

Glasgow City Council's Statutory Performance Information 2018/19

Background

Glasgow City Council reports every year on a set of performance indicators known as the Statutory Performance Information or SPIs. These indicators form part of the [Local Government Benchmarking Framework](#) (LGBF). The indicators included in the SPIs fall into these categories:

- Corporate Services
- Culture and Leisure Services
- Corporate Assets
- Environmental Services

This data is compiled in the council and is verified for accuracy by the council's internal audit team.

Our performance

The table below shows the council's performance for 2018/19 on these indicators.

SPI Submission

Indicator	Indicator Name	2019/20	2018/19	Change since 18/19	If highlighted, please provide reason for >10% change
TEACHERS - SICKNESS ABSENCE					
CORP 6a Num	Total number of FTE staff	6,106	5,633	8.4%	
CORP 6a Den	Total days lost per year through sickness absence	34,168	32,618	4.8%	
CORP 6a	Days lost per employee	5.6 days	5.8 days	-3.5%	
OTHER LOCAL GOVERNMENT EMPLOYEES - SICKNESS ABSENCE					
CORP 6b Num	Total number of FTE staff	18,886	17,950	5.2%	The figures reported reflect the full year effect of Cordia Services being transferred back into the responsibility of the Council and Cordia Services having a higher sickness rate than in the council
CORP 6b Den	Total days lost per year through sickness absence	241,014	187,138	28.8%	
CORP 6b	Days lost per employee	12.8 days	10.4 days	22.4%	
EQUAL OPPORTUNITIES POLICY 1					
The number and percentage of the highest paid 5% of earners among					
CORP 3b Num	Total number of employees in top 5%	1128	1,093	3.2%	Between 2018/19 and 2019/20 the number of employees in the top 5% has increased by 35; 32 (91.4%) of these are female. Note formulae shows an decrease and the SPI has increased year on year
CORP 3b Den	Total number of women employees in top 5%	673	641	5.0%	
CORP 3b	Percentage of women employees in top 5%	59.7 %	58.6 %	-1.0%	
EQUAL OPPORTUNITIES POLICY 2					
CORP 3c Num	Average hourly rate of pay (Male)	16.37	15.48	5.7%	The overall workforce included in the calculation has increased by 1,044 in 2019/20, 944 of which are women on lower grades
CORP 3c Den	Average hourly rate of pay (Female)	15.86	15.09	5.1%	
CORP 3c	Gender Pay Gap (%)	3.1 %	2.5 %	-0.60%	
COUNCIL TAX COLLECTION					
CORP 4 Num	Cost of collecting council tax	1,854,517	1,958,370	-5.3%	
CORP 4 Den	Number of dwellings	317,006	312,962	1.3%	
CORP 4	Cost of collecting council tax per dwelling (All dwellings, not just chareable)	5.85	6.26	-6.5%	
COUNCIL TAX INCOME					
	Income due from council tax for the year excluding all water charges and outstanding council tax	387,322,778	371,740,906	4.2%	
	Reliefs and rebates due to council for council tax for the year	145,069,785	140,284,574	3.4%	
CORP 7 Num	Income due from council tax for the year excluding reliefs and rebates	242,252,993	231,456,331	4.7%	
CORP 7 Den	Income received from council tax for the year	228,599,059	219,949,892	3.9%	
CORP 7	% of income due from council tax for the year that was received by the end of the year	94.4 %	95.0 %	0.66%	
PAYMENT OF INVOICES					
CORP 8 Den	Number of invoices sampled	388,035	311,065	24.7%	The council is able to report on all invoices paid during the year rather than rely on a sample - the variance reflects an increased volume of invoices processed as a result of an organisation change. However the variance for the % of invoices paid within 30 days has not moved by more than the 5% variance limit
CORP 8 Num	Number of invoices sampled and paid within 30 days	372,245	297,162	25.3%	
CORP 8	Percentage of invoices sampled and paid within 30 days	95.9 %	95.5 %	-0.40%	
ASSET MANAGEMENT					
CORP-ASSET 1 Den	Total number of operational buildings	531	537	-1.1%	
CORP-ASSET1 Num	Number of operational buildings that are for their current use	473	483	-2.1%	
CORP-ASSET1	Percentage of operational buildings that are for their current use	89.1 %	89.9 %	-1.0%	
CORP-ASSET 2 Den	Gross internal floor area of operational buildings	1,478,394	1,443,404	2.4%	
CORP-ASSET 2 Num	Proportion of GIA that is in satisfactory condition	1,328,190	1,283,840	3.5%	
CORP-ASSET2	Percentage of internal floor area of operational buildings in satisfactory condition	89.8 %	88.9 %	-0.89%	

SPI Submission

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SPORT AND LEISURE MANAGEMENT					
C&L 1 Den	All pools - Number of attendances	1,839,216	1,857,104	-1.0%	Seasonal workers were not recruited in 2019-20 which resulted in staff not being available to count / record usage at many outdoor recreation venues.
	Indoor sport and leisure facilities, excluding pools in a combined complex - Number of attendances	4,745,984	4,761,459	-0.3%	
	Outdoor sport and leisure facilities - Number of attendances	558,047	912,447	-38.8%	
	MUSEUM SERVICES				
C&L 3 Den	Number of visits to/usages of council funded or part funded museums	4,458,835	4,166,065	7.0%	
USE OF LIBRARIES					
C&L 2	Number of physical visits to libraries	3,470,481	3,744,595	-7.3%	Membership for virtual visits, ebooks, emagazines and audiobooks usage all increased during the first two weeks of lock down. Physical visits to libraries were impacted by there being some closure periods across a number of libraries for planned refurbishments during the year, in addition to all libraries being closed from 17th March due to lockdown.
	Number of virtual visits to libraries	1,048,415	914,879	14.6%	
	Total number of visits to libraries	4,518,896	4,659,474	-3.0%	
	Please confirm you are fully or partially compliant with the amended virtual visits guidance updated in March 2019				
REFUSE COLLECTION					
ENV 1a Den	Number of premises for refuse collection (household and commercial)	320,329	317,634	0.8%	