal lives and distort their views about the safety of the communities in which they live.

One suggested driver to reduce people's fear of crime is an increased police presence in local communities. Strathclyde Police introduced a new model of community policing in 2008 to address community safety issues within neighbourhoods. The model is designed to provide a dedicated presence of local community policing teams that are accessible, visible, skilled, knowledgeable and known to the community. The focus of the approach is for collaboration between police and residents to identify concerns, and to take prompt appropriate action to address those concerns, while recording community feedback on any actions taken. This policing model has encouraged other methods for local residents and community police teams to meet and communicate more regularly, including accessing the resources or services of other agencies (for example community police teams communicating via tenants' groups or through community centres). Since 2008, almost 445 additional community police officers have been deployed across Glasgow. The CPP has invested in this process by supporting the recruitment and training of 100 additional community officers, ten for each of the ten Community Planning areas. For 2009/10, this equated to an investment of £3.2m. There has been an almost 13 percent reduction in murders, attempted murders, serious assaults and robberies since the introduction of the model. Public perception of crime and anti-social behaviour in local neighbourhoods has also improved, with a five-percent decrease in residents reporting that they had been affected by anti-social behaviour between 2008/09 and 2009/10. The proportion of local residents who feel that local policing concerns are listened to and acted upon has increased by 22 percent since the model's introduction.

#### **8.1.2 Progress towards the supporting local outcomes**

Progress towards the following four local outcomes will support the ability of Glasgow's residents to live life safe from crime, disorder and danger:

- Reduce the level of violent crime, including gender-based and domestic violence (local outcome 1)
- Reduce injuries as a result of road-traffic incidents, fires and accidents in the home (local outcome 2)
- Reduce the involvement of young people in crime and as victims of crime and accidents (local outcome 5)

- Reduce the fear of crime (local outcome 6)

The number of reported crimes for rape and attempted rape, increased despite a target to reduce this by two percent by 2011/12. The number has increased by 19 percent from 384 to 457 since 2006/07. The CPP set a target to increase the number of domestic violence incidents reported, as this would suggest women are feeling confident enough in the judicial system, but this number has regrettably decreased by two percent since 2006/07.

Roads and communities have been made somewhat safer for Glasgow's residents. The number of assault victims admitted to hospital has decreased by two percent, from 1,269 cases in 2006/07 to 1,213 cases in 2009/10. The number of children and adults killed or seriously injured on Glasgow's roads has decreased by 63 percent. The target was a 60 percent reduction on the 1994 – 1998 average of 594 casualties and in 2009/10, the figure was 221. There were also fewer fires in homes, although the number needs to fall further to meet the target of a reduction of 10 percent by next year. There were 1,334 domestic fires in 2006/07. In 2009/10 there were 1,262 fires. The severity of incidences that resulted in casualties also reduced, from 234 incidences in 2006/07 to 158 incidences in 2009/10.

There have been specific efforts to reduce youth crime, linked to unemployment and low attainment levels which the efforts to reduce were reported previously in this report, has been the subject of specific efforts to reduce in recent years. Figures for 2009/10 are not yet available, but the trend since 2006/07 suggests that the figures are decreasing. In 2006/07, the number of young people (zero to 15 years) offending more than once during a year was 3,499. In 2008/09 (the most recent available figures), this figure had reduced to 2,636 young people. Likewise, the number of victims of crime aged zero to 15 years has also decreased significantly over the same period (figures for 2009/10 have not yet been reported). By 2008/09, there was a reduction of 24 percent, from 2,168 victims who were younger than 16 years of age, down to 1,641 victims.

The most recent figure for the proportion of residents who have a positive perception about levels of crime in the city is 43 percent, an increase of 3 percentage points since 2006/07. This figure will be updated in December 2010.

*Further information on the specific indicators used to monitor local outcome progress is included in section 8.1.3.*

### 8.1.3 Local outcome indicator progress for 2009/10

Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
1. Police	Violent crime rates	Reduce by 2% by 2011/12 (= 14,197)	15,007	13,935	14,278	14,692	✗
2. Police	Overall re-conviction rates	Reduce to 45% within 2 years by 2010/11.	47%	47%	45%	Available 2011.	N/A
3. Police	Difference in overall crime levels in worst 15% SIMD data zones and low crime areas	5% reduction in gap between areas without detriment to low crime areas by 2010/11.	790	-	-	Not reported.	N/A
4. Police	Number of reported crimes for rape, attempted rape, indecent assault and assault with intent to ravish	Reduce by 2% by 2011/12.	432	434	420	457	✗



Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
5. NHS	Number of hospital assault admissions	Reduce by 2% by 2010/11.	1,269	1,261	1,291	1,213	✓
6. NHS	Number of accident admissions to hospital (0-15 years)	Reduce	1,265	1,046	1,034	965	✓
	Number of accident admissions to hospital (+65 years)	Reduce	2,190	2,245	2,508	2,380	✗
7. Police	Number of children and adults killed or seriously injured in road accidents	60% reduction from the 1994-98 average of 594 (= 238).	319	260	327	221	✓
	Numbers of children killed or seriously injured in road accidents	70% reduction from the 1994-98 average of 149 (= 45).	319	259	323	Not reported.	N/A
	Number of people seriously injured in road accidents	Reduce by 2% by 2011/12.	256	299	246	311	✗
	Number of people killed in road traffic accidents	Reduce by 2% by 2011/12.	20	14	16	15	✓
8. Fire & Rescue	Incidence of home fires resulting in casualties	Reduce by 10% by 2011/12.	234	207	188	158	✓
9. Fire & Rescue	Incidence of fires in domestic dwellings	Reduce by 10% by 2011/12.	1,334	1,262	1,309	1,262	✗
10. SPT	Crime incidence on public transport across Strathclyde region						
	Rail	Reduce	-	3,601	3,446	Not reported.	N/A
	Bus		-	2,408	Not reported	Not reported.	N/A
	Subway		-	81	93	63	✓
11. Police	Number of young people offending more than once within a year period (0-15 years)	Reduce by 2% by 2011/12.	3,499	3,083	2,636	Not reported.	N/A
12. Police	Number of victims of crime (0-15 years)	Reduce by 2% by 2011/12.	2,168	1,823	1,641	Not reported.	N/A
13. Partnership	Positive public perception of the general crime rate in local area (fear of crime)	Reduce by 2% by 2011/12.	40.0%	44.2%	42.7%	Available December 2010.	N/A
14. Partnership	Proportion of people who feel safe walking alone at night	Reduce by 2% by 2011/12.	44.0%	46.1%	38.5%	Available December 2010.	N/A
15. Council	Proportion of homeless households assessed as non-priority	5% by 2010/11.	14.9%	12.8%	10.6%	9.9%	✗

Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
16. SPT	Number of transport-related accidents in Glasgow	Reduce	-	2,127 (Strathclyde)	-	Information is no longer available.	N/A
17. Police	Reported incidents of drinking in public places	Reduce by 2% by 2011/12.	-	-	New for 2009/10	Information repeated in indicator	N/A
18. Police	Have you been a victim of crime in the past year? (% yes)	Reduce by 2% by 2011/12	21.0%	25.0%	-	Information is no longer available.	N/A
19. SPT	Satisfaction with safety and personal security on public transport	Increase	Bus 80% Subway 51% Rail 88%	-	-	Information is no longer available.	N/A
20. Police	Percentage of all criminal cases dealt with within 26 weeks	Increase by 3% by 2011.	-	-	-	Information is no longer available.	N/A
21. Police	Number of community intelligence reports in relation to suspected terrorist activity	Increase by 2% 2011/12.	-	379	New for 2009/10	Information is no longer available.	N/A
22. Council	Proportion of households assessed as priority who get social tenancy target	100% by 2012/13.	-	28%	-	Information is no longer available.	N/A

## **9 Vibrant**

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

#### **9.1.1 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. After being closed for more than twenty years, the refurbishment of Maryhill Baths was completed and the new Maryhill Community Leisure Centre opened to the public in April 2010 with a 25m swimming pool, children's pool and state of the art gym. The construction of the Riverside Museum, a wave-shaped building designed by the acclaimed Iraqi architect Zaha Hadid for the city's transport museum with more than 3,000 artefacts, is currently ten-weeks behind schedule but is still due to open in 2011. Part of the developments for the 2014 Commonwealth Games, the £18m refurbishment of Scotstoun Stadium was completed and officially opened by Princess Anne in January 2010. The stadium will host squash and table tennis events and be used for training track and field athletics during the Commonwealth Games. It will also be used as the headquarters of Glasgow Warriors rugby team. The development of a new sports pitch complex at North Kelvinside has been postponed as a result of the current economic recession.

Progress in other areas relating to this national outcome was more varied. Although the housing industry has been affected by the recession, some progress was made to deliver against related targets originally agreed by the CPP. Attendances at the city's museums and libraries fell, but the number of attendances at community facilities continued to increase. Bus passenger numbers fell by seven percent in 2009/10, against a target of four-percent growth.

#### **9.1.2 Progress towards the supporting local outcomes**

Progress towards the following two local outcomes will allow residents to access the amenities and services required and also ensure Glasgow is a well-designed and sustainable city:

- Improve the attractiveness of Glasgow as a place to live, invest, work and visit (local outcome 11)
- Improve Glasgow's physical environment and infrastructure (local outcome 24)

The number of visits to the city's museums and galleries decreased from 3.4 million to 3.3 million in 2009/10. This is as expected, following the huge surge in popularity of the Kelvingrove Museum and Art Gallery that attracted many more visitors than expected in 2006/07 following its refurbishment. Fewer people visited Glasgow's libraries, which had 4.49 million visits during 2009/10, compared to 4.51 million last year. The percentage of residents who use the libraries has also decreased, from 19.3 percent in 2006/07 to 18.7 percent this year. The number of attendances recorded at community facilities increased to 1.5 million from 1.4 million last year. There were also more events, activities and concerts hosted in the parks. There were 350 events last year and 508 in 2009/10—providing more opportunities for both visitors and residents to enjoy the city's more than 90 parks.

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 completion of the M74 and the East End Regeneration Route are both on target (see section 5.1.2) and will provide huge benefits to the transport network and the economy, facilitating access to services and amenities. Within the city, roads maintenance is an ongoing priority. The Council reviewed the roads maintenance plan in 2008/09, in order to refocus spending priorities to increase the budget available in 2009/10 for the planned programme of patching and repairs and reducing the number of potholes in the city's roads. The harsh weather conditions during the winter of 2009/10 caused considerable further damage to the roads. As a result, the percentage of the road network that should be considered for maintenance treatment increased from 26 percent to 30 percent this year, despite the additional budgetary provision. To counter this additional required treatment, the Council has set aside £8m in capital funding for 2010/11 in addition to the existing budget. Despite this additional roads maintenance, another aspect of keeping the roads congestion free failed to demonstrate improvement in 2009/10. Bus passenger numbers decreased by seven percent against targeted annual growth of four percent. The Council offered more transport for the mobility impaired: patronage of services such as Dial a Bus and Ring and Ride increased from 90,687 passengers in 2006/07 to 99,570 passengers this year.

*Further information on the specific indicators used to monitor local outcome progress is included in section 9.1.3.*

### 9.1.3 Local outcome indicator progress for 2009/10

Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
1. Glasgow Life	Visits to museums and galleries	3.2m	4.6m	4.2m	3.4m	3.3m	✗
2. Glasgow Life	Programme of events, activities, concerts in parks	2008/09 = 350 local events; 2009/10 = 450 local events	-	260	350	508	✓
3. Glasgow Life	Resident who are active library borrowers	Increase by 5% to 116,700 by 2008/09 (20% of the population) and maintain in 2009/10.	19.3%	19.7%	20.4%	18.7%	✗
4. Glasgow Life	Number of visits to Glasgow's libraries	Increase by 3% by 2009/10.	4.19m	4.45m	4.51m	4.49m	✓
5. Glasgow Life	Number of attendances at community facilities	Increase by 3% by 2009/10 (1,178,041).	1,143,729	1,292,213	1,417,391	1,512,252	✓
6. Glasgow Life	Learning centre users as a percentage of the city's population	12.8%	12.2%	12.5%	12.9%	12.9%	✓
7. Council	Transport for the mobility impaired: Dial a Bus patronage, Ring n Ride patronage	Increase	90,687	-	-	99,570	✓
8. SPT	Bus passenger numbers	4% growth in bus passengers as a result of increasing the number of quality bus corridors.	-	-	Annual growth target of 4% achieved	7% reduction	✗

Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
9. Council	Percentage of the road network that should be considered for maintenance treatment	To be within the top quartile of Scottish authorities in 2008/09.	-	24.9%	25.5%	29.7%	✓
10. SPT	Proportion of population within 400m of a bus stop with at least 6 buses an hour between 7am and 7pm on an average weekday	Increase	-	80%	-	Information is no longer available.	N/A
11. SPT	Percentage of 16 - 19 year olds within 30 minutes public transport journey time of a further education establishment	Improve	-	98%	New for 2009/10	Information is no longer available.	N/A
12. SPT	Percentage of total population within 30 minutes public transport journey time of a hospital	Improve	-	85%	New for 2009/10	Information is no longer available.	N/A
13. SPT	Percentage of total population within 15 minutes public transport journey time of a GP	Improve	-	83%	New for 2009/10	Information is no longer available.	N/A
14. SPT	Percentage of total population within 15 minutes public transport journey time of a major retail centre	Improve	-	60%	New for 2009/10	Information is no longer available.	N/A
15. SPT	Percentage of 15% most deprived council population within 400m of a bus stop with at least 6 buses an hour every hour between 7am and 7pm on an average weekday	Increase	-	84%	New for 2009/10	Information is no longer available.	N/A

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

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

Glasgow is a great 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; the decreasing trend is a positive one. 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 percent to 41 percent since 2006/07 and it is anticipated that progress will continue to be made towards this outcome. Less progress has been made towards people's general perception that their neighbourhood is a good place to live as the most recent figure reported was 80 percent compared to 82 percent previously.

The CPP has made some progress creating the conditions in which strong communities grow by developing a housing market responsive to supply and demand, by improving existing housing and regenerating disadvantaged communities. But there is more to a strong, resilient and supportive community than having the right physical environment. A cohesive community is one in which there is increased engagement in voluntary activity and public life. The proportion of people volunteering in their communities has increased slightly from 24 percent in 2006/07 to 26 percent in 2007/08 (the most recent figure available).

