

# Statutory Performance Indicators Comparison Report 2012-13

## Glasgow Life

**To:** Glasgow Life Senior Management Team,  
Glasgow City Council

**Date:** 09 January 14

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# Contents

	<b>Page</b>
<b>Part One</b>	
Introduction	1
<b>Part Two</b>	
Background	1
<b>Part Three</b>	
Benchmarking Group	1
<b>Part Four</b>	
Headline Performance	2
<b>Part Five</b>	
Statutory Performance Indicators	
Libraries	3
Museums (Visits in Person and Virtual)	4
Museums (Visits in Person)	5
Leisure Facilities	6
Pool Usage	7
<b>Part Six</b>	
Conclusions	8
<b>Part Seven</b>	
Recommendations	8
Appendix A – Library Visits	9
Appendix A – Museum and Usage Visits	10
Appendix A – Museum Visits	11
Appendix A – Sport and Leisure Attendances	12
Appendix A – Pool Usage	13

## 1. Introduction

The purpose of this report is to provide Glasgow Life's Senior Management Team and Glasgow City Council with our Statutory Performance Indicators (SPIs) performance for 2012-13, comparative information on trends and summary information in relation to the 31 other local authorities; with particular emphasis on other large urban authorities.

Glasgow Life has responsibility for reporting performance against five SPIs as part of its contractual agreement with Glasgow City Council.

The Senior Management Team and Glasgow City Council received the unaudited SPI results in June 2013 which were then reported at the Board meeting of 11 June 2013. This information has since been audited by Audit Scotland.

The comparative information for all 32 local authorities is now available and provides the basis of this report.

## 2. Background

SPIs are specified by the Accounts Commission as information that must be collected and published by each local authority in Scotland as part of their statutory responsibility.

The Commission publishes this information to facilitate performance comparisons with other authorities across a range of services over time.

Audit Scotland's report provides a comparison across Scotland with no distinction made between urban and rural authorities.

The following report will make reference to the top quartile (top eight performing councils) and the bottom quartile (bottom eight performing councils).

## 3. Benchmarking Group

The information contained within this report covers the period up to the end of financial year 2012-13 and specifically how Glasgow compares with the large urban authorities namely Aberdeen, Dundee, Edinburgh, North and South Lanarkshire.

## 4. SOLACE Benchmarking Indicators

In 2014-15 a new public performance reporting requirements will be introduced. The new requirements have been set by SOLACE, COSLA and the Improvement Service (IS) and bring together a wide range of information about how all Scottish councils perform.

The Council will continue to collect and collate SPI information, but from 2014 how this will be reported publicly will change. Glasgow Life's five SPIs will now be incorporated into Glasgow City Council's benchmarking reports.

## 5. Headline Performance

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Three of the five indicators are ranked in the top quartile

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14,776,463 attendances to / visits across sport, libraries and Museums, An increase of 5% on performance in 2011-12

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14% increase in attendances per 1,000 population for indoor sports and leisure facilities (excluding pools) ahead of the XX Commonwealth Games

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1st place	Number of visits in person to museums per 1,000 population
2nd Place	Number of visits to and usages of museums per 1,000
4th place	Number of visits to libraries per 1,000 population

Glasgow remains first in Scotland for the number of visits in person to museums per 1,000 population.

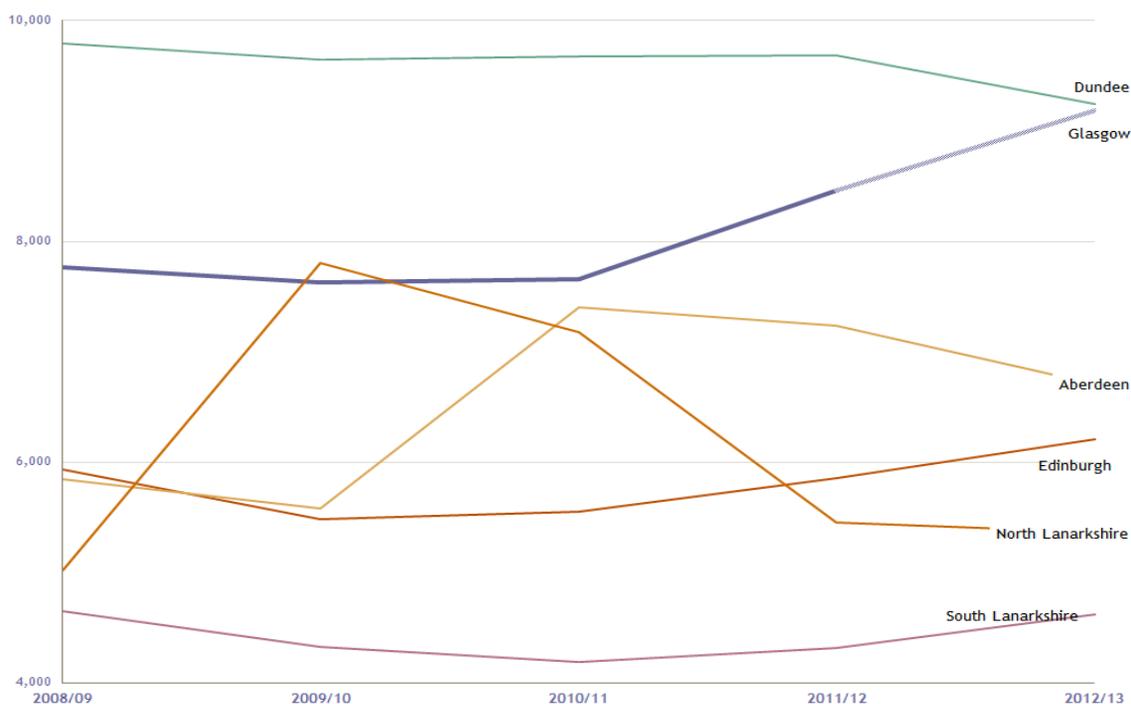
Glasgow stays in second place for the number of visits to and usages of museums per 1,000. The Shetland Islands remain ranked first for the fourth consecutive year. This indicator incorporates all use of museum facilities, either in person or virtual (e.g. accessing a museum collection via the internet).

