

# **Glasgow City Council**

## **Local Scrutiny Plan**

### **2015/16**



March 2015

# Glasgow City Council

## Local Scrutiny Plan 2015/16

### Introduction

1. This local scrutiny plan sets out the planned scrutiny activity in Glasgow City Council during 2015/16. 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 2015/16, which is available on the Audit Scotland website.

### Scrutiny risks

3. Planned scrutiny in 2014/15: the Assurance and Improvement Plan covering the period 2014-17 identified five pieces of scrutiny which were planned to be carried out at the council during the year to 31 March 2015. The summarised findings, where available, are:
  - Scottish Housing Regulator (SHR): in response to the council failing to always deliver its statutory duties to homeless people, a voluntary intervention was agreed whereby the council would develop a comprehensive improvement plan addressing the weaknesses evident in its service. The resulting improvement plan was noted by the Health and Social Care Policy Development Committee on 16 April 2014. Since then the SHR has been meeting quarterly with the council and representatives of service users in order to monitor the plan's progress. While some progress has been made by the council, evidence of improved outcomes for service users has yet to be demonstrated.
  - Care Inspectorate: the council was selected for a joint inspection of health and social work services for older people by the Care Inspectorate and Health Improvement Scotland. The initial findings of this inspection will be presented to officers in February 2015, with the final report due to be issued in April 2015. The Care Inspectorate will work alongside the council and its partner organisations, monitoring the effectiveness of the improvement plan developed in response to the joint inspection findings and recommendations. The Care Inspectorate link

inspector will also continue to attend the Social Work Professional Governance Board, maintaining an overview of improvement achieved through external scrutiny and internal social work practice audit activity.

- Audit Scotland: following the Commonwealth Games held in Glasgow last year, Audit Scotland carried out its third performance audit of the Games. The audit reviewed the cost of the Games, including public sector funding, and the progress made by the Scottish Government and Glasgow City Council in relation to achieving the planned legacy benefits. The audit report, on behalf of the Auditor General and the Accounts Commission, is due for publication in March 2015.
  - Audit Scotland: a housing benefit risk assessment exercise was carried out in December 2014 and this is due to be reported in March 2015.
  - Education Scotland: as part of a planned programme of work across all council areas, the quality of careers information advice and guidance services delivered by Skills Development Scotland was planned to be reviewed during the year to 31 March 2015. This work has now been carried forward to 2015/16.
4. Glasgow City Council had been selected as one of five sites for the second round of Community Planning Partnership (CPP) audits conducted by Audit Scotland during 2013/14. This audit reported its mainly positive findings in April 2014:
- The CPP had set a clear strategic direction which reflects a greater emphasis on a preventative approach to delivering public services and a commitment to dealing with some of the most difficult issues facing Glasgow.
  - The CPP had a clear system of governance and accountability.
  - The CPP had generally made good progress against its five themes of Working, Learning, Healthy, Safe and Vibrant identified in its last SOA.
5. During 2015/16 Audit Scotland will carry out follow-up work across all eight CPP audit areas to assess what progress the CPP has made in addressing outstanding improvement areas. This work will be carried out as part of the annual external audit process.

## **Planned scrutiny activity**

6. As shown in Appendix 1, the council will be subject to a range of risk-based and nationally driven scrutiny activity during 2015/16 and further detail on this activity is noted below. For some of their scrutiny activity in 2015/16, scrutiny bodies are still to determine in their work programmes which specific council areas they will cover and/or when this activity will be undertaken. Where a council is to be involved, the relevant scrutiny body will confirm this with the council and the appropriate LAN lead.
7. The control environment over the monitoring of contracts held by Social Work services, as managed through the Contract Management Framework, has been assessed by the council's Internal Audit section as containing serious deficiencies where the potential financial and operational risk exposure is significant. In the light of these findings, Audit

Scotland will carry out further testing of the arrangements within Social Work Service's for monitoring contracts with external service providers.

