

Glasgow City Council

Local Scrutiny Plan

2017/18



Glasgow City Council

Local Scrutiny Plan – April 2017 to March 2018

Introduction

1. This local scrutiny plan sets out the planned scrutiny activity in Glasgow City Council during the financial year 2017/18. The plan is based on a shared risk assessment undertaken by a local area network (LAN), comprising representatives of all the scrutiny bodies who engage with the council. The shared risk assessment process draws on a range of evidence with the aim of determining any scrutiny activity required and focusing this in the most proportionate way.
2. This plan does not identify or address all risks in the council. It covers only those risk areas that the LAN has identified as requiring scrutiny, or where scrutiny is planned as part of a national programme. Planned scrutiny activity across all councils in Scotland informs the National Scrutiny Plan for 2017/18, which is available on the Audit Scotland website.

Scrutiny risks

3. The LAN identified that specific scrutiny is required during 2017/18 to address the risks around homelessness and landlord services. This is a continuation of the additional scrutiny of these areas that was identified in the 2016/17 local scrutiny plan.
4. **Homelessness and landlord services:** The council is failing to discharge its statutory obligations to significant numbers of homeless households and as a result, the Scottish Housing Regulator has engaged intensively with the council over 2016/17. The SHR has seen that there is clear evidence of a commitment by the council to address the weaknesses in the homelessness system. There is also growing evidence of the council's capacity to deliver improvements to its homelessness service, though the pace of change remains too slow. While the new systems and processes may have the potential to resolve the weaknesses identified, this will require concerted, sustained effort from not only the council, but also its partners on the Housing Access Initiative. Until these issues are addressed, improved journeys and outcomes are unlikely to be experienced across all service users.
5. At the end of December 2016 the council reported that it is not on target for five out of the seven targets in its accountability framework and it acknowledged that it is unlikely to achieve the targets it has set itself for 2016/17.
6. The council has made progress in addressing the weaknesses relating to landlord services identified in its 2016/17 Local Scrutiny Plan. It is currently investigating a

range of alternative approaches to ensure that it effectively discharges its duties to tenants under the Scottish Social Housing Charter to its six remaining tenants.

7. In all other areas there has been no change to the level of required scrutiny from last year. The LAN are satisfied that the required scrutiny will be provided by ongoing oversight and monitoring as part of routine ongoing inspection work, or part of planned national activity.
8. **Education and children's services:** Overall, the authority has continued to improve outcomes for young people across a range of measures. The council discharges its education functions very well, with a strong emphasis on realising best value and ensuring continuous improvement across all education establishments. It has spent most of its allocated Scottish Attainment Challenge funding and plans for taking forward the Pupil Equity Fund have been developed. There is a continuing need to focus on outcomes for specific young people such as those who are looked after and accommodated.
9. **Social care/social work services:** Overall there are no areas of significant risk requiring additional scrutiny. However recent national/joint inspection reports have highlighted areas of improvement for the council across social work and social care services (e.g. older people's services, children's services, criminal justice services (MAPPA) arrangements and alcohol and drug partnerships). The Care Inspectorate led on a project on the validated self evaluation of Alcohol and Drug Partnerships (ADPs) across Scotland during 2016. All ADPs received individual summary feedback to support continuous improvement and a national report was published in early May 2017. The council has developed improvement plans in response to these reports and the Care Inspectorate continues to work with and support the council with its progress against these improvement plans.

Planned scrutiny activity

10. **Best Value:** The Accounts Commission agreed the overall framework for a new approach to auditing Best Value in June 2016. Best Value will be assessed over the five year audit appointment, as part of the annual audit work. In addition, a Best Value Assurance Report (BVAR) for each council will be considered by the Accounts Commission at least once in this five year period. The current proposed BVAR programme includes publication of a report for Glasgow City Council in 2018. The scope and timing of the work to be carried out, as part of the 2017/18 audit, will be discussed with the council. The BVAR programme could change if the risk profile of councils change, and if this is the case we will update the council. In the meantime, Best Value audit work planned in 2016/17 will focus on the council's arrangements for demonstrating Best Value in financial and service planning, financial governance and resource management, and will be reported in the Annual Audit Report.

