

**Glasgow City Council****Operational Performance, Delivery and Scrutiny Committee****Report by Chief Executive****Contact: Cormac Quinn****Ext: 73625****HOUSEHOLD SURVEY: KEY ACTIONS MONITORING****Purpose of Report:**

To update Committee on the how areas of activity highlighted in the recent Glasgow Household Survey, are addressed as per the recent Council Motion

Recommendations:

Committee is asked to:

- a) Note the focus on the areas of performance linked to the Household Survey; highlighting the key direction of the recent Council motion; and
- b) Consider the focus on areas linked the lowest third performing areas of public satisfaction

Ward No(s):

Citywide: ✓

Local member(s) advised: Yes ☐ No ☐ consulted: Yes ☐ No ☐**PLEASE NOTE THE FOLLOWING:**

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1. Introduction

- 1.1 The purpose of this report is to provide an update to committee on how key areas of public satisfaction; highlighted in the [Glasgow Household Survey](#) are tracked and monitored through existing performance, in response to the Council Motion of [October 2024](#)
- 1.2 The motion noted that the ““Council requests the City Administration to publish an action plan to address the decline in service satisfaction and restore trust in the Council's ability to manage essential services” and to ensure “key performance indicators be established for basic services, with regular updates provided to the public”
- 1.3 The Glasgow Household Survey was presented to this [Committee in October 2024](#), and number of key areas of interest were noted, as they related to ongoing Performance monitoring.
- 1.4 This report focuses in particular on those measures, noted by members, and highlighted in the Household Survey itself, that sit in the bottom third of satisfaction within the Survey, and notes where activities to support improvement in those areas can be tracked and monitored.

2. Household Survey: Key Areas of Focus

- 2.1 The Survey provided insight into areas of public satisfaction with Council Services, and indicated where there may be areas of Service challenge in relation to delivery.
- 2.2 It should also be noted that the insight and views provided within the survey are not and cannot be considered as actual performance measures or direct reflections of performance, and more an indication that a focus is required on those areas to understand how measures may interact with public perception.
- 2.3 The lowest performing areas of satisfaction, sitting within the bottom third of Service satisfaction of the Glasgow Household Survey were as follows
 - Children’s Play Parks
 - Refuse Collection
 - Recycling Collection
 - Street Cleaning
 - Pavement Maintenance
 - Road Maintenance
- 2.4 These key areas provide a Performance focus for this report, noting where and how the action that support improvement in these areas is reported and monitored.

3. Ongoing Scrutiny, Policy Committees, and the Local Government Benchmarking Framework

- 3.1 Performance Monitoring across these key areas is reflected in Strategic Plan updates, Service specific Policy Committee reports, and in aspect of the [Local Government Benchmarking Framework](#)
- 3.2 The template at Appendix 1; outlines where these areas intersect with existing performance reporting, noting both meetings where they have been reported, and the corresponding measures where appropriate within the Benchmarking Framework.

4. Next Steps

- 4.1 As highlighted, Appendix 1 notes where the key performance indicators that are linked to satisfaction measures are tracked across the Council Strategic Plan actions, regular updates to relevant Policy Committees, and where relevant measures are reflected and reported within the Local Government Benchmarking Framework.
- 4.2 The Strategic Performance Working Group; who comprise the Performance leads across Council Services and ALEOs, also track Household Survey satisfaction through their regular meetings, and as a result of the motion a focus on key Household Survey findings has been added as a standing agenda item, and these will continue to be tracked through the working group and the Performance and Policy reporting frameworks highlighted in Appendix 1.