8. Audit Scotland has three planned performance audits covering local government during 2015/16. It will be working jointly with the Care Inspectorate looking at social care and jointly with both the Care Inspectorate and Health Improvement Scotland (HIS) on a Health and Social care integration position statement. It will also carry out a follow-up audit on roads maintenance. Any engagement with councils is still to be determined. Publication of these reports is scheduled for between October 2015 and February 2016.
9. The Care Inspectorate and HMICS will be undertaking a joint thematic review of Multi-Agency Public Protection Arrangements (MAPPA) in Scotland during 2014 and 2015. This forms part of the Care Inspectorate's wider programme of national inspection, and is not a result of the LAN shared risk assessment. The purpose of the review is to assess the state, efficiency and effectiveness of the MAPPA in Scotland, in terms of keeping people safe and reducing the potential risk of serious harm by registered sex offenders in our communities. It covers all 32 local authorities and involves Police Scotland, NHS Boards and the Scottish Prison Service. The review in Glasgow City Council is due to begin in May 2015.
10. Education Scotland will be working in partnership with councils to carry out a validated self-evaluation (VSE) of Educational Psychology Services across all local authorities over a two-year period starting April 2015. Education Scotland will notify councils of its VSE plans each academic term.
11. Education Scotland will also review the quality of Careers Information Advice and Guidance services delivered by Skills Development Scotland across all councils over the next three years. The review in Glasgow City Council is scheduled for October 2015.
12. The Scottish Housing Regulator will engage quarterly with the council, and representatives of Homelessness service users, in order to monitor the council's improvement plan's progress. Over the course of 2015/16 the Regulator will require the council to produce evidence of improved outcomes for users of its homelessness services.
13. The Scottish Housing Regulator (SHR) has a planned programme of thematic inquiries into housing services which will be carried out largely in the first quarter of 2015-16, with publication of inquiry reports in the first and second quarters of the year. The thematic inquiries will cover a range of housing services including: Gypsy/Travellers; factoring services; gas safety; complaints handling; customer service standards; repairs; rent consultation; equalities; and openness and accessibility. Some of the thematic inquiries will not involve any on-site work at all and no local authority will be selected for on-site work in more than one thematic. The SHR will contact individual landlords with details about their potential inclusion.

14. During the first and second quarters of the year, the SHR will review the Charter data submitted by social landlords in May 2015 and identify topics for a further programme of thematic inquiries to be taken forward in the second and third quarters of the year.
15. 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. Individual audit and inspection agencies will also continue to monitor developments in key areas of council activity and will provide support and challenge as appropriate. This will help to inform future assessments of scrutiny risk.

**March 2015**

## Appendix 1: Scrutiny plan

Scrutiny body	Scrutiny activity	Date
Audit Scotland	A review of controls over the management and monitoring of contracts and payments to external service providers in Social Work Services	<b>March 2015</b>
	Performance audit planned in the following areas: <ul style="list-style-type: none"> <li>• Roads maintenance: follow-up</li> <li>• Social Care</li> <li>• Health &amp; Social Care Integration</li> </ul>	<b>Dates to be confirmed</b>
	CPP audit follow-up work to assess progress against the improvement agenda set out in the April 2014 Community Planning Partnership audit report.	<b>As part of 2014/15 Annual Audit</b>
Care Inspectorate	Joint Thematic Review of Multi-Agency Public Protection Arrangements (MAPPA)	<b>May 2015</b>
Education Scotland	Validated self-evaluation of education psychology services within the council.	<b>Date to be confirmed</b>
	Review of the quality of Careers Information Advice and Guidance services delivered by Skills Development Scotland	<b>w/c 5<sup>th</sup> October 2015</b>
Scottish Housing Regulator (SHR)	The SHR will carry out a number of thematic inquiries in 2015/16. If Glasgow City Council is to be involved in a thematic inquiry, the SHR will confirm this with the council.	<b>Specific thematic inquiries and councils to be determined.</b>
	The SHR will engage quarterly with the council, and representatives of Homelessness service users, in order to monitor the council's improvement plan's progress. Over the course of 2015/16 the Regulator will require the council to produce evidence of improved outcomes for users of its homelessness services.	<b>Quarterly</b>
Her Majesty's Inspectorate of Constabulary (HMICS)	HMICS will be inspecting local policing across Scotland over the next three years. These inspections will examine, amongst other things, local scrutiny and engagement between Police Scotland and councils. Two local Policing Divisions are programmed to be inspected in addition to	<b>To be determined over next three years</b>

	Edinburgh Division in 2015/16. The Divisions will be identified approximately three months prior to inspection, the first being no earlier than October.	
Her Majesty's Fire Service Inspectorate (HMFSI)	HMFSI will be inspecting local fire and rescue services across Scotland over the next five years. These inspections will examine, amongst other things, local scrutiny and engagement between the Scottish Fire and Rescue Service and councils. As part of its programme, HMFSI will inspect four local fire and rescue services during 2015/16. Glasgow is not included in the programme this year.	<b>To be determined over next five years</b>