GCC - A Performance Improvement Journey

APSE Performance Networks

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Scientific Services & Trading Standards

City Cleansing and Waste

Environment & Sustainability

Parks & Open Spaces

Glasgow City Council – Land & Environmental Service

Roads

Business Support

Commercial Services

Project Management & Design

Fastlink

Performance Networks

We are involved in 6 Performance Networks:

- ❖ **Roads, Highways and Winter Maintenance**
- ❖ **Street Lighting**
- ❖ **Refuse Collection**
- ❖ **Street Cleansing**
- ❖ **Parks, Open Spaces and Horticultural**
- ❖ **Environmental Health (Pilot)**

Background

- 15 yrs Participation
- Inconsistent Approach
- New Director – APSE Health Check Review of Service

APSE health check review

❖ *"the analysis of APSE performance network data suggested that the operational performance across the council front line services is, by comparison to other local authorities, below standard"*

❖ *"poor productivity and level of resources that exceed the demands of the service"*

Previous Service Delivery Reforms

❖In Reality…

❖Area Integration

❖Service Realignment

New Approach

- ❖ Refocus on Performance Networks
- ❖ Be Proactive
- ❖ Engage with Working Groups
- ❖ Provide Full Scrutiny of the Submission
- ❖ Facilitate Performance Monitoring by the Leadership Team

Ownership - Frontline

❖ Promote Operational Ownership

❖ Cascade through the Organisation

❖ Achieve Best Practice

Awareness	Interest	Buy-in	Engagement	Ownership

LOW   INVOLVEMENT   HIGH

Roads Transformation Project: Revenue and Capital

❖ Depot Rationalisation

- £150k p/a saving

- £1m Income from Depot Sale

❖ Clyde Tunnel

- Revenue Spend: £1m p/a

- Future Capital Spend: £13.14m (next 10-15 years)

Roads Transformation Project: Operations

- ❖ Demand Management
- ❖ Structure Review
- ❖ Mobile Working
- ❖ Integrated Works Management System
- ❖ Mail Management

'Star Chamber'

- Internal Review and Challenge

- Leadership Team Report
- Monitoring of Actions
- Report Format

Report

❖Performance Summary

❖Highlights

❖Progress

❖Scope to Improve

❖Recommendations

Next Steps

❖ Engage and Network with Peers

❖ Increase Participation in Advisory Groups

❖ Expansion of Benchmarking