### **9.2.2 Progress towards the supporting 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:

- Reduce the impact and incidence of anti-social behaviour (local outcome 4)
- Improve Glasgow's physical environment and infrastructure (local outcome 24)

Although an updated figure will not be available until December 2010, the figure reported last year confirms there has been a decrease in the proportion of residents reporting their quality of life has been affected by anti-social behaviour (down from 64 percent in 2006/07 to 41 percent in 2008/09). Anti-social behaviour has a detrimental effect on local communities and people's perception and fear of crime. The number of youth-related anti-social behaviour incidents reported has also dropped significantly by 49 percent, from 50,745 in 2006/07 to 25,753 this year. The number of anti-social behaviour incidents reported in general has also dropped since 2006/07—down by 18 percent, from 167,089 incidents to 136,729 incidents.

Physical attacks on the city's emergency workers are unacceptable. The Emergency Workers (Scotland) Act 2005 now gives vital additional legal protection to personnel who often have to work in difficult or dangerous situations and offending can lead to nine months in jail, £5,000 fine or both. The figures for attacks on Strathclyde Police and Strathclyde Fire and Rescue decreased in 2009/10. Attacks on fire and rescue workers were halved in recent years, from a high of 71 in 2006/07 to 32 this year. The number of attacks on the police has decreased by 13 percent over the same period, from 1,873 to 1,658 this year. Despite these positive trends, attacks on NHS workers have increased significantly in the last four years. There were 2,789 recorded attacks on NHS workers in Glasgow last year, the highest recorded number in Scotland.

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 Antisocial Behaviour Act of 2004 requires local authorities to establish and maintain a register of private landlords and letting agents, so that it is possible to enforce the Act if a complaint is made against a tenant of a rented property. As of 1 May 2006, it became an offence to own and let property without being registered with the Council. All landlords and their agents are now required to register with the Council if they own or let houses in the area, and give a list of the addresses of all of the houses they let. Since the scheme was introduced, 20,191 private landlords have applied for registration and 99% (19,945) have had a decision made on their application. These landlords' applications refer to 29,636 properties in the city, and information on 99% of these properties is now available to the public.

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. The Council planned to introduce a pathfinder Common Housing Register in the north west of the city during 2009/10. Due to legal and technical difficulties, there have been protracted negotiations with housing association partners but progress has been made in rolling out the pilot scheme. There is now a revised timescale for going live in spring 2011. The economic recession has had a much cited effect on the housing construction industry and for this reason the number of new houses built in the city has not reached the target. Funding for new social rented houses has remained in place, and since 2006/07 a total of 3,293 new homes has been delivered but the target to deliver 4,700 new homes has been suspended and is subject to review. Agreement has been reached with the Scottish Government on the approach to the 2010 Social Housing Demand Review. In the private sector, only 1,874 new homes of the targeted 2,700 were delivered. Since 2007/8, 100% of social rented sector new build homes in the Development Funding Programme have complied with "Very Good" classification of the EcoHomes sustainable construction standard. The Housing Investment Programme, which funds the replacement of heating systems, kitchens and bathrooms, rewiring homes and other internal and external improvements, allowed the majority of the targeted improvements to be made during 2009/10 despite the economy.

*Further information on the specific indicators used to monitor local outcome progress is included in section 9.2.3.*

### 9.2.3 Local outcome indicator progress for 2009/10

Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
1. Partnership	Percentage of adults who rate their neighbourhood as a good place to live	Increase by 5% by 2011/12.	82.0%	80.0%	80.0%	Available December 2010.	N/A
2. Glasgow Life	Percentage of Glasgow residents involved in any voluntary activity in the past 12 months	To increase to alignment with national average (Scotland in 2006 = 30%).	24.0%	26.0%	-	Available November 2010.	N/A
	Scotland	N/A (Contextual)	30.0%	31.0%	-		

Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
3. Partnership	Proportion of residents who believe they can influence decisions that affect their local neighbourhood	Increase	24%	-	-	Available December 2010.	N/A
4. Partnership	Proportion of residents reporting their quality of life has been affected by anti-social behaviour in the last 2 years	Reduce	64.0%	44.6%	41.2%	Available December 2010.	N/A
5. Police	Recorded crimes of vandalism, malicious damage or malicious mischief	Reduce by 2% by 2010/11.	18,549	16,362	15,330	Not reported.	N/A
6. Fire & Rescue	Incidence of fire setting and fire related crime and anti-social behaviour	Reduce by 10% by 2011/12.	9,736	7,840	6,712	5,394	✓
7. Police	Reported incidence of anti-social behaviour / disorder	Reduce by 2% by 2010/11.	167,089	155,693	147,085	136,729	✓
8. Police	Number of youth-related antisocial behaviour incidents	Reduce by 2% by 2011/12.	50,745	43,430	33,972	25,753	✓
9. Police / Fire & Rescue	Attacks on emergency service workers (Fire Service)	Reduce by 10% by 2011/12.	71	60	47	32	✓
	Attacks on emergency service workers (Police Service)	Reduce by 2% by 2011/12.	1,873	2,039	1,869	1,658	✓
10. Police	Number of racist incidents	Increase reporting by 5% by 2010/11.	1,285	1,341	1,176	1,316	✓
11. Police	Number of homophobic incidents	Increase reporting by 5% by 2010/11.	103	82	123	150	✓
12. Council	Proportion of public service buildings suitable and accessible to people with disabilities	Improve	26.9%	37.7%	37.7%	37.7%	✓
13. Council	Condition of older (pre-1945) housing stock	Reduce	7,650 older homes are below tolerable standard	-	100 units treated	123 units treated	✓
14. Council	Rate of new house building	Deliver 2,700 new build homes per year to 2010/11.	1,874 new homes have been delivered. The recession has had an impact on private housing but funding for social rented new build has been protected at least through 2010/11.				✗



Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
15. Council	Number of social housing completions	Deliver 4,700 new homes by 2010/11.	3,293 of 4,700 homes were delivered between 2006/07 and 2008/09; however the 2010/11 target has been suspended and is subject to review. Agreement has been reached with the Scottish Government on the approach to the 2010 Social Housing Demand Review.				✗
16. Council	Housing Investment Programme:		-	-			
	Heating systems	2,400			1,406	2,342	✗
	Re-roofed / overclad properties	4,000			4,156	4,181	✓
	Kitchens and bathrooms	7,500			8,094	6,841	✗
	Homes rewired	6,700			4,007		
	Overclad/re-roofed of high-rise blocks	31			24	36	✓
	Secure by design doors fitted	1,000			745	1,046	✓
17. Council	Provision of large family and wheelchair housing	Deliver 210 units in each category over 3 years.	230 larger family houses and 216 wheelchair housing units have been approved over the three year period 2006/07 to 2008/09.				✓
18. Police	Number of sectarian related offences	Increase by 2% 2011/12.	161	152	176	Information is no longer available.	N/A
19. Partnership	Proportion of residents who are satisfied as a whole with Glasgow as a place to live	Maintain	95.0%	94.3%	-	Information is no longer available.	N/A
20. Partnership	Proportion of residents who feel involved in their local community	Increase	20%	-	14.1%	Information is no longer available.	N/A
21. Partnership	Proportion of residents involved in a community group in last 12 months.	Increase	20%	-	17%	Information is no longer available.	N/A