Glasgow slipped from third to fourth place for the number of visits to libraries per 1,000 population, despite recording a 9% increase in performance. Highland, Shetland and Dundee are first, second and third respectively. In terms of total number of visits to libraries Glasgow has 5,499,571 million visits, the second highest in terms of actual visits is Edinburgh with 3,074,673. As a percentage of the 32,968,816 library visits across Scotland Glasgow Life's Libraries account for 17%.

Glasgow has improved from 18th to 15th for the number of attendances at indoor leisure and sport facilities per 1,000 population. The improvement represents an increase in attendances of 14% (521,423).

Glasgow slipped from 23rd to 25th in Scotland for attendances per 1,000 population at pools (2,904). In terms of actual recorded visits in 2012-13, Glasgow remains 2nd with 1,738,760 visits behind Edinburgh with 2,290,555 attendances.

## Library visits



### NOTES:

Glasgow recorded the largest increase in the number of visits to libraries per 1,000 population of the urban authorities. The increase is the result of the growth in virtual visitors. North Lanarkshire has declined for the third consecutive year, 2% in 2012-13, and Aberdeen recorded the sharpest fall with a 7% reduction in performance. Edinburgh and South Lanarkshire were the only other authorities to record an increase.

Local Authority	2008/09	2009/10	2010/11	2011/12	2012/13	2008/09	2009/10	2010/11	2011/12	2012/13	Population
Glasgow	7,763	7,629	7,657	8,460	9,184	4,517,419	4,489,482	4,505,670	5,015,248	5,499,571	598,830
Edinburgh	5,934	5,482	5,546	5,849	6,207	2,777,380	2,618,766	2,649,067	2,843,100	3,074,673	495,360
Aberdeen	5,841	5,583	7,401	7,232	6,709	1,222,203	1,193,784	1,582,483	1,570,220	1,478,728	220,420
Dundee	9,791	9,649	9,675	9,691	9,249	1,391,733	1,383,533	1,387,270	1,398,375	1,346,402	145,570
North Lanarkshire	5,016	7,807	7,177	5,453	5,360	1,628,725	2,541,337	2,342,027	1,779,783	1,751,091	326,680
South Lanarkshire	4,644	4,322	4,190	4,316	4,615	1,437,408	1,343,859	1,302,723	1,345,974	1,442,791	312,660

Glasgow moved from third position in 2011-12 to fourth position in 2012-13 recording 9,184 library visits per 1,000 population, despite a 9% (484,323) increase in performance.

The top ranked authorities in Scotland are Highland (9,674), Shetland (9402) and Dundee (9249). Highland recorded a 19% increase on last year's performance to move from sixth to first, Shetland a 6% decrease and slipped from first to second and Dundee recorded a 4% decrease and slipped from second to third.

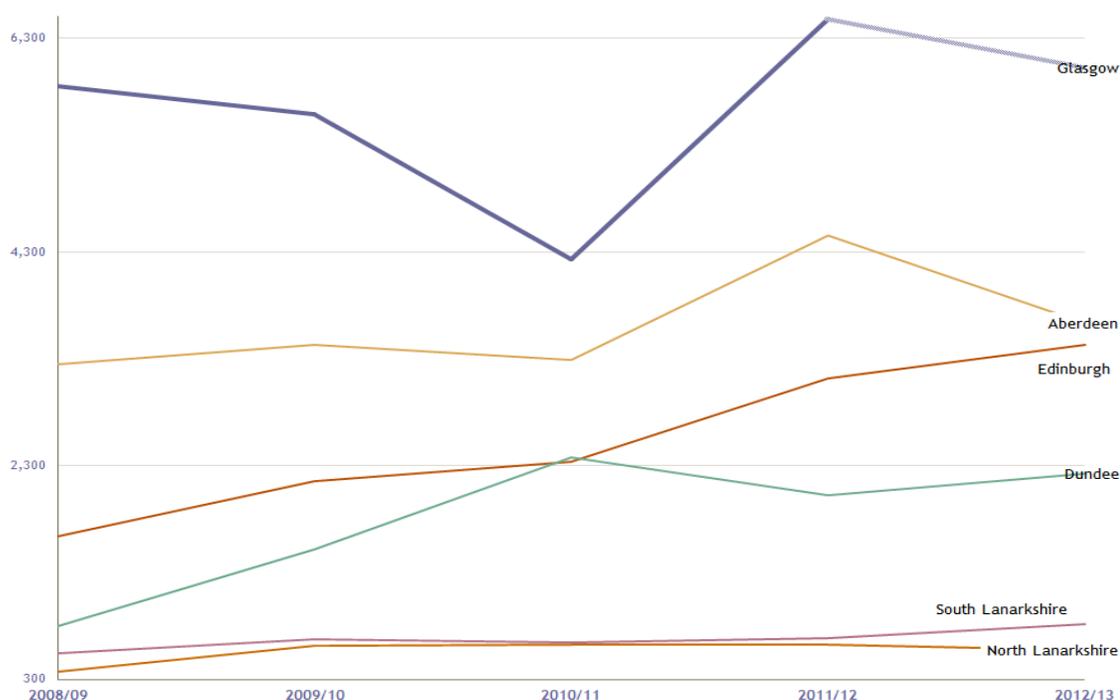
Glasgow continues to record the highest number of visits (in person and virtual) of all Scottish authorities with 5,499,571. In terms of the overall population of Scotland, Glasgow constitutes 11% of the population and 17% of all visits to libraries. The second highest number of visits is Edinburgh with 3,074,673, a difference of 78% (2,424,898). In terms of population Glasgow is 21% larger (103,470) than Edinburgh.

Glasgow recorded the sixth largest increase in 2012-13 behind East Lothian 59% (300,022), East Dunbartonshire 45% (205,808), Highland 19% (343,323), West Lothian 17% (119,151) and Eilean Siar (25,619).

The national picture is positive with a 3% (959,276) increase on last year's figure. n.b. In 2011-12 the guidance was changed to allow virtual visits.

