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APPENDIX C

GLASGOW CITY COUNCIL BEST VALUE THEMATIC REPORT - FEBRUARY 2024 - ACTION PLAN PROGRESS

Classification of Recommendations
Grade 1: Key risks and/or significant deficiencies which are either critical to the achievement of strategic objectives. Consequently management needs to address and seek resolution urgently.
Grade 2: Risks or potential weaknesses which impact individual objectives, or impact the operation of a single process, and so require prompt but not immediate action by management.
Grade 3: Less significant issues and/or areas for improvement which we consider merit attention but do not require to be prioritised by management.

No.	Recommendation	Grading	Responsible Officer	Implementation Date	Management Update
1	The Council should ensure that the annual review process sufficiently refines the commitments within the Strategic Plan to clarify priorities and promote accountability for delivery.	Grade 1	Head of Corporate Policy & Governance	October 2024	<p>The Strategic Plan review has been through a process of comment and refinement by officers and elected members. The officer-led Performance Management Working Group made a number of proposals based on member feedback and the emergence of new Commitments brought forward by services primarily due to the cost of living crisis. This was in response to a full council motion in June 2023 instructing officers to prioritise measures to support citizens through this crisis. The Review of the Plan was considered by full council in October 2024. The implementation date was moved due to the general election in May.</p> <p>link to full council paper and noted from October 2024 - https://onlineservices.glasgow.gov.uk/councillorsandcommittees/submissionsdocuments.asp?submissionid=115439</p>
2	The Council should ensure that performance reporting allows elected members to monitor progress against each of the commitments in Strategic Plan, against an agree set of criteria.	Grade 1	Head of Corporate Policy & Governance	September 2024	As per Audit findings of August 2024, key controls for monitoring the strategic Plan are operating effectively. The latest iteration of the Performance Manual was submitted and agreed at Operational Performance Scrutiny and Delivery Committee in September 2024. This Manual enables elected members to both monitor the Strategic Plan effectively and make suggestions as to how the the key elements of the Strategic Plan are scrutinised. (use of case studies, outcome impacts etc)

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No.	Recommendation	Grading	Responsible Officer	Implementation Date	Management Update
3	The Council should review arrangements in place to capture and reduce emissions, including Scope 3.	Grade 1	Head of Sustainability	April 2024	<p>We have completed the creation of our Integrated Net Zero Routemap, which will be presented to committee in November. This gives us 2 costed pathways to net zero. We are also revising our climate plan based upon the outputs of the routemap. Through the creation of the routemap, we have adopted the Climateview ClimateOS platform, which vastly increases our ability to plan emissions reduction and track progress. This platform has also been adopted by the new Scottish Climate Intelligence Service, putting us 6 months ahead of the curve in adoption of what will become the national approach to monitoring climate progress. We are exploring options for scope 3 reporting at an organisational level, exploring procurement mechanisms to quantify scope 3 emissions by spend. We are still exploring options for scope 3 at a city level, though none presented so far appear robust or accurate. Progress has also been made in the establishment of a team to design a route to procuring a delivery partner for the cities climate ambitions, including the establishment of an investment vehicle to help facilitate more investment into climate projects in the city. The Net Zero Routemap was presented to committee and set out 2 approaches to reaching net zero by 2030, each of which relies on significant support from stakeholders in the city, as well as investment into the city. Work is now underway to progress the actions set out in the routemap. The Climate Investment work has progressed, with procurement underway for external expertise to support the existing internal team. The update to the climate plan is close to conclusion, bringing together the climate and adaptation plans and revising the action plans in accordance with the information provided by the net zero routemap work.</p>

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4	The Council should ensure that scrutiny arrangements are robust enough to support delivery of its climate ambitions.	Grade 1	Head of Sustainability	April 2024	The creation of the routemap and adoption of the ClimateOS platform will give us annual climate budgets that will be reported through our committee structures. This will give us the opportunity to better scrutinise annual emissions reduction progress against annual targets and to evaluate and address any issues impeding progress. The Climate and Sustainability Board, supported by the CLimate and Sustainability Scoping Group and Sustainability PMO, and the Net Zero Policy Development Committee continues to act as the governance in relation to the delivery of the Council's climate ambitions.
5	The Council needs to ensure that key plans are linked to a medium term financial plan to support delivery.	Grade 1	Head of Corporate Policy & Governance	March 2025	In 2024/25 the council took a three year budget plan approach, which will assist with medium term financial planning, allowing services to consider their longer terms approach for service delivery and likely savings. This approach has already been noted as positive move by service leads.
6	The Council should finalise the development of a Performance Dashboard to allow elected members to scrutinise all areas of the Strategic Plan.	Grade 2	Head of Corporate Policy & Governance	September 2024	The scope of this work has changed since the Best Value report due to the implementation of a process by the council and Community Planning partners to create a new Performance Management Framework for the new 10 year Community Plan (Local Outcome Improvement Plan). This is allowing collective resource to be brought together to consider new methods of reporting on performance to better measure impact and outcomes and therefore the development of subsequent tools will now come from this process, which is also being supported by Scottish Government. The first version of the PMF is due to be reported to the Community Planning partnership , chaired by the council, in March 2025. It is proposed that this action is closed and this enhanced partnership working to develop tools to better assist elected member and wider scrutiny is noted. The council has also become a Health Determinants Research Collaboration (funded by the National Institute for Health Research) which provides the expertise and resource to further develop tools to promote the use of evidence and research to promote policy outcomes. This expertise is being used to assist the development of the new PMF.

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