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

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

The CPP has made progress ensuring that Glasgow is an environment that is valued and enjoyed, protected and enhanced for future generations. Although significant progress has been made towards many of the enhancements being made to the city's built and natural environment, the indicators demonstrating progress of initiatives to make Glasgow a cleaner city are yet to demonstrate clear progress. An example of one project that is contributing to this progress is Clean Glasgow. On behalf of the CPP, Glasgow Community Safety Services (GCSS) coordinate this programme to make neighbourhoods across Glasgow cleaner, safer places. The programme involves partner agencies and local residents working together to deliver a range of initiatives to improve the local environment, including cleansing and maintenance, education and public awareness and monitoring and enforcement. To date, 10,000 residents have participated in local clean-up initiatives and projects. In 2009/10 the CPP awarded £300,000 Fairer Scotland Funding towards the £1.8m Clean Glasgow programme to support the following areas of work across the city:

- The Environmental Community Action Teams support volunteers in setting up or delivering community clean-ups and other related activity
- The Community Enforcement Officer Service, a uniformed service that provides a vital community reassurance role that aims to reduce crime and people's fear of crime
- The Council's Rapid Response Area Teams to provide a new dedicated operational resource in each of the ten Community Planning areas
- The Environmental Enhancement Teams, which remove graffiti in local areas, ensuring that every neighbourhood receives a dedicated service for several days each month

### **9.3.2 Progress towards the supporting local outcomes**

Progress towards the following two local outcomes will support progress towards a valued built and natural environment that is protected and enhanced for future generations:

- Improve the attractiveness of Glasgow as a place to live, invest, work and visit (local outcome 11)
- Improve Glasgow's physical environment and infrastructure (local outcome 24)

The Maryhill and Speirs Locks project is on target. The first phase of the social rented housing build by Maryhill Housing Association was completed during the summer of 2010. The Whitehouse outer repair work has been completed and the basic fit out of these properties commenced in spring 2010. The Urban Etive Whitewater course is back on target, following agreement with Historic Scotland. A new Canal Partnership Steering Group will develop the design to the planning application stage. The relocation of the Maryhill Health Centre is still dependent on a decision by the Health Board. The refurbishment of the Maryhill Burgh Halls is ongoing and contractors will remain on site until May 2011. The Botany area environmental and public realm works started in spring 2010. At Speirs Lock, the access and environmental improvement and design work has been completed. This work included the connections to High Craighall, which were delivered using a work placement initiative by the Glasgow North Regeneration Agency. Discussions with cultural partners continue regarding the development of a cultural quarter. Phase two of the landscaping work on site at Garscube Road was completed in April 2010. The Paddlesport project is still in the planning stage.

The Council approved the new Allotments Strategy and Action Plan 2009 to 2013 in 2009/10 and work to implement the improvements outlined in the plan and to source sustainable funding started soon after approval. During 2009/10, work was completed on 13 projects in the city's parks, 22 play areas and multi-use games courts and 10 open spaces. Examples of work undertaken across the city include upgrading seating, improving amenities such as play areas, and installing lighting at games courts. Completed projects include the Stewart Memorial Fountain restoration and the development of the walled garden at Bellahouston Park, which successfully brought together the schools and the use of allotments to promote sustainable community gardening.

The Townscape Heritage Initiative (THI) is a grant-giving programme through which the Heritage Lottery Fund (HLF) supports schemes to regenerate the historic environment in towns and cities across the United Kingdom. The THI is one way to help promote conservation as an essential part of urban regeneration. The THIs in Glasgow are all on target. The Council along with the HLF and Scottish Enterprise Glasgow currently fund two THI projects: the Merchant City Townscape Heritage Initiative and the Parkhead Cross Townscape Heritage Initiative. Both projects are on target for completion and a bid for a stage 2 THI in Govan has been completed. The Merchant City THI has to date awarded approximately £4.5 million to 35 different projects over two phases between 2000 and the present. Now in its last year of operation, the Merchant City THI will complete a number of projects, including: the conversion of two large Edwardian warehouses to house creative and cultural businesses, the conversion of a former bath house to an arts centre, public realm works to historic streets and wynds, and the restoration of the historic Medieval Tollbooth at Glasgow Cross. The aim of the THI in the Parkhead Cross Conservation Area is to regenerate key buildings, bring vacant floor space back into use and improve the public realm. Key buildings that will have been regenerated when the first phase of this THI has been completed include the former TSB building on Gallowgate and the former Clydesdale Bank Building at the corner of the Gallowgate and Duke Street.

As part of the commitment to the Bishop's Estate (Gartloch-Gartcosh) project, access and biodiversity improvements were made to the local nature reserves during 2009/10 at Hogganfield Loch and Commonhead Moss, including the naturalisation of loch banks and the completion of new ponds. Pedestrian access was improved and more naturalisation carried out with additional funding secured through the Landfill Tax Credit scheme. Work on the White Cart Flood Prevention scheme continues. During 2008/09 much of the Contract 1 Upper Catchment preliminary work, including earthworks, concrete base detail, spill ways and flow controls, was completed, and construction work for the Contract 2 Urban Defences should start. Progress during 2009/10 was not reported.

A Strategic Environmental Assessment is currently being developed on behalf of the Commonwealth Games 2014 Organising Committee and is scheduled for completion 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. 306 of Glasgow's schools participate in the programme. The first two levels of award are the Bronze and Silver Awards. These are based on school self-assessment and are valid indefinitely. 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. 59 schools in Glasgow have one Green Flag and 20 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 improved in the last few years, but it is hoped that recently introduced efforts such as Clean Glasgow will improve these figures in the long-term. The Keep Scotland Beautiful overall street cleanliness rating awarded to Glasgow was 69 out of 100 in 2009/10. This is an improvement on last year's rating of 68, when Edinburgh had a rating of 71 and Aberdeen achieved 70.

*Further information on the specific indicators used to monitor local outcome progress is included in section 9.3.3.*

### 9.3.3 Local outcome indicator progress for 2009/10

Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
1. Council	Proportion of residents citing graffiti as a problem: ----- In city centre In local area	Reduce	50%	-	-	45% ----- 50%	✓
2. Council	Proportion of residents citing fly posting as a problem: ----- In city centre In local area	Reduce	26%	-	-	38% ----- 29%	✗
3. Council	Proportion of residents citing chewing gum as a problem: ----- In city centre In local area	Reduce	39%	-	-	45% ----- 43%	✓
4. Council	Proportion of residents citing fly tipping/dumping as a problem: ----- In city centre In local area	Reduce	30%	-	-	28% ----- 35%	✗
5. Council	Proportion of residents citing dog fouling as a problem: ----- In city centre In local area	Reduce	61%	-	-	39% ----- 65%	✗
6. Council	Proportion of residents citing litter as a problem: ----- In city centre In local area	Reduce	60.5%	-	-	54% ----- 66%	✗
7. Council	Street cleanliness (Keep Scotland Beautiful score out of 100)	Improve to 68 by 2010/11.	67	-	68	69	✓
8. Council	Increase 'Friends of Parks' groups across the city	21 groups in 2008; 25 groups in 2009.	14 groups	14	25	29	✓
9. Council	Increase the number of schools working towards and achieving green flags in schools	Increase the number of schools with a bronze award, silver award, 1 Green Flag & 2 Green Flags.	282 in programme; green flags = 35	-	306 in programme; bronze or silver awards = 319, 1 Green Flag = 59, 2 Green Flags = 20	Available September 2010.	N/A

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

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

With the launch of the Gaelic Language Plan, Glasgow has made good progress towards this national outcome.