Using the 2012-13 figures as a base it can be extrapolated that for Glasgow to return to third place in the rankings an additional 39,111 attendances would be required, an increase of 3%. In order to rank first an additional 293,472 attendances would be required, an increase of 5%

## Museums Usage and Visits



**NOTES:**  
Edinburgh City continues to report strong year on year growth, 10% in 2012-13. South Lanarkshire also posted sustained growth over the past several years. In 2012-13 Dundee almost recovered the ground lost in 2009-10; the improvement has come from the usage element of the indicator as visits to museums has remained static. The decrease in Glasgow's performance can be attributed to the levelling off of visitors to the Riverside Museum.

Local Authority	2008/09	2009/10	2010/11	2011/12	2012/13	2008/09	2009/10	2010/11	2011/12	2012/13	Population
Glasgow	5,854	5,590	4,229	6,475	6,023	3,406,576	3,289,334	2,488,619	3,838,453	3,606,894	598,830
Edinburgh	1,638	2,154	2,338	3,112	3,430	766,711	1,028,753	1,116,955	1,517,762	1,699,002	495,360
Aberdeen	3,246	3,427	3,289	4,450	3,637	679,221	732,636	703,201	966,093	801,684	220,420
Dundee	796	1,520	2,372	2,025	2,227	113,216	217,929	340,052	292,197	324,182	145,570
North Lanarkshire	368	612	626	624	577	119,380	199,166	204,204	203,708	188,520	326,680
South Lanarkshire	543	677	646	686	813	168,081	210,575	200,719	213,800	254,041	312,660

Glasgow remained in second place recording 6,023 visits to/uses of Council funded or part funded museums per 1,000 population. This figure is down on last year's performance of 6,475; chiefly due to the levelling off of visitors to the Riverside Museum.

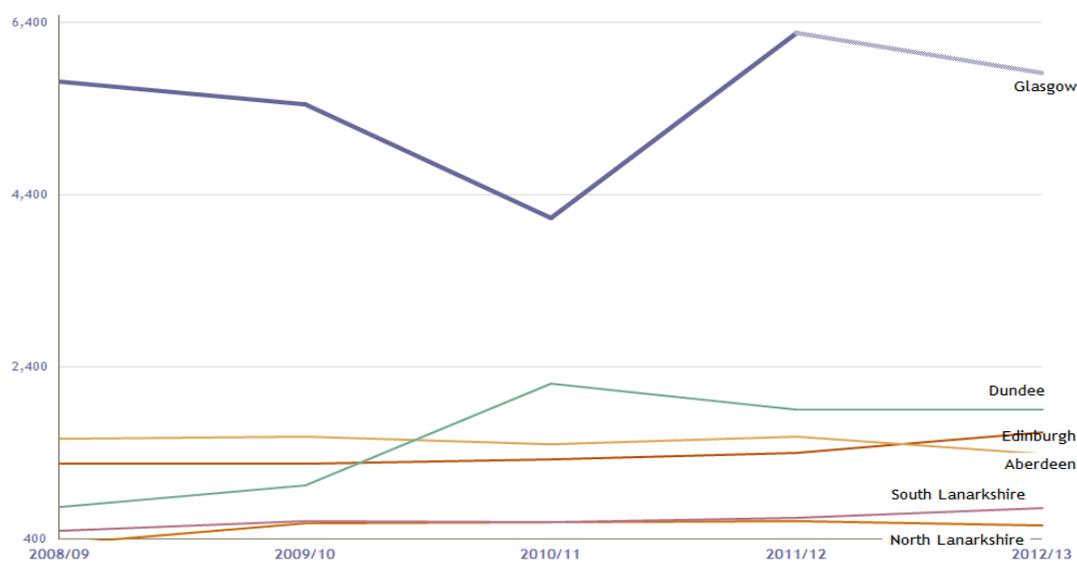
The Shetland Islands remained in first place recording (9,696) visits to/uses, an increase in performance of 3.7%. Last year's ninth placed local authority, Argyle and Bute, moved to 3rd in the rankings recording an increase of 43.5%, this follows a 44.3% increase in 2011-12. The third ranked local authority, Dumfries and Galloway, in 2011-12 fell to seventh place (3,158) reporting a drop of 32.4%.

The Argyll and Bute performance is predominately based on the usage element of the figure as in terms of actual visits per 1,000 they are ranked 24<sup>th</sup>. West Dunbartonshire has recorded similar results with a 12 placed difference between their visits to/usage of ranking (16) and their visits to ranking (28). Dundee recorded a 10% increase in visits to/usage of museums this contrast sharply with a 0.3% increase in visits.

The national picture is negative with a 5% (609,698) decrease on last year's visits to /usage. In total 14 local authorities posted an increase and 16 a decrease. Two local authorities have no service in this area.

Using the 2012-13 figures as a base it can be extrapolated that for Glasgow to be ranked first an additional 2,199,282 visits/uses would be required, an increase of 61%.

## Museums Visits



**NOTES:**  
Glasgow recorded a decrease of 7%, the third largest decrease of the urban local authorities behind Aberdeen (13%) and North Lanarkshire (7%) for the number of visits in person to museums per 1,000 population. The decrease can largely be attributed to the levelling off visitors to the Riverside Museum. South Lanarkshire and Edinburgh recorded increases of 19% and 17%.

Local Authority	2008/09	2009/10	2010/11	2011/12	2012/13	2008/09	2009/10	2010/11	2011/12	2012/13	Population
Glasgow	5,721	5,456	4,128	6,288	5,828	3,329,531	3,210,958	2,429,404	3,727,770	3,489,738	598,830
Edinburgh	1,266	1,273	1,328	1,396	1,633	592,399	608,076	634,182	678,742	809,051	495,360
Aberdeen	1,561	1,590	1,496	1,587	1,386	326,651	339,858	319,941	344,509	305,495	220,420
Dundee	771	1,016	2,198	1,896	1,901	109,583	145,719	315,141	273,509	276,723	145,570
North Lanarkshire	342	579	594	610	560	111,142	188,445	193,674	198,984	182,857	326,680
South Lanarkshire	496	609	595	636	757	153,602	189,227	185,020	198,201	236,633	312,660

Glasgow retained the position as the top ranked authority in terms of the number of visits in person to Council funded or part funded museums, recording 5,828 visits per 1,000 population. This represents a fall of 6.4% from the 2011-12 figure of 6,288. In terms of visits this equates to 238,032 fewer visits.

