

## ' Glasgow City Council's Statutory Performance Indicators 2012-13

### **Background**

Glasgow City Council reports every year on a set of performance indicators known as the Statutory Performance Indicators or SPIs.

They cover services provide to the public and the support services that enable the council to do so. The indicators that the council reports on fall into these categories:

- Adult Social Work
- Community and Cultural Services
- Corporate Management
- Development Services
- Protective Services
- Roads and Lighting
- Waste Management

### **Our performance**

The table shows the council's performance for 2012/13 on these indicators. It shows performance for the previous three years, the preferred trend and whether performance has improved. When comparing this year's performance with last year's, 17 indicators (52%) showed improvement but 16 (48%) showed a decline in performance.

## Glasgow City Council's Performance Indicators 2012/13 – Pre-Audit

Statutory Performance Indicator:		2009/10	2010/11	2011/12	2012/13	Preferred trend	Improved?
1.	The number of working days lost through sickness absence for teachers	8.1	6.7	6.0	6.6	↓	No
	The number of working days lost through sickness absence for local government employees and craft workers	11.6	9.3	9.2	9.7	↓	No
2.	Equal opportunities policy: the proportion of women in the highest paid 2% of earners	47.8%	47.2%	41.8%	44.73%	↑	Yes
	Equal opportunities policy: the proportion of women in the highest paid 5% of earners	48.3%	49.5%	52.1%	55.52%	↑	Yes
3.	The percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people	37.7%	37.7%	60%	60.3%	↑	Yes
4.	The overall gross administration cost (£) per housing benefit application	£45.13	£47.18	£41.80	£38.17	↓	Yes
5.	The cost of collecting Council Tax per dwelling	£18.35	£17.23	£17.47	£16.27	↓	Yes
6.	The percentage of income due from Council Tax that was received during the year	92.0%	92.3%	92.6%	93.14%	↑	Yes
7.	The percentage of invoices paid within 30 calendar days of receipt	83.2%	90%	88%	88.4%	↑	Yes
8.	The percentage of operational accommodation that is in satisfactory condition	83.8%	84.5%	87.9%	76.4%	↑	No
	The percentage of operational buildings that are suitable for their current use	<u>75.2%</u> <sup>1</sup>	<u>79.5%</u> <sup>1</sup>	<u>92.3%</u> <sup>1</sup>	91.8%	↑	No
9.	The number of homecare hours delivered per 1,000 population age 65+	809.6	756.8	743.6	714.2	↑	No
	The percentage of Home Care clients receiving personal care	88%	95.6%	96.5%	97.7%	↑	Yes
	The percentage of Home Care clients receiving a service in the evenings or overnight	59.3%	64.5%	65.5%	68.2%	↑	Yes
	The percentage of Home Care clients receiving a service at weekends	72.4%	77.6%	79.3 %	80.5%	↑	Yes

<sup>1</sup> Audit Scotland has judged the underlined figures in previous years to be unreliable. The indicator is now deemed reliable.

Statutory Performance Indicator:		2009/10	2010/11	2011/12	2012/13	Preferred trend	Improved?	
10.	Pools: the number of attendances per 1,000 population	2,851	2,749	2,956	2,904	↑	No	
	Indoor sports and leisure facilities: the number of attendances per 1,000 population	4,876	4,997	5,752	6,565	↑	Yes	
11.	The number of visits to/usages of council funded or part-funded museums per 1,000 population	5,590	4,229	6,475	6,023	↑	No	
	The number of visits to/usages of council funded or part-funded museums that were in person per 1,000 population	5,456	4,128	6,288	5,828	↑	No	
12.	The number of visits to libraries per 1,000 population	7,629	7,657	8,460	9,184	↑	Yes	
13.	The average time (weeks) to deal with major planning applications determined during the year (updated indicator for 2012/13)	-	-	-	38.2	↓	-	
	The average time (weeks) to deal with local planning applications determined during the year (updated indicator for 2012/13)	-	-	-	11.6	↓	-	
	The average time (weeks) to deal with major and local planning applications determined during the year (updated indicator for 2012/13)	-	-	-	12.3	↓	-	
19. <sup>2</sup>	Permanent	The percentage of homelessness decision notifications issued within 28 days of date of initial presentation for permanent accommodation	87.7%	93.2%	91.1%	89.4%	↑	No
		The percentage of these who are housed into permanent accommodation	56.9%	52.8%	53.3%	52.7%	↑	No
		The percentage of permanent accommodation cases reassessed within 12 months of completion of duty	5.8%	5.2%	4.3%	2.7%	↓	Yes
	Temporal	The percentage of homelessness decision notifications issued within 28 days of date of initial presentation for temporary accommodation	86.5%	92.4%	88.3%	81.3%	↑	No
		The percentage of temporary accommodation cases reassessed within 12 months of completion of duty	2.1%	2.2%	1.1%	0.9%	↓	Yes
20.	Domestic noise complaints: average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004	1.2	1.2	1.0	1.2	↓	No	
21.	The percentage of consumer complaints completed within 14 days of receipt	74%	75.7%	82%	78%	↑	No	
	The percentage of requests for business advice completed within 14 days of	97.7%	93.4%	94.5%	95.9%	↑	Yes	

<sup>2</sup> SPIs 14 – 18 are not reported to Audit Scotland as they refer to housing services that are no longer provided by the Council.

Statutory Performance Indicator:		2009/10	2010/11	2011/12	2012/13	Preferred trend	Improved?
	receipt						
22.	The percentage of the road network that should be considered for maintenance treatment	29.7%	33.9%	30.9%	32.4%	↓	No
23.	The net cost of refuse collection per premise	£56.13	£62.57	£57.50	£55.05	↓	Yes
	The net cost of refuse disposal per premise	£76.80	£78.09	£93.52	£98.28	↓	No
24.	The percentage of household waste collected by the authority during the year that was recycled and composted ( municipal waste before 2011/12)	N/A	N/A	26.5%	28.9%	↑	Yes
25.	The overall (Keep Scotland Beautiful) cleanliness index achieved	69	70	72	71	↑	No