### 9.4.2 Progress towards the supporting local outcomes

Progress towards the following local outcome will support progress towards making Scotland that has a strong, fair and inclusive national identity:

- Improve residents' aspirations, confidence, decision-making capacity and involvement in community life (local outcome 23)

In April 2010, the Council was the first lowland council to launch a Gaelic Language Plan for the city, as required by the Gaelic Language (Scotland) Act 2005. The plan includes opening a second Gaelic school and wider use of Gaelic on signage and on council communications. Academic research (York University, Toronto) suggests that children who are bilingual at an early age out-perform children with only one language in a range of thinking skills. Scottish research into attainment in Gaelic-medium education indicates that pupils make significant progress in Gaelic-medium and out-perform English-medium pupils at primary school year seven. The Glasgow Gaelic School is due to increase provision in the 2010/11 academic year, with an estimated 345 pupils in the primary and 200 in the secondary school.

*Further information on the specific indicators used to monitor local outcome progress is included in section 9.4.3.*

### 9.4.3 Local outcome indicator progress for 2009/10

Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
1. Council	Number of children in Primary 1 entry to Gaelic Medium Education (GME)	Increase to 106 by 2012/13.	52	-	-	57	✗
2. Council	Transfer rate from Primary GME to Secondary GME	Maintain until 2011/12.	95%	-	-	96%	✓

## **9.5 We reduce the local and global impact of our consumption and production**

### **9.5.1 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.

### **9.5.2 Progress towards the supporting local outcomes**

Progress towards the following two local outcomes demonstrates the progress Glasgow has made to reduce the local and global impact of its consumption:

- Improve the attractiveness of Glasgow as a place to live, invest, work and visit (local outcome 11)
- Improve Glasgow's physical environment and infrastructure (local outcome 24)

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 less in size (PM<sub>10</sub>) that is in the city's air. These targets were not met during 2009/10 as despite improvement there were particularly high levels during October to December 2009 that affected the annual figures; changes in air pollution can result from a wide range of external and environmental factors. 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 2009/10 the Council extended vehicle emission testing, developed a travel plan for the Council's workforce, laid plans for the launch of the city's car club and developed plans for a feasibility study on low emission zones. The hourly car and van rental company, City Car Club, won the competitive tender to operate the city's official car club, which will launch in September 2010. Every car in the Glasgow City Car Club will have CO<sub>2</sub> emissions of less than 100g/km, making it the greenest commercially operated car club in the UK. Members of the Glasgow City Car Club will have access to locally parked, self-service cars that can be booked online or over the phone as a cost effective and greener alternative to owning a car.

Although the Council increased the amount of waste recycled in 2009/10 from 19.9 percent to 22 percent using funding from the Scottish Government and the Council, it did not meet its recycling target of 23 percent. A target of 31 percent has been set for next year and there are financial consequences in not meeting national targets, which may result in the Council being liable for landfill tax, landfill gate fees and exceeding landfill allowance penalties if recycling rates are not increased in the near future. A domestic glass uplift service was introduced to 25,000 single properties during 2009/10 and this service will be developed during 2010/11. The Council encourages 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. The Council is exploring options to meet the recycling and waste diversion targets, including expanding the household collection of glass city-wide and introducing cardboard collection, introducing residual waste treatment technology to enable resources that would previously have been sent to landfill to be captured and recovered, and seeking a private sector partner to extract the recyclable elements from commercial waste.

*Further information on the specific indicators used to monitor local outcome progress is included in section 9.5.3.*

### 9.5.3 Local outcome indicator progress for 2009/10

Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
1. Partnership	Air quality: Nitrogen Dioxide	NO <sub>2</sub> hourly mean limit of 200 µg m <sup>3</sup> (cubic micrograms) not to exceed 18 times a year or 40 µg m <sup>3</sup> as an annual mean by 2010/11.	NO <sub>2</sub> – 3 times	47 times	13 times	52 times	✗
	Air quality: PM10 (particulate matter)	PM10 (particulate matter) daily mean limit of 50 µg m <sup>3</sup> not to exceed 7 times a year or 18 µg m <sup>3</sup> as an annual mean by 2010/11.	PM10 – 55 times	31 times	41 times	26 times	✗
2. Council	Tonnage of municipal waste diverted from landfill	Over 85,000 tonnes (a diversion rate of 23%) by 2010.	47,423 tonnes	65,360	68,217	65,617	✗
3. Council	Tonnage of municipal organic waste diverted from landfill	40,000 tonnes by 2010.	31,420 tonnes	33,976	34,119	35,189	✗
4. Council	Proportion of municipal waste recycled	Increase to: 23% by 2009/10; 31% by 2010/11; 40% by 2011/12 (with residual waste treatment).	16.9%	18.1%	19.9%	20.4%	✗
5. Council	Landfill diversion expressed as a maximum tonnage of BMW (biodegradable municipal waste) allowed to be sent to landfill	Scottish Government set Glasgow Landfill Allowances of: 2009/10 – 151,648 tonnes; in 2010/11 with residual waste treatment GCC seeks to reduce BMW to landfill to 144,662 tonnes.	193,052 tonnes	-	162,192	154,680	✗
6. Council	Energy consumption for Council operations and activities:						
	Gas (KWH)	176.5m in 2009/10; 173.0m in 2010/11	202.2m	188.5m	174.4m	162.2m	✓
	Electricity (KWH)	86.9m in 2009/10; 85.1m in 2010/11	99.5m	103.7m	90.5m	82.3m	✓
7. Council	Glasgow City Council's CO <sub>2</sub> emissions (tonnes per annum)	Reduce by 20% over 5 years (= 157,280 by 2011/12)	196,600	195,100	182,528	176,765	✗
8. Council	Carbon output by the transport sector	Reduce	Glasgow City baseline of 899 Kt (2006)	899Kt	-	Available 2011.	N/A

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

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

Glasgow City Council works in partnership with a range of organisations (public, private and voluntary) across the city to deliver the services that residents and visitors depend on and to deliver progress towards the national and local outcomes.

All of Glasgow's Community Planning Partners face serious challenges in delivering this national outcome during a recession and current financial situation that has resulted from the need to drastically reduce the national budget deficit. Whilst service improvement and responsive services remain important priorities, the sheer scale of the expected cuts in public expenditure will inevitably impact on Glasgow's ability to achieve these aims. Each partner has their own efficiency agenda to accommodate the expected significant reduction in resources. The Community Planning Partnership Strategic Board has also agreed to adopt a One Glasgow approach which draws on the Total Place approach in England. This 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 Community Planning Partners are also currently reviewing the city's Community Plan, and a new version will be launched during 2011. This process allows for consultation of local residents to ensure that the priorities it outlines are indeed those of local residents. In addition, by November 2010 the CPP will publish local performance information for each of the Community Planning areas of the city—currently five areas. This is in response to citizens requesting information about performance that is more relevant to the local area.

