

## **Glasgow City Council's Statutory Performance Information 2016/17**

### **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 2016/17 on these indicators. It shows performance for the previous three years in most instances, the preferred trend and whether performance has improved. When comparing this year's performance with last year's, 7 indicators (78%) showed improvement but 2 (22%) showed a decline in performance.

As in 2015/16 the council is required to report on the gender pay gap between the average hourly rate of pay for male and female employees. In 2016/17 the average hourly rate for men is £15.74 and that for women is £16.84 resulting in a gender pay gap of -7.0%.

## Glasgow City Council's Performance Indicators 2016/17

Statutory Performance Indicator:		2013/14	2014/15	2015/16	2016/17	Preferred trend	Improved?
CORP3b	Equal opportunities policy: the proportion of women in the highest paid 5% of earners	60.2%	59.4%	59.7%	60.0%	↑	Yes
CORP 3c	Gender pay gap	-	-	-7.1%	-7.0%	-	-
CORP4	The cost of collecting Council Tax per dwelling	£12.44	£11.16	£10.98		↓	Yes
CORP 5b2	Domestic noise complaints: average time (hours) between time of complaint and attendance on site (including both those dealt with and not dealt with under Part V of the Antisocial Behaviour Act 2004)	0.9	0.7	0.6	0.6	↓	Yes
CORP6	The number of working days lost through sickness absence for teachers	6.1	5.8	6.0	5.7	↓	Yes
	The number of working days lost through sickness absence for local government employees and craft workers	9.1	10.2	9.7	10.2	↓	No
CORP7	Percentage of income due from Council Tax received by the end of the year	93.1%	94.6%	94.7%	94.9%	↑	Yes
CORP8	The percentage of invoices paid within 30 calendar days of receipt	90%	91.6%	93.7%	94.5%	↑	Yes
CORP ASSET 1	The percentage of gross internal floor area of operational buildings (GIA) that is in satisfactory condition	62.7%	69.1%	68.9%	83.9%	↑	Yes
CORP ASSET 2	The number and percentage of operational buildings that are suitable for their current use	91.8%	84.1%	81.9%	74.9%	↑	No
C&L1	Number of attendances at pools	1,567,205	1,502,493	1,579,442	1,524,200	—	—
	Number of attendances at indoor sports facilities, excluding pools	4,673,152	4,470,555	4,208,162	4,420,319	—	—
C&L2	Number of visits to libraries	5,537,154	5,335,980	5,258,149	5,462,281	—	—
C&L3	Number of visits to/usages of council funded or part funded museums	3,582,121	3,986,226	4,275,125	4,231,801	—	—
ENV1, 1a, 2, 2a	Number of premises for refuse collection (household and commercial)	307,972	309,183	310,611	312,342	—	—