In terms of actual recorded visits in 2012-13, Glasgow had 3,489,738 visits which is 331% more than Edinburgh (809,051) who reported the second highest number of visits in Scotland. Moreover in terms of actual visits Glasgow represents 46% of the total attendances across Scotland.

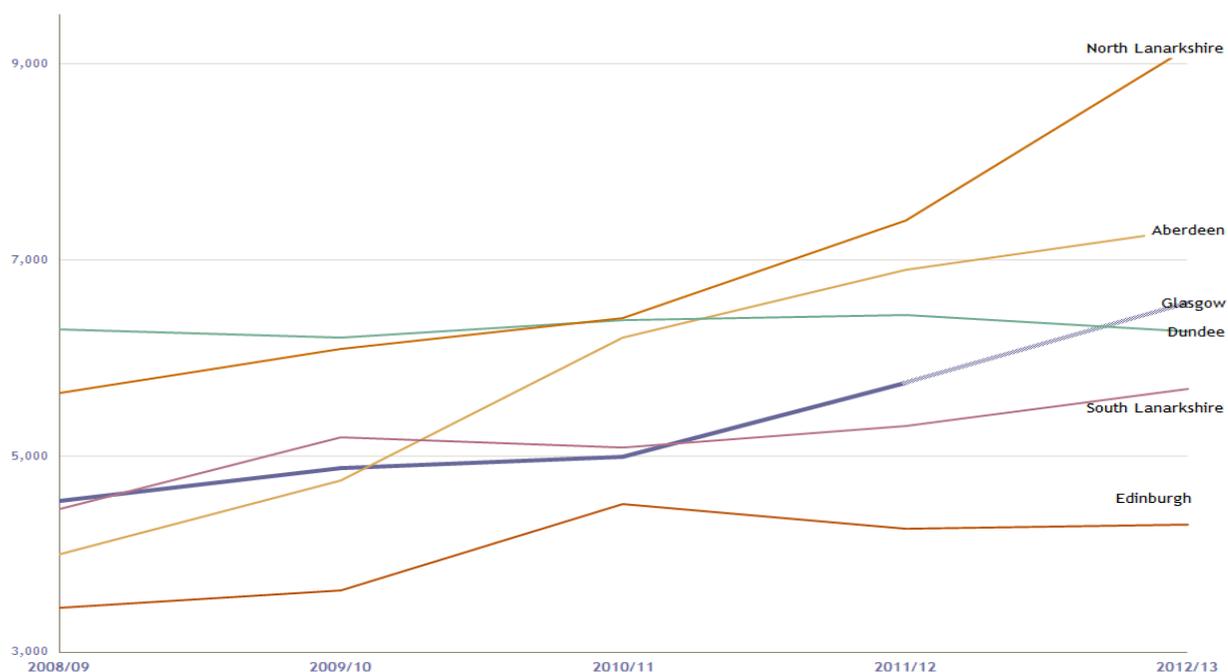
Argyle and Bute recorded an increase of 5% in person against a 46% increase in visits to / usage. Likewise Renfrewshire 3% against 40% and North Ayrshire -15% against 36% and East Ayrshire -6% against 19%; Aberdeen City -11% against 8% indicating that their growth has come from online visits.

In terms of actual visits East Lothian posted the largest increase 63.3% (20,474), the second highest was Angus 26.3% (15,534).

Overall 14 local authorities posted an increase and 16 posted a decrease; two local authorities have no service in this area.

The national picture in 2012-13 is negative with a 3% (235,762) decrease on last year's figure. Anecdotally the fall in Glasgow's attendances is equivalent to the fall in Scotland as a whole, suggesting the impact Glasgow has on national performance.

## Sport and Leisure



**NOTES:**  
North Lanarkshire has increased its rate of growth significantly over the past three years, increasing its performance by 6%, 15.5% and 24%, the largest growth from the urban local authorities, and the third largest in Scotland. Glasgow recorded the second largest (15%) of the urban authorities and the sixth largest in Scotland. Dundee was the only urban authority to record negative growth.

Local Authority	2008/09	2009/10	2010/11	2011/12	2012/13	2008/09	2009/10	2010/11	2011/12	2012/13	Population
Glasgow	4,541	4,876	4,997	5,752	6,565	2,642,582	2,869,238	2,940,861	3,409,815	3,931,238	598,830
Edinburgh	3,447	3,629	4,505	4,256	4,305	1,613,441	1,733,353	2,151,853	2,069,127	2,132,438	495,360
Aberdeen	3,994	4,751	6,209	6,902	7,308	835,845	1,015,706	1,327,521	1,498,490	1,610,804	220,420
Dundee	6,287	6,203	6,389	6,438	6,271	893,691	889,379	916,112	928,957	912,854	145,570
North Lanarkshire	5,645	6,090	6,410	7,403	9,166	1,832,743	1,982,511	2,091,827	2,415,952	2,994,226	326,680
South Lanarkshire	4,462	5,194	5,083	5,302	5,681	1,380,909	1,614,842	1,580,333	1,653,456	1,776,343	312,660

Glasgow is ranked 15th in Scotland in terms of attendances at indoor sport and leisure facilities per 1,000 population (6,565) an improvement from 18<sup>th</sup> in 2011-12 and 22<sup>nd</sup> in 2010-11. Glasgow has the highest number of actual indoor attendances in Scotland (3,931,238).

Glasgow's improvement in performance is the fourth highest increase in attendances per population size and the second highest in actual attendances, (521,423). The largest increase in terms of actual attendances was North Lanarkshire (578,274).