### **9.6.2 Progress towards the supporting local outcomes**

Each Community Planning Partner has performance management arrangements in place to ensure that its services are continually improving, efficient and responsive to local people's needs. Specific satisfaction ratings for each partner/public service were not included in the original SOA, however, these have been included in the revised set of indicators for 2010/11 and so the most recent (2007/08) figures from the Scottish Household Survey are included below:

- |   |     |  |     |
|---|-----|--|-----|
| • Percentage of adults satisfied with local health services | 78% | • Percentage of adults satisfied with local schools        | 41% |
| • Percentage of adults satisfied with police services       | 54% | • Percentage of adults satisfied with social work services | 19% |
| • Percentage of adults satisfied with fire services         | 52% | • Percentage of adults satisfied with public transport     | 69% |
| • Percentage of adults satisfied with refuse collection     | 75% | • Percentage of adults satisfied with street cleaning      | 63% |

During 2009/10, the Council set a target of saving £3.2 million when buying goods and services. Mainly through improving how it purchased these, the Council actually made non-cashable savings of £5.15 million. Of the savings we made during 2009/10, 85 percent was a result of changing the way the Council buys goods and services, 8 percent was as a result of using Scotland Excel and 6 percent was as a result of using Procurement Scotland. Scotland Excel and Procurement



Scotland are national organisations that buy goods and services on behalf of public sector organisations in Scotland. Purchasing a greater volume of goods via such organisations, which operate on behalf of many public sector organisations, potentially lowers the cost of goods.

The Council successfully made efficiency savings of £49.3 million in 2009/10; this is above the continual target to improve on the £35 million achieved in 2008/09.

*Further information on the specific indicators used to monitor local outcome progress is included in section 9.6.3.*

### 9.6.3 Local outcome indicator progress for 2009/10

Indicator		Target	Baseline	2007/08	2008/09	2009/10	On target?
1. Council	Council efficiency savings	Deliver £35m in Efficiency Savings in 08/09; continue to deliver year on year efficiency savings.	£46m	£42m	£26.8m	£49.3m	✓
2. Council	Council procurement costs	£1m in savings in procurement costs in 2009/10 (part of Scotland Excel Consortium)	N/A	-	-	£432,510	✗
3. Council	Proportion of tenants of social landlords who report satisfaction with their services	Reach national average (currently 78%) by 2010/11.	72% of GHA tenants	-	-	80% of GHA tenants	✓
4. SPT	Proportion of passengers satisfied with the public transport system	Increase	Rail: 82.9%; Bus: 70.5%; Subway: 86.0%	Rail: 82.9%; Bus: 70.5%; Subway: 86.0%	-	Available December 2010.	N/A
5. Police	People's perceptions of the quality of Policing services delivered	Increase by 5% by 2011/12.	55.0%	58.9%	76.8%	Available December 2010.	N/A

## 10 Appendix A: SOA Indicators 2010/11

Indicator		Local Targets and Timescales
1.	A Population: Clyde Valley	Stabilise the Clyde Valley region population at the 2003 level.
	B City	Increase from 11% to 12% of the total Scottish population.
	C Working age population (16 to 64 years)	N/A (Contextual)
2.	A Business demography <sup>2</sup> : Births (VAT/PAYE registrations)	Increase
	B Deaths (VAT/PAYE de-registrations)	Reduce
	C Survival rates (proportion of VAT/PAYE registrations in a given year that have not de-registered within 3 years.	Increase
3.	Gross Regional Domestic Product (Glasgow)*	£15.3bn by 2010/11 (£19bn by 2016).
4.	Business investment in research and development	£30m by 2010/11 (£52m by 2016).
5.	Ranking as a business location among European cities	24th by 2010/11 (top 20 by 2016).
6.	Tourism expenditure	Increase to £1.05bn by 2016.
7.	A Encourage £400m worth of completed construction projects City Wide per annum	£400m up to 2009/10; revised to £200m in 2010/11.
	B Including £50m of Waterfront projects	£50m up to 2009/10; revised to £25m in 2010/11.
	C Including £50m of city centre projects	£50m up to 2009/10; revised to £25m in 2010/11.
8.	The amount of land developed	Maintain the level of vacant and derelict land at 1,380 hectares.
9.	A Employment rate of people of working age (16-59/64)*: Glasgow	Achieve Scottish average 75% by 2016/17. Interim target introduced in 2010/11 to maintain the 2008/09 level of 65.5% (rounded to 66%).
	B Scotland	
10.	A Employment in priority industries: All priority areas	Increase
	B Financial	+5,000 jobs by 2011
	C Tourism	Increase
	D Creative industries	Increase
	E Life sciences	Increase
	F Energy	Increase
	G Food and drink production	Increase
	H Marine	+400 jobs by 2011
11.	A Median earnings (£) for residents living in the Glasgow local authority area who are employed*	UK average by 2017.
	B UK	
	C Percentage difference	
12.	A Percentage of working age population claiming benefits in Glasgow	Narrow the gap between Glasgow and the rest of Scotland to 6% by 2010/11. Target not achieved and revised in 2010 to maintain at 8%.
	B Scotland	
	C Difference (Gap)	

<sup>2</sup> Indicators marked with an asterisk use the national definition; therefore comparison is possible using the Scottish Neighbourhood Statistics' local outcome reporting tool.

Indicator		Local Targets and Timescales
13.	Percentage of households where respondent or partner has a bank, building or credit union account*	Increase
14.	Proportion of households that are coping well or very well financially*	Increase
15.	Percentage of children in Glasgow living in households that are dependent on out of work benefits or Child Tax Credit*	Reduce
	Scotland	N/A (Contextual)
16.	Percentage of working age population with low or no qualifications*	17% by 2016.
	Scotland	N/A (Contextual)
17.	Proportion of adult learners (literacy and numeracy funded through the GCC grant) achieving at least one stated personal outcome	75%
	Proportion reporting a perceived improvement in literacy and/or numeracy skills	75%
18.	Percentage of school leavers in positive and sustained destinations*	87% by 2010/11
19.	Proportion of primary school pupils attaining appropriate national levels of attainment:	
	A Reading	88% by 2010/11
	B Writing	83% by 2010/11
	C Mathematics	90% by 2010/11
20.	Proportion of S2 pupils attaining appropriate national levels of attainment:	
	A Reading	65% by 2010/11
	B Writing	58% by 2010/11
	C Mathematics	65% by 2010/11
21.	The proportion of young people achieving the following by the end of S4:	
	A English and Maths at SCQF level 3 or better	88% by 2010/11
	B 5 or more awards at SCQF level 3 or better	88% by 2010/11
	C 5 or more awards at SCQF level 4 or better	68% by 2010/11
	D 5 or more awards at SCQF level 5 or better	23% by 2010/11
22.	The proportion of young people achieving the following by the end of S6:	
	A 3 or more awards at SCQF level 6 or better	18.5% by 2010/11
	B 5 or more awards at SCQF level 6 or better	11.25% by 2010/11
23.	Proportion of looked after and accommodated young people achieving at least one SCQF Level 3 (any subject)	Close the gap between Glasgow and rest of Scotland.
	Proportion of looked after and accommodated young people achieving SCQF Level 3 in English and Mathematics	29% by 2010/11.
24.	Number of places on schools vocational programme for vulnerable young people, including those who are looked after and accommodated	Increase to 220 by 2010/11.
25.	Balance of children's care:	
	A Proportion of looked after children at home with parents/relatives	No less than 60%.
	B Proportion of looked after children in community/residential placements	No more than 40%.