Lowest Third Performing Areas Of Satisfaction – Household Survey

Performance Monitoring

Household Survey Service Area	Strategic Plan commitment	Date to OPDSC (Tracker info)	Policy Development & Committees	Local Government Benchmarking Framework
1. Children's Play Parks	N/A.	N/A	Environment Liveable Neighbourhood (ELN) Committee Confirmed - 11/06/24 Play Area Renewal - August 2023 Scheduled update at ELN April 2025	No direct measure (C&L4) Cost of Parks and Open Spaces pre 1,000 of population is the closest measure
	N/A	N/A	Net Zero and Climate Committee Confirmed - 04/03/25	No direct measure C&L4 Cost of Parks and Open Spaces pre 1,000 of population is the closest measure
2. Refuse collection	GC2-Commitment 14 Support school food growing, waste reduction and recycling and work on achieving silver and gold Food for Life awards.	31 May 2023 6 March 2024	Education Services reported to OPDSC. Food Growing Strategy update is reported to	No direct measures. The closest are:

Household Survey Service Area	Strategic Plan commitment	Date to OPDSC (Tracker info)	Policy Development & Committees	Local Government Benchmarking Framework
			Environment and Liveable Neighbourhoods Committee by NRS - 11/06/24	ENV1a Net Cost of Waste Collection per Premise ENV2a Net Cost of Waste Disposal per Premise ENV6 % Total Household Waste Arising that is Recycled
	GC4 Mission 1- Commitment 6 Identify and introduce new infrastructure to improve domestic refuse collection and recycling in high density areas, and review city centre recycling and waste infrastructure in line with anticipated increases in city centre residential population.	Scheduled to be presented 7/5/25	Environment Liveable Neighbourhood Committee Confirmed - 27/08/24 Also reported as part of Resource and recycling strategy Update - 4/2/25 and in Appendix	ENV1a Net Cost of Waste Collection per Premise ENV2a Net Cost of Waste Disposal per Premise ENV6 % Total Household Waste Arising that is Recycled
	GC4 Mission 1- Commitment 12 Deliver household communications and information on waste and recycling, and explore how to provide	Scheduled to be presented 7/5/25	Environment Liveable Neighbourhood Committee	ENV1a Net Cost of Waste Collection per Premise ENV2a

Household Survey Service Area	Strategic Plan commitment	Date to OPDSC (Tracker info)	Policy Development & Committees	Local Government Benchmarking Framework
	information in community languages		Confirmed - 27/08/24 – Linked to above commitment Also reported as part of Resource and recycling strategy Update - 4/2/25 and in Appendix	Net Cost of Waste Disposal per Premise ENV6 % Total Household Waste Arising that is Recycled
	GC4 Mission 1- Commitment 9 Work with communities and frontline workers to design improvements to services via the delivery of Waste Summits	Not yet reported Scheduled for 2025 update	Environment Liveable Neighbourhood Committee Confirmed - reported as action in Recycling and Waste Strategy Update – 4/2/25 and in Appendix	ENV1a Net Cost of Waste Collection per Premise ENV2a Net Cost of Waste Disposal per Premise ENV6 % Total Household Waste Arising that is Recycled
3, Recycling collection	GC4 Mission 1- Commitment 10 Invest in waste processing facilities to support the uplift and recycling of a wider range of plastics.	Scheduled to be presented 7/5/25	Environment Liveable Neighbourhood Committee/ Net Zero Carbon Committee Confirmed - 22/08/2023	ENV6 % Total Household Waste Arising that is Recycled