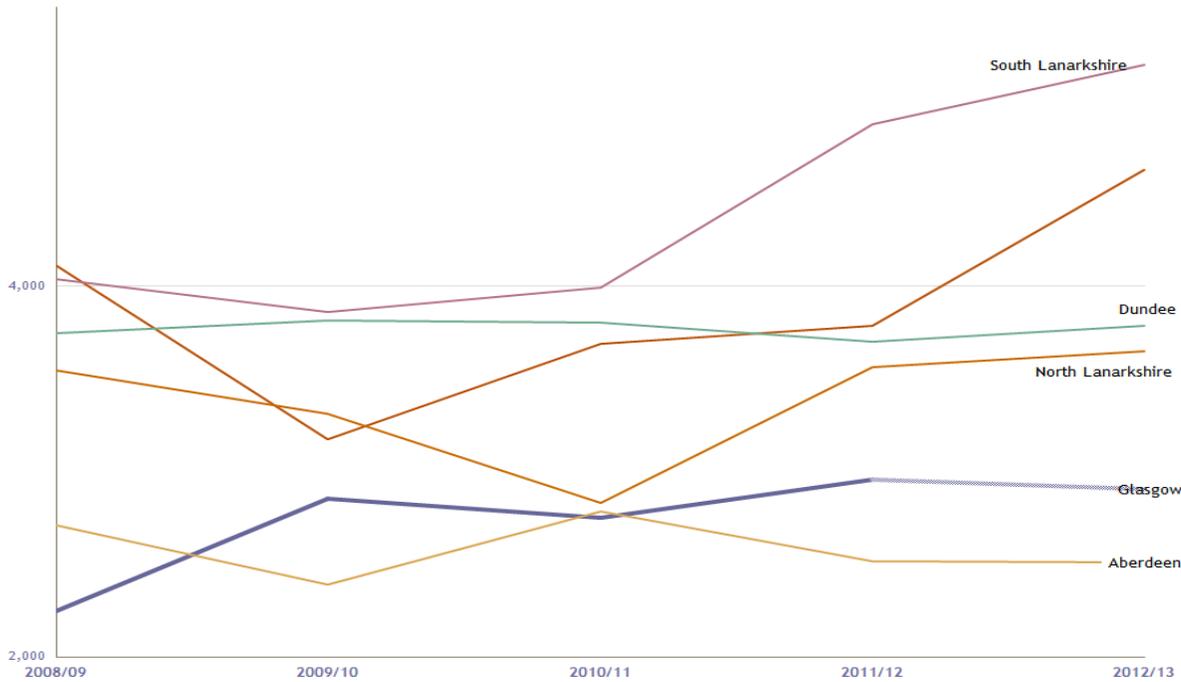
The top performing Scottish authority in terms of attendances as a proportion of population is Shetland Islands (14,915) which retains the first position for the sixth consecutive year. The second placed local authority is the Orkney Islands, for the second year. The third ranked local authority is East Ayrshire moving from ninth position in 2011-12.

In terms of urban authorities the most consistent are Aberdeen and North Lanarkshire. In the past four years Aberdeen has improved by 54% which has resulted in a movement from 19<sup>th</sup> place in 2009-10 to 14<sup>th</sup> in 2012-13. Over the same period North Lanarkshire has improved by 50% which has resulted in a movement from 11<sup>th</sup> place in 2009-10 to 5<sup>th</sup> place in 2012-13. In this period Glasgow recorded a 35% increase; the third largest of the urban authorities.

The national picture demonstrates a year on year improvement from 2006-07 to 2012-13 of 4%, 8%, 9%, 14%, 11%, 7% and 8% respectively. On an individual local authority basis 18 reported an increase and 14 reported a dip. The average increase, per population, is 13.2%.

Using the 2012-13 figures as a base it can be extrapolated that for Glasgow to achieve a top quartile finish an additional 1,181,549 attendances would be required, an increase of 30%.

## Pool Usage



**NOTES:**  
Edinburgh recorded a (22%) increase, the highest in Scotland which improved their ranking from 12th to 8th. South Lanarkshire recorded the second highest increase (7%) of the urban authorities despite this they remain ranked fifth. Glasgow (2%) and Aberdeen (0.3%) are the only urban authorities to record negative growth.

Local Authority	2008/09	2009/10	2010/11	2011/12	2012/13	2008/09	2009/10	2010/11	2011/12	2012/13	Population
Glasgow	2,246	2,851	2,749	2,956	2,904	1,307,319	1,677,929	1,617,449	1,752,623	1,738,760	598,830
Edinburgh	4,112	3,171	3,687	3,787	4,624	1,924,664	1,514,891	1,761,070	1,840,914	2,290,555	495,360
Aberdeen	2,710	2,388	2,782	2,517	2,509	567,180	510,517	594,771	546,561	552,952	220,420
Dundee	3,747	3,814	3,800	3,701	3,786	532,608	546,920	544,826	534,009	551,093	145,570
North Lanarkshire	3,542	3,308	2,832	3,560	3,647	1,150,022	1,076,740	924,210	1,161,978	1,191,530	326,680
South Lanarkshire	4,035	3,861	3,988	4,873	5,191	1,248,714	1,200,590	1,239,862	1,519,724	1,623,000	312,660

Glasgow slipped from 23<sup>rd</sup> to 25<sup>th</sup> in Scotland for attendances per 1,000 population at pools (2,904). In terms of actual recorded visits in 2012-13, Glasgow remains 2<sup>nd</sup> with 1,738,760 visits behind Edinburgh with 2,290,555 attendances.

The top three performing local authorities in Scotland are Shetland Islands (10,341), Orkney Islands (6,012) and Scottish Borders (5,629). Notably the top three authorities recorded a decrease in performance, Shetland (4%), Orkney (6%) and the Scottish Borders (1%).

Over the last three years the most consistent performers have been two urban authorities Edinburgh City (16%, 5% and 24%) and South Lanarkshire (3%, 23% and 7%).

In terms of growth per 1,000 population the neighbouring authority East Dunbartonshire recorded the second highest 20% increase per 1000 population to move six places and is now ranked 11<sup>th</sup>. Inverclyde, an authority with similar socio and economic challenges as Glasgow, recorded the third highest improvement of 12% per 1000 population to be ranked 9<sup>th</sup>; and Stirling the next highest with an 11% increase, moved three places to 22<sup>nd</sup>. On the contrary the authority with the poorest performance is the neighbouring authority of Renfrewshire with six years of negative growth (5%, 0.07%, 8%, 11%, 9% and 9%)

The national picture is positive with a year on year increase over the past two years of 5% (841,428) in 2011-12 and 4% (749,239) in 2012-13.

Using the 2012-13 figures as a base it can be extrapolated that for Glasgow to break into the top quartile an additional 1,030,242 attendances would be required, an increase of 59%.