Indicator		Local Targets and Timescales
26	Pregnancies among under 16 year olds (3-year average per 1,000 women aged 13 to 15 years)*	National target is to reduce by 20% the pregnancy rate (per 1,000 population) in 13-15 year olds from 8.5 in 1995 to 6.8 by 2010. Given Glasgow's starting rate of 11.4 in 1994-96, a reduction of 20% would be equivalent to a target rate of 9.2.
27.	A The percentage of children receiving MMR immunisation at 24 mos.	95%
	B The percentage of children receiving MMR booster immunisation at 5 years	95%
28.	Proportion of newborns exclusively breastfed at 6-8 weeks*	25.5% by March 2010/11.
29.	A Uptake of school meals: Primary	Halt the decline and maintain current level of uptake to 2010/11.
	B Secondary	
30.	Estimated percentage of obese children in primary 1*	Reduce
31.	Percentage of children with no obvious dental decay in P1*	National target of 60%.
32.	A Percentage of pupils in S1 and S4 who took non-prescription drugs in the last year	Reduce
	B Percentage of pupils in S1 and S4 who drink alcohol	Reduce
33.	A Percentage of pupils in S1 and S4 who smoke	Reduce
	B Percentage of the adult population who smoke (16 years and over)	Reduce to 32% by 2011, 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)	Reduce from 47% in 2005 to 34% by 2014.
34.	A Percentage of Glasgow population whose alcohol consumption in the previous week exceeded the recommended amount per week	Reduce
	B Percentage of Glasgow population who had been binge drinkers during the previous week	Reduce
35.	Deaths per 100,000 population from alcohol related diseases*	Reduce
36.	Drug-related deaths per 100,000 population Five year average	Reduce
37.	A Deaths per 100,000 population from coronary heart disease (under 75 years)*	National target of 60% decrease between 1995 and 2010. 86.0 by March 2011 for Glasgow.
	B Deaths per 100,000 population from coronary heart disease among the under 75s in the most deprived areas	Reduce
38.	Proportion of people aged 65 or over with intensive care needs cared for at home (10 hours a week or more)*	Increase proportion receiving intensive home care to 41% by 2011.
39.	The proportion of mental health patients being readmitted for a length of stay of seven or more days	Reduce by 10% (to 993) by December 2010.
40.	Suicide rate per 100,000 population	Reduce by 20% between 2002 and 2013 (14.3).

Indicator		Local Targets and Timescales
41.	A Male life expectancy at birth*	Increase to Scottish average 74.6 by 2020.
	B Male life expectancy at birth in the most deprived areas	
	C Female life expectancy at birth*	Increase to Scottish average 79.6 by 2020.
	D Female life expectancy at birth in the most deprived areas	
42.	Rate of recorded crimes and offences per 10,000 population: All crimes and offences committed by 8-17 year olds	Reduce by 2% by 2011/12.
	B Number of all group 1 crimes (crimes of violence)	Reduce by 2% by 2011/12.
	C Number of all group 2 crimes (crimes of indecency)	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)	Reduce by 2% by 2011/12.
43.	Difference in overall crime levels in worst 15% SIMD data zones and low crime areas	5% reduction in gap between areas without detriment to low crime areas by 2010/11.
44.	Reconviction rate: 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*	Reduce to 45% within 2 years by 2010/11.
45.	Number of domestic violence incidents	Increase by 2% by 2010/11.
46.	A Reported incidences of anti-social behaviour and disorder (including vandalism and malicious mischief)	Reduce by 2% by 2011/12.
	B Number of youth related antisocial behaviour incidents	Reduce by 2% 2011/12.
47.	Number of recorded hate crimes incidents per 10,000 population	5% increase in reporting by 2010/11.
48.	A Total number of people reported as victims of crime	To be confirmed.
	B Proportion of crime victims who are aged 0 to 15 years	Reduce by 2% by 2011/12.
49.	A Percentage of residents reporting their quality of life has been affected by anti-social behaviour in last 2 years	To be confirmed.
	B Public perception of the general crime rate in local area (fear of crime) generally and by reference to the confidence of minority communities	Reduce by 2% by 2011/12.
	C Percentage of adults stating they feel very/fairly safe when home alone at night AND when walking alone in neighbourhood after dark*	Increase by 2% by 2011/12.
50.	A Attacks on emergency service workers: Strathclyde Fire and Rescue	Reduce by 10% by 2011/12.
	B Strathclyde Police	Reduce by 2% by 2011/12.
51.	Strathclyde Fire and Rescue recorded incidences of fire setting and fire related crime and anti-social behaviour	Reduce by 10% by 2011/12.
52.	A Incidence of fires in domestic dwellings	Reduce by 10% by 2011/12.
	B Incidence of domestic fires resulting in casualties	Reduce by 10% by 2011/12.

Indicator		Local Targets and Timescales
53.	Number of children and adults killed or seriously injured in road accidents*	Reduce by 2% by 2011/12.
54.	Proportion of homeless households assessed as non-priority	5% by 2010/11 and abolition of priority need in the assessment of re-housing requirement for homeless applicants by 2012.
55.	Proportion of housing stock in social rented sector passing the Scottish Housing Quality Standard*	National target of 100% by 2015.
56.	Percentage of the road network that should be considered for maintenance treatment*	To be within the top quartile of Scottish authorities in 2010/11.
57.	Bus passenger numbers	4% growth in bus passengers as a result of increasing the number of quality bus corridors.
58.	Attendances recorded at indoor and outdoor sport and leisure facilities (including pools) per 1,000 population:	
	A Juveniles (0-17 years)	To be confirmed.
	B Adults (18-64 years)	To be confirmed.
	C Older people (65+ years)	To be confirmed.
59.	Modal share of adults undertaking active (walking, cycling, public transport) travel to work or education	Increase
60.	A The proportion of adults meeting recommended physical activity levels	Increase to 40% by 2012.
	B The proportion of children in S1 and S4 meeting recommended physical activity levels	To be confirmed.
61.	A Number of visits to/usages of council funded or part-funded museums per 1,000 population	6,884 in 2009/10.
	B The number of these visits that were in person per 1,000 population	5,736 in 2009/10.
62.	Number of visits to Glasgow's libraries per 1,000 population	7,904.0 in 2009/10; 7,808.0 in 2010/11.
63.	Learning Centre and access point users as a percentage of the city's population	12.8% in 2009/10.
64.	Biodiversity: land area of designated Local Nature Reserves in the city	0.75 hectares per 1,000 population by 2012/13.
65.	Cleanliness index	Improve to 70 by 2010/11.
66.	A Proportion of residents citing litter as a problem	Reduce proportion citing as problem.
	B Proportion of residents citing graffiti as problem	
	C Proportion of residents citing fly posting as a problem	
	D Proportion of residents citing chewing gum as a problem	
	E Proportion of residents citing fly tipping/dumping as a problem	
	F Proportion of residents citing dog fouling as a problem	
67.	The kilograms of municipal waste collected per capita*	Reduce
68.	Proportion of municipal waste recycled*	23% (2009/10); 31% (2010/11); 40% (2011/12)