Household Survey Service Area	Strategic Plan commitment	Date to OPDSC (Tracker info)	Policy Development & Committees	Local Government Benchmarking Framework
	GC4 Mission 1- Commitment 11 Improve access to recycling for tenements and flats, working towards parity of waste collection streams across all residential properties; review communal and public recycling points; and work across the council to address back court waste issues in tenemental properties including Houses in Multiple Occupation (HMO).	10 January 2024 8 May 2024 Scheduled to be presented 7/5/25	Environment Liveable Neighbourhood Committee/ Net Zero Carbon Committee Confirmed - 27/08/24 . Linked to GC4 M1 C6 Also reported as part of Resource and recycling strategy Update - 4/2/25	ENV1a Net Cost of Waste Collection per Premise ENV2a Net Cost of Waste Disposal per Premise ENV6 % Total Household Waste Arising that is Recycled
4. Street cleaning	GC4 Mission 1- Commitment 7 Deliver a new rolling programme of neighbourhood deep cleans every year to remove weeds and litter, and keep streets in good condition, in addition to our core cleansing services.	Not yet reported Scheduled for 2025 update	Environment Liveable Neighbourhood Committee Budget Investment Priorities 2025/26	ENV3a Net Cost of Street Cleaning per 1,000 Population ENV3c Street Cleanliness Score
5. Pavement maintenance	GC3 Mission 1 -Commitment 14 Invest in footway and carriageway maintenance, continuing to move towards longer-term roads and pavements solutions.	Not yet reported Scheduled for 2025 update	Environment and Liveable Neighbourhoods Committee – Confirmed - 26/11/24 Budget Investment Priorities 2025/26	No direct measure for pavement maintenance. The closest are: ENV4a Cost of Maintenance per Kilometre of Roads

Household Survey Service Area	Strategic Plan commitment	Date to OPDSC (Tracker info)	Policy Development & Committees	Local Government Benchmarking Framework
				ENV4b Percentage A Class Roads that Should be Considered for Maintenance Treatment ENV4c Percentage B Class Roads That Should be Considered for Maintenance Treatment ENV4d Percentage C Class Roads That Should be Considered for Maintenance Treatment ENV4e Percentage Unclassified Roads That Should be Considered for Maintenance Treatment
6. Road maintenance	GC3 Mission 1 -Commitment 14 Invest in footway and carriageway maintenance, continuing to move towards	Not yet reported Scheduled for 2025 update	Environment and Liveable Neighbourhoods Committee – Confirmed - 26/11/24	ENV4a Cost of Maintenance per Kilometre of Roads ENV4b

Household Survey Service Area	Strategic Plan commitment	Date to OPDSC (Tracker info)	Policy Development & Committees	Local Government Benchmarking Framework
	longer-term roads and pavements solutions.		Budget Investment Priorities 2025/26	<p>Percentage A Class Roads that Should be Considered for Maintenance Treatment</p> <p>ENV4c Percentage B Class Roads That Should be Considered for Maintenance Treatment</p> <p>ENV4d Percentage C Class Roads That Should be Considered for Maintenance Treatment</p> <p>ENV4e Percentage Unclassified Roads That Should be Considered for Maintenance Treatment</p>

5.0 Policy and Resource Implications

Resource Implications:

Financial: None, all services have been formally agreed by Council as part of the annual budget process.

Legal: None

Personnel: None

Procurement: None

Council Strategic Plan: Grand Challenge 4: Enable staff to deliver essential services in a sustainable, innovative and efficient way for our communities.

Equality and Socio-Economic Impacts:

Does the proposal support the Council's Equality Outcomes 2021-25? Please specify. Not applicable as this is a performance report.

What are the potential equality impacts as a result of this report? Not significant.

Please highlight if the policy/proposal will help address socio-economic disadvantage. Not applicable as this is a performance report.

Climate Impacts:

Does the proposal support any Climate Plan actions? Please specify: Not applicable as this is a performance report.

What are the potential climate impacts as a result of this proposal? Not applicable as this is a performance report.

Will the proposal contribute to Glasgow's net zero carbon target? Not applicable as this is a performance report.

**Privacy and Data
Protection Impacts:**

Are there any potential data protection impacts as a result of this report Y/N

No impact

If Yes, please confirm that a Data Protection Impact Assessment (DPIA) has been carried out

6. Recommendations

6.1 The committee is asked to:

- a) Note the focus on the areas of performance linked to the Household Survey; highlighting the key direction of the recent Council motion; and
- b) Consider the focus on areas linked the lowest third performing areas of public satisfaction