# Conclusions

## **Museums**

Glasgow Life has experienced a drop in performance in Museum Visits in Person which can be explained by the levelling of attendances at the Riverside Museum following its successful opening.

## **Sport**

The reduction in Pool usage recorded in 2012-13 can be explained by the closure of Tollcross International Swimming Centre. The 2012-13 reduction in Pool Usage was 13,863 and in 2011-12, the last full year of operation, Tollcross recorded 128,760 pool attendances.

## **Library**

The increase in library performance was due to the increase in virtual visits. In terms of actual visits in person the number fell in 2012-13. This is expected as a natural migration to digital supported by the explosion of mobile technology, the Glasgow Life library mobile app and the introduction of ebooks, emagazines and audiobooks.

# Recommendations

## **Museums**

The Argyll and Bute performance of usage of / visits to is significantly higher than their visits to performance. Glasgow Museums should investigate the reasons and identify where there may be opportunities to share and adopt best practice. West Dunbartonshire, East Lothian, and Dundee have similar albeit less pronounced patterns.

## **Museums Virtual visits**

Glasgow Museums should investigate the reasons for the significant improvements in performance reported by Argyle and Bute and West Dunbartonshire. East Lothian and Dundee are also notable for their recorded improvement and should be investigated as there may be opportunities to share and adopt best practice.

## **Libraries**

Highland recorded a 19% increase on last year's performance to move from sixth to first, Glasgow Libraries should investigate how this has been achieved. Inverclyde and North Ayrshire have recorded year on year growth for the past five years; it is recommended that this is investigated to identify where there may be opportunities to share and adopt best practice. Moreover Dundee, albeit static in terms of growth, still resides above Glasgow in the table, as an urban authority with similar social and economic challenges this should be investigated.

It is also recommended that a further piece of work is conducted to ascertain if the reduction in actual visits to Glasgow Libraries is replicated across the other Local Authorities.

## **Sport and Leisure**

The service should investigate how other authorities in Scotland have sustained or improved their performance in terms of indoor sport and leisure attendances as a proportion of their population, in particular North Lanarkshire and Aberdeen City.

## **Sport Pools**

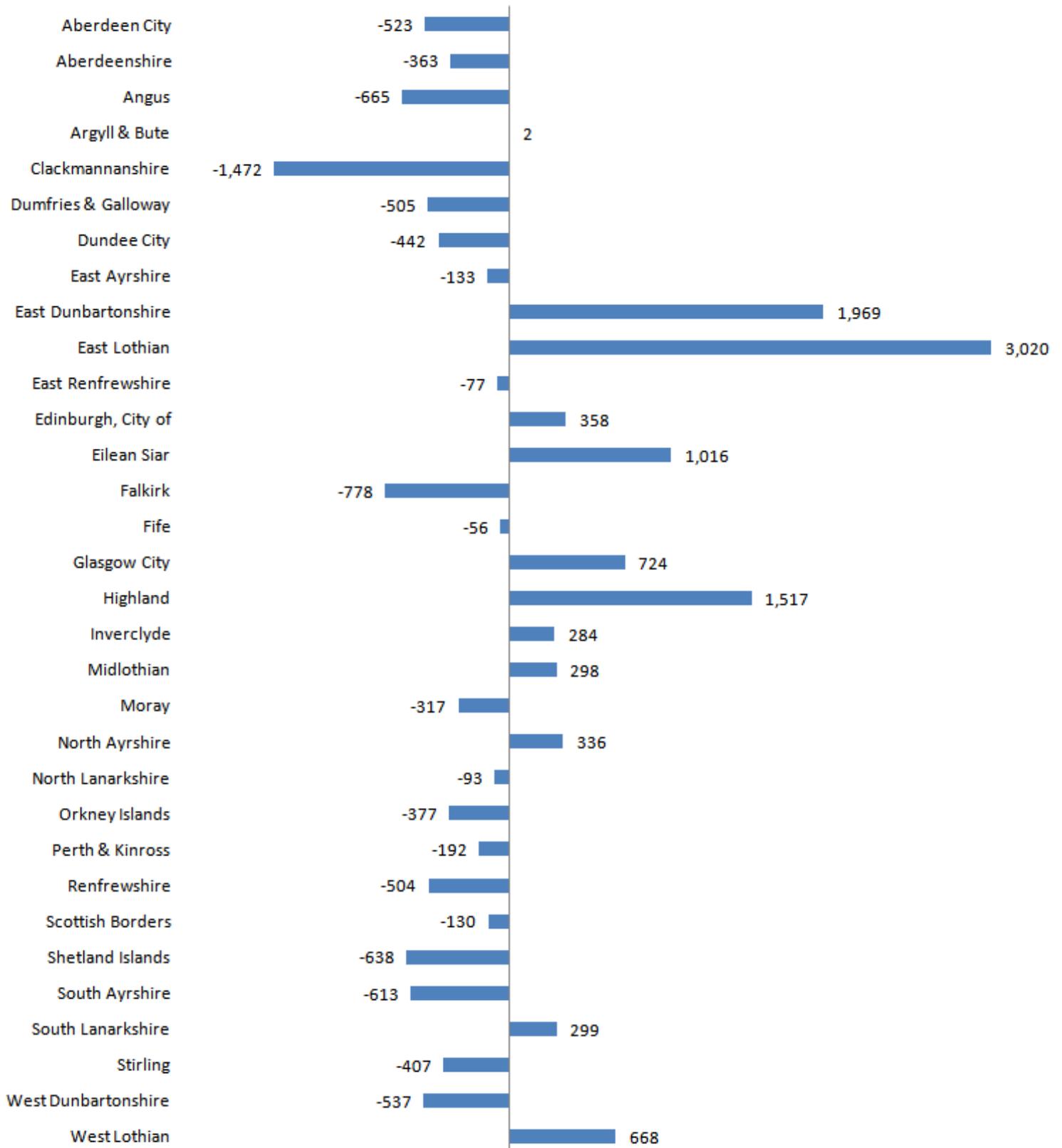
It is recommended that the performance of Edinburgh, East Dunbartonshire, Inverclyde and Stirling are investigated to identify where there may be opportunities to share and adopt best practice.

For more information on the information contained within this report please contact Chris Macdonald: ext: 74422 or email: [chris.macdonald@glasgowlife.org.uk](mailto:chris.macdonald@glasgowlife.org.uk).