Indicator		Local Targets and Timescales
69.	Biodegradable municipal waste landfilled (tonnes)	Scottish Government set Glasgow landfill allowances of: 2008/09 = 159,693; 2009/10 = 151,648. In 2010/11, with residual waste treatment GCC seeks to reduce BMW to landfill to 144,662 tonnes.
70.	A Air quality: Nitrogen Dioxide	NO <sub>2</sub> hourly mean limit of 200 µg m <sup>3</sup> (cubic micrograms) not to exceed 18 times a year or 40 µg m <sup>3</sup> as an annual mean by 2010/11.
	B Air quality: PM10 (particulate matter)	PM10 (particulate matter) daily mean limit of 50 µg m <sup>3</sup> not to exceed 7 times a year or 18 µg m <sup>3</sup> as an annual mean by 2010/11.
71.	Energy consumption for Council operations and activities: A Gas (KWH)	Reduce energy consumption by 10% in 2008/09, a further 3% in 2009/10 and a further 2% in 2010/11.
	B Electricity (KWH)	
72.	Glasgow City Council's CO2 emissions (tonnes per annum)*	Reduce by 20% over 5 years.
73.	A Percentage of Glasgow residents involved in any voluntary activity in the past 12 months	To increase to alignment with national average (Scotland in 2006 = 30%).
	B Scotland	N/A (Contextual)
74.	Proportion of residents who believe they can influence decisions that affect their local neighbourhood	Increase
75.	Percentage of adults who rate their neighbourhood as a good place to live*	5% increase by 2011/12.
76.	A Percentage of adults satisfied with local health services*	Increase
	B Percentage of adults satisfied with police services*	
	C Percentage of adults satisfied with fire services*	
	D Percentage of adults satisfied with refuse collection*	
	E Percentage of adults satisfied with local schools*	
	F Percentage of adults satisfied with social work services*	
	H Percentage of adults satisfied with public transport*	
	I Percentage of adults satisfied with street cleaning*	

## 11 Appendix B: SOA Indicators 2010/11 Cross-Referenced to the National and Local Outcomes

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, 4, 5, 6, 7, 8, 10, 16, 32, 37, 41, 43, 49, 56, 57, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 74, 75, 76
		24. Improve Glasgow's physical environment & infrastructure.	7, 8, 54, 55, 56, 57, 64, 65, 66, 67, 68, 69, 70, 71, 72, 76
	2. We realise our full economic potential with more & better employment opportunities for our people.	7. Increase the number of jobs in Glasgow.	5, 9, 10
		8. Increase the proportion of better paid & more productive jobs.	3, 4, 9, 10, 11
		9. Increase the proportion of Glasgow residents in work.	9, 12, 16
Learning	3. We are better educated, more skilled & more successful, renowned for our research & innovation.	10. Increase the performance & volume of business carried out in Glasgow.	2, 3, 4, 10
		20. Improve the literacy & numeracy levels of the population.	16, 17, 19, 20, 21, 22, 23, 61, 62, 63
	4. Our young people are successful learners, confident individuals, effective contributors & responsible citizens.	22. Improve skills for employment.	4, 16, 17, 18, 19, 20, 21, 22, 23, 24
		21. Improve educational attainment & achievement of all children & young people.	16, 18, 19, 20, 21, 22
	5. Our children have the best start in life & are ready to succeed.	18. Increase the proportion of parents who are capable, responsible & supported.	15, 16, 17, 19, 20, 21, 22, 25, 27, 28, 31, 54
Healthy	6. We live longer, healthier lives.	23. Improve residents' aspirations, confidence, decision making capacity & involvement in community life.	13, 14, 17, 18, 26, 38, 39, 40, 44, 47, 73, 74, 75, 76
		3. Reduce the public acceptance & incidence of over-consumption of alcohol & its subsequent negative impacts.	34, 35, 42
		12. Increase the proportion of the population with a healthy BMI.	28, 29, 30, 58, 59, 60
		13. Increase the proportion of residents involved in physical activity.	30, 58, 59, 60
		16. Reduce the harm caused by drug addiction.	36
	7. We have tackled the significant inequalities in Scottish society.	19. Reduce the proportion of residents who smoke.	33
		1. Reduce the level of violent crime, including gender-based & domestic violence.	42, 43, 44, 45, 46, 47, 48, 50, 51
		15. Reduce the difference in life expectancy between the most affluent & most disadvantaged residents.	27, 28, 32, 33, 37, 41, 43
	8. We have improved the life chances for children, young people & families at risk.	23. Improve residents' aspirations, confidence, decision making capacity & involvement in community life.	13, 14, 17, 18, 26, 38, 39, 40, 44, 47, 73, 74, 75, 76
		14. Improve children's diets.	13, 14, 17, 18, 26, 38, 39, 40, 44, 47, 73, 74, 75, 76
		17. Reduce the proportion of children in poverty.	9, 11, 12, 13, 14, 15, 54
		18. Increase the proportion of parents who are capable, responsible & supported.	15, 16, 17, 19, 20, 21, 22, 25, 27, 28, 31, 54



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.	42, 43, 44, 45, 46, 47, 48, 50, 51
			2.	Reduce injuries as a result of road traffic incidents, fires & incidents in the home.	42, 43, 51, 52, 53
			5.	Reduce the involvement of young people in crime & as victims of crime & accidents.	18, 25, 42, 43, 46, 48, 50, 51, 53
			6.	Reduce the fear of crime.	49
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.	1, 4, 5, 6, 7, 8, 10, 16, 32, 37, 41, 43, 49, 56, 57, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 74, 75, 76
			24.	Improve Glasgow's physical environment & infrastructure.	7, 8, 54, 55, 56, 57, 64, 65, 66, 67, 68, 69, 70, 71, 72, 76
	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.	42, 46, 50, 51
			24.	Improve Glasgow's physical environment & infrastructure.	7, 8, 54, 55, 56, 57, 64, 65, 66, 67, 68, 69, 70, 71, 72, 76
	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.	1, 4, 5, 6, 7, 8, 10, 16, 32, 37, 41, 43, 49, 56, 57, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 74, 75, 76
			24.	Improve Glasgow's physical environment & infrastructure.	7, 8, 54, 55, 56, 57, 64, 65, 66, 67, 68, 69, 70, 71, 72, 76
	13.	We reduce the local & global impact of our consumption & production.	23.	Improve residents' aspirations, confidence, decision making capacity & involvement in community life.	13, 14, 17, 18, 26, 38, 39, 40, 44, 47, 73, 74, 75, 76
	14.	We take pride in a strong, fair & inclusive national identity.	11.	Improve the attractiveness of Glasgow as a place to live, invest, work & visit.	1, 4, 5, 6, 7, 8, 10, 16, 32, 37, 41, 43, 49, 56, 57, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 74, 75, 76
			24.	Improve Glasgow's physical environment & infrastructure.	7, 8, 54, 55, 56, 57, 64, 65, 66, 67, 68, 69, 70, 71, 72, 76
	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.	76