11. As shown in Appendix 1, the council will be subject to a range of risk-based and nationally driven scrutiny activity between April 2017 and March 2018. For some of their scrutiny activity in 2017/18, scrutiny bodies are still to determine their work programmes and which specific council areas they will cover. Where a council is to be involved, the relevant scrutiny body will confirm this with the council and the appropriate LAN lead.
12. **Audit Scotland:** Audit Scotland plans to undertake performance audit work in a range of areas covering local government during 2017/18. These include Arms Length External Organisations (ALEOs), city deals, children's mental health and health and social care integration. Any engagement with individual councils is still to be determined. Details of future audit work are available on the Audit Scotland website [here](#).
13. **Care Inspectorate and Healthcare Improvement Scotland:** A revised approach to the joint strategic inspections of services for adults is being introduced for 2017/18, assessing the extent to which the planning, organisation and coordination of services comply with the principles of integration and contribute to the national health and wellbeing outcomes. Inspections will include a focus on joint strategic commissioning. In 2017/18, the Care Inspectorate will also lead on thematic activity in the areas of adult support and protection and self-directed support, working with a range of scrutiny partners.
14. **Education Scotland:** A new model of inspection for Community Learning and Development (CLD) has been developed. Inspections will be based on the local authority area and will include local authority CLD provision and partners. It is anticipated that all local authorities will be covered in the next three years. In addition there will be a follow-up review of the quality of Careers Information Advice and Guidance (CIAG) services delivered by Skills Development Scotland across all council areas.
15. **Scottish Housing Regulator:** The SHR has identified the need to carry out specific scrutiny within the council's Homelessness Service. The council continues to fail to always deliver its statutory duty to homeless households. The SHR is currently receiving monthly monitoring reports from the council so that it can be assured about sustained progress in the services provided to homeless households. This will continue in 2017/18, along with the quarterly meetings with senior council officials to review progress. The Regulator will continue to examine the operation of the council's housing access arrangements, carrying out scrutiny as required. Meantime, it keeps under active review, if it considers necessary, use of its statutory intervention powers.
16. It is SHR's intention to continue its engagement with the council to ensure appropriate arrangements are put in place to allow it to discharge its landlord duties to its tenants under the Scottish Social Housing Charter.
17. SHR will publish the findings of its thematic inquiry work into gas safety and repairs completed during 2016/17. It may carry out further thematic inquiries during 2017/18.

SHR will also review the Scottish Social Housing Charter data submitted by landlords and may also carry out data accuracy visits during the second quarter of 2017/18. Where councils are to be involved in a thematic inquiry or a data accuracy visit, the SHR will confirm this directly with the council and the LAN lead.

18. In addition to specific work shown in Appendix 1, routine, scheduled audit and inspection work will take place through the annual audit process and the ongoing inspection of school and care establishments by Education Scotland and the Care Inspectorate respectively. Audit Scotland will carry out a programme of performance audits during 2017/18 and individual audit and inspection agencies will continue to monitor developments in key areas of council activity and will provide support and challenge as appropriate. This will help to inform future assessment of scrutiny risk.

May 2017

Appendix 1: Scrutiny plan

Scrutiny body	Scrutiny activity	Date
Audit Scotland	<ul style="list-style-type: none"> Best Value Assurance Report 	Early 2018
	Planned performance work: <ul style="list-style-type: none"> ALEOs City Deals Health and social care integration (part 2) Children and adolescent mental health 	To be confirmed
Care Inspectorate and Healthcare Improvement Scotland	<ul style="list-style-type: none"> Joint strategic inspections of services for adults 	To be confirmed
	<ul style="list-style-type: none"> Thematic activity in the areas of adult support and protection and self-directed support 	To be confirmed
Education Scotland	<ul style="list-style-type: none"> Community Learning and Development strategic inspection 	To be confirmed
	<ul style="list-style-type: none"> Follow-up review of the quality of Careers Information Advice and Guidance (CIAG) 	April 2017
Scottish Housing Regulator (SHR)	SHR will continue regular meetings with the council and representatives of service users and will require the council to provide performance information on progress towards its accountability framework targets and evidence of improved outcomes for service users. The Regulator will continue to examine the operation of the council's housing access arrangements, carrying out scrutiny as required.	Ongoing
	SHR will engage with the council to ensure it progresses its proposed measures to comply with the provisions of the Scottish Social Housing Charter.	Ongoing
	SHR will publish the findings of its thematic inquiry work into gas safety and repairs completed during 2016-17. It may carry out further thematic inquiries during 2017-18. Where councils are to be involved in a thematic inquiry the SHR will confirm this directly with the council and the LAN lead.	To be confirmed

	<p>SHR will review the Scottish Social Housing Charter data submitted by landlords and may carry out data accuracy visits. Where councils are to be involved in a data accuracy visit, the SHR will confirm this directly with the council and the LAN lead.</p>	<p>Potentially, second quarter of 2017/18.</p>
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A summary of local government strategic scrutiny activity

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

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