For more Information on Statutory Performance Indicators please visit the Audit Scotland Website at <http://www.audit-scotland.gov.uk/performance/service/>. If you would like more detail behind the annual performance, the Glasgow Life Annual Review is available via the following [link](#).

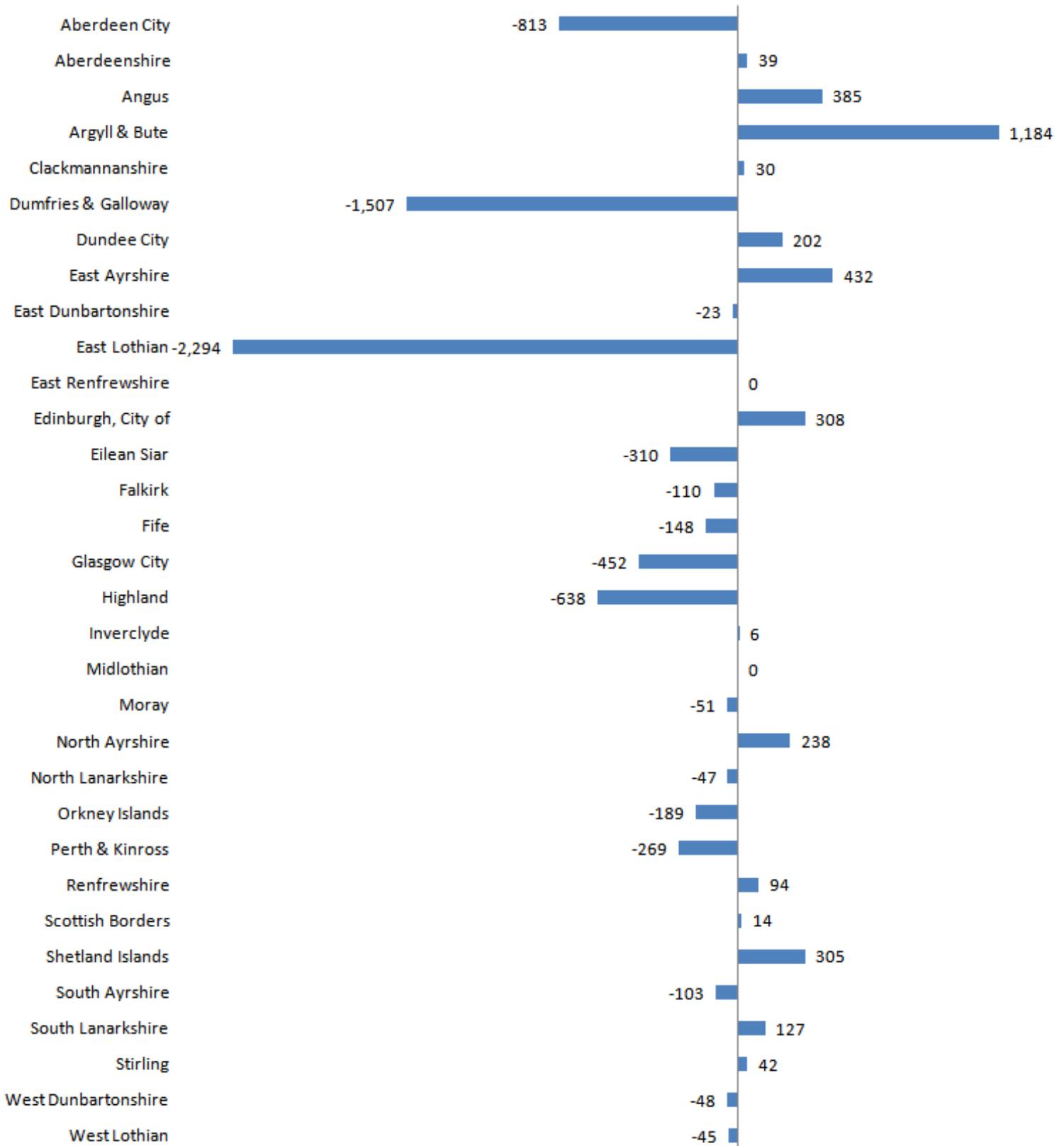
## Appendix A – Library Visits

### Direction of Travel per 1,000 Population



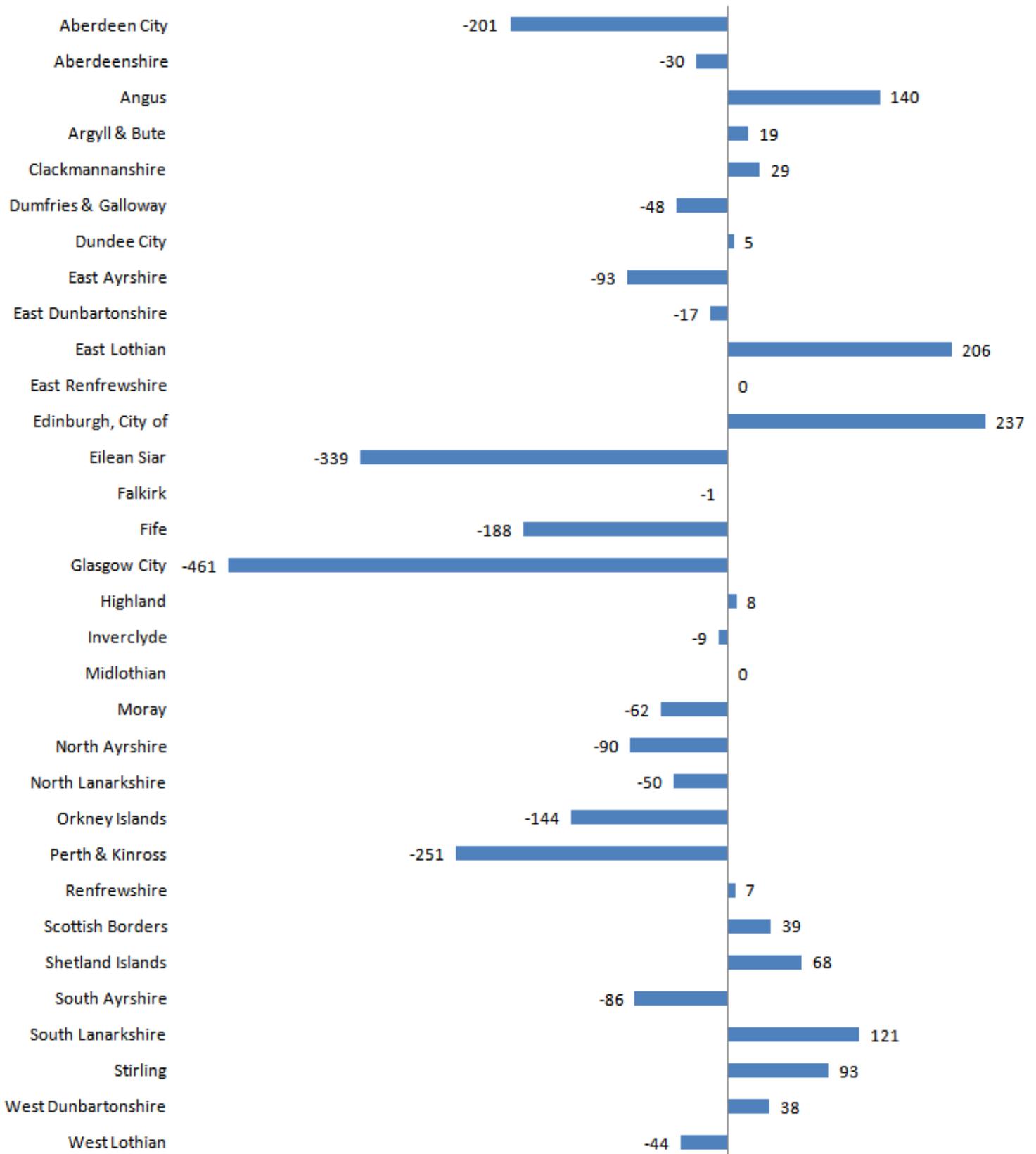
