



Glasgow City Council

Item 2

6th March 2025

Wellbeing Equalities, Communities, Culture and Engagement Committee

Report by the Head of Policy and Corporate Governance

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Annual Performance Report 2023/24

Purpose of Report:

To provide a public performance update for the period 2023/24 which summarises progress on the [Glasgow City Council Strategic Plan 2022-2027](#)

Recommendations:

The committee is asked to:

- Note the content of the report and the Annual Performance Report

Ward No(s):

Citywide: ✓

Local member(s) advised: Yes ☐ No ☐ consulted: Yes ☐ No ☐

PLEASE NOTE THE FOLLOWING:

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1. Background and Context

- 1.1 The [Council Strategic Plan](#) was agreed at Full Council on 27th October 2022. The highlights of the progress of delivery is contained in the Annual Performance Report (APR) which is reported annually to this committee.
- 1.2 In addition to scrutiny by the Operational Performance and Delivery Scrutiny Committee, a number of key performance indicators are published by the [Improvement Service](#) as part of the [Local Government Benchmarking Framework](#) (LGBF). The LGBF compares performance between Scottish Local Authorities and is available from their website. These are also linked in the report.
- 1.3 It is normal practice to produce a annual public Annual Performance Report (APR) for each Strategic Plan. However it was agreed in 2022 that a planned and coordinated pause of the APR would take place in 2023 in order to allow the new arrangements for the scrutiny of the new Strategic Plan 2023-2027 to become established. This was an audited and planned process.
- 1.4 [This APR](#) marks a return to annual reporting, fulfilling statutory performance requirements. This also follows the first review of the reviewed Strategic Plan which was approved by full council in [October 2024](#), and the published APR reflects that review.
- 1.5 Included in the outcome of that review was the addition of Emerging Commitments to the Strategic Plan – a process agreed in 2022 to ensure the Plan remained relevant to the priorities of the people of Glasgow, particularly through the cost of living crisis.

2.0 Annual Performance Report 2023/24

- 2.1 Alongside internal and external audit colleagues, work has previously been undertaken to identify the most appropriate form a Performance Report should take to ensure it is of use to the intended public audience.
- 2.2 [This APR](#) is therefore designed to meet and further build on the following expectations:
 - to provide a summary of key areas of activity and links which provide further relevant information.
 - provide access to more detailed areas of scrutiny in respect to council performance.
 - update on areas relevant to the Strategic Plan which have taken place during 2023/24 and are of interest to the public
 - general information about Glasgow City Council which is of interest to members of the public.
- 2.3 The published [Annual Performance Report](#) is made available on the [Glasgow website](#) and social media channels.

- 2.4 In order to set some context and provide detail of the ongoing Performance Reporting of the Strategic Plan at the OPDSC over the course of the past year; links to meetings up to the February 2025 are available here:

[OPDSC 10 January 2024](#)
[OPDSC 7 February 2024](#)
[OPDSC 6 March 2024](#)
[OPDSC 10 April 2024](#)
[OPDSC 8 May 2024](#)
[OPDSC 5 June 2024](#)
[OPDSC 4 September 2024](#)
[OPDSC 2 October 2024](#)
[OPDSC 6 November 2024](#)
[OPDSC 4 December 2024](#)
[OPDSC 15 January 2025](#)
[OPDSC 12 February 2025](#)

3 Tracking Strategic Plan progress and Emerging Commitments.

- 3.1 To ensure progress the Strategic Plan is kept under consideration and be reported on, a track of progress is kept on what Commitments have been considered by the Operational Performance and Development Scrutiny Committee. The Commitments sit under each Mission of the council to deliver against the Grand Challenges of the Plan.
- 3.2 The following table provides a highlight position with regards to reported Commitments at the end of 2024.

	Original Commitments	Emerging commitments	Reported on (to date)	RAG Rating
Grand Challenge 1- Reduce poverty and inequality in our communities	42	8	35	G – 32 A - 3
Grand Challenge 2 - Increase opportunity and prosperity for all our citizens	52	1	38	G – 37 A - 1
Grand Challenge 3 - Fight the climate emergency in a just transition to a net zero Glasgow	65	0	22	G – 17 A – 5
Grand Challenge 4 - Enable staff to deliver essential	83	3	42	G – 32 A – 10

services in a sustainable, innovative and efficient way for our communities				
TOTAL	242	11	137	

3.3 It should be noted that for a number of the Commitments that services have reported on, they have been subdivided into more detailed tasks which are RAG rated. As a result, in some cases, a number of RAG assessments have been made. For the above table, the RAG rating reflects a judgement on the majority assessment.

3.4 As highlighted the Strategic Plan is a live document; and therefore has the flexibility to incorporate Emerging Commitments that are consistent with the Grand Challenges and Missions. The 11 specific Emerging Commitments agreed at Council in October 2024 were:

GC1 Mission 1

- Deliver Glasgow's Child Poverty Pathfinder

GC1 Mission 3

- Fair Work First delivery
- Work to promote safe and equitable access to the right services in the right place at the right time for all with particular awareness of the needs of protected or marginalised communities

GC1 Mission 4

- Provide diverse, accessible and enjoyable volunteering opportunities
- Monitor and deliver Glasgow's Community Learning and Development Plan
- Develop a new Sport and Physical Activity Strategy for Glasgow
- Support sport and physical activity through community sport hubs

GC2 Mission 2

- By 2024, have in place a holistic, all age employability pipeline based on individual need

GC4 Mission 3

- Increase and promote financial support to staff.
- Give managers the knowledge and tools to compassionately support employees
- Supporting staff to progress with their career or maximise their earnings

3.5 Given the nature of the APR and its use of signposting to other information, it is only available digitally and not in print. This is consistent with best practice.

3.6 The APR can be viewed at [this link](#)

4. Policy and Resource Implications

Resource Implications:

Financial: None

Legal: None

Personnel: None

Procurement: None

Equality and Socio-Economic Impacts:

Does the proposal support the Council's Equality Outcomes 2021-25? Please specify. Yes, by highlighting areas of performance the report seeks to assist in increasing people's knowledge and access to information which supports the Equality Outcomes

What are the potential equality impacts as a result of this report? No EQIA required as the report reflects past performance; and no policy decisions are initiated in this report.

Please highlight if the policy/proposal will help address socio-economic disadvantage. Yes, by highlighting areas of work around Grand Challenge 1, the report seeks to assist in increasing people's knowledge about Fairness and impact of policy/planning on socio-economic outcomes

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 Not applicable as this is a performance report

*result of this
proposal?*

*Will the proposal
contribute to
Glasgow's net zero
carbon target?*

Not applicable as this is a performance report

**Privacy and Data
Protection Impacts:**

No impact

5. Recommendations

Committee is asked to

- Note the content of the report and the APR.