## Appendix B – Museum Usage and Visits

### Direction of Travel per 1,000 Population



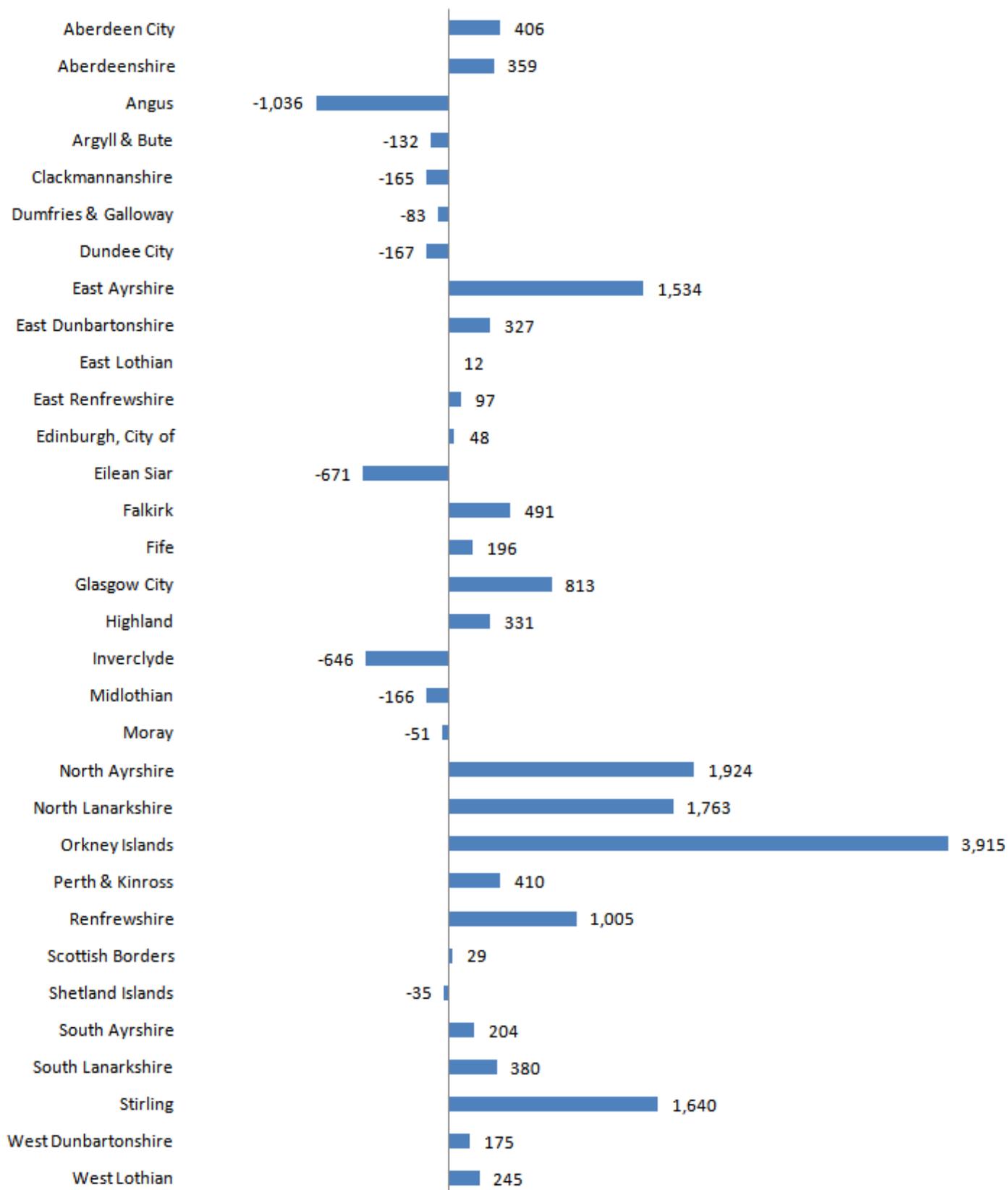
## Appendix C – Museum Visits

### Direction of Travel per 1,000 Population



## Appendix D – Sport and Leisure Attendances

### Direction of Travel per 1,000 Population



## Appendix E – Pool Usage

### Direction of Travel per 1,000 Population

