



West Lothian  
Council

## ***Performance Committee***

West Lothian Civic Centre  
Howden South Road  
LIVINGSTON  
EH54 6FF

12 August 2014

A meeting of the **Performance Committee** of West Lothian Council will be held within the **Council Chambers, West Lothian Civic Centre, Livingston** on **Monday 18 August 2014** at **2:00pm**.

For Chief Executive

### **BUSINESS**

#### **Public Session**

1. Apologies for Absence
2. Order of Business, including notice of urgent business
3. Declarations of Interest - Members should declare any financial and non-financial interests they have in the items of business for consideration at the meeting, identifying the relevant agenda item and the nature of their interest.
4. Confirm Draft Minute of Performance Committee meeting held on Thursday 12 June 2014.
5. Community Regeneration :-
  - (a) Presentation by Head of Area Services (herewith)
  - (b) Community Regeneration - Report by Head of Area Services (herewith)
6. Local Government Benchmarking Framework - Report by Depute Chief Executive (herewith)
7. Work Plan (herewith)

DATA LABEL: Public

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**NOTE      For further information please contact Eileen Rollo on 01506 281621  
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MINUTE of MEETING of the PERFORMANCE COMMITTEE of WEST LoTHIAN COUNCIL held within COUNCIL CHAMBERS, WEST LoTHIAN CIVIC CENTRE, on 12 JUNE 2014.

Present – Councillors Stuart Borrowman (Chair), David Dodds (substituting for Tony Boyle), Greg McCarra, Carl John and John McGinty

Apologies – Councillor Tony Boyle

1. DECLARATIONS OF INTEREST

There were no declarations of interest made.

2. MINUTE

The committee confirmed the minute of its meeting held on 28 April 2014 as a correct record. The minute was thereafter signed by the Chair.

3. PLANNING SERVICES PERFORMANCE.

The committee considered a presentation and report (copies of which had been circulated) by the Head of Planning and Economic Development highlighting the performance of the Planning Services.

The report advised that Planning Services was part of the Planning and Economic Development services grouping which carried out a range of statutory and non-statutory functions, many of which were of a regulatory nature. There were four principal teams within the service comprising of Building Standards, Development Management, Development Planning and Education Planning. In addition, the service has responsibility for a range of environmental activities including leading the council's response on contaminated land, climate change and sustainability, environmental planning and access associated with the provisions of land reform legislation.

Planning Services measured a large number of performance indicators to support and measure the progress of the service in achieving its aims and objectives. These results were aligned to the WLAM structure and used to manage the service and identify areas for improvement. A full list of customer results were listed within the Performance Committee report attached as Appendix 1 to the report. All performance indicators were reported through the corporate performance management tool, Covalent. Details of the performance indicators were shown in Appendix 2 to the report.

The Head of Planning and Economic Development advised that Planning Services achieved a WLAM performance score of 400, the results of which were listed in the report.

In response to questions from members with regard to staffing levels

within the service the Head of Planning and Economic Development explained that there had been a reduction in staffing levels which were accounted for by service changes. It was noted that the 2013 staff survey suggested that there were some concerns from staff about a number of matters relating to the operation of the service. Most concerns related to the uncertainty associated with the relocation of the service to Lomond House and the service review which was being carried out. An action plan had been developed highlighting areas for improvement which was being rolled out within the service and would address the concerns set out in the staff survey.

There were also questions asked in relation to customer satisfaction surveys and the work carried out by the service to ensure customers were being kept informed.

In conclusion, the committee was asked to note the performance report for Planning Services.

### Decision

Noted the terms of the report.

## 4. COMPLAINT PERFORMANCE REPORT QUARTERS 1-4:

The committee considered a report (copies of which had been circulated) by the Depute Chief Executive detailing the quarterly analysis of closed complaints in quarters 1-4: 2013/14.

The report advised that the Scottish Public Services Ombudsman (SPSO) developed a model Complaints Handling Procedure (CHP) in March 2012 which ensured a standardised approach in dealing with customer complaints across the local authority sector. All local authorities were required to adopt the CHP model by 31 March 2013, which ensured the best use of complaint information was available to inform service improvement activity. The SPSO outlined the following four elements of the CHP which should not be amended to ensure a standardised approach across all local authorities:

1. The definition of a complaint;
2. The number of stages;
3. Timescales at each stage;
4. The requirement to record, report and publicise complaints information.

Details of the Corporate complaints performance were highlighted in table 1 of the report for quarters 1-4 covering a four year period from 10/11 – 13/14. Appendix 1 to the report provided council wide performance outcomes against the SPSO defined measures covering quarters 1-4: April 2013 to March 2014.

Table 2 in the report provided a summary of service performance by service areas for quarter 4 13/14: January 2014 to March 2014 against the following 4 key indicators:

- Total complaints received;
- Complaints closed within 5 working days;
- Complaints closed within 20 working days; and
- Complaints part upheld/upheld.

Appendix 2 to the report contained the complaints analysis covering quarter 4 13/14: January 2014 to March 2014 by service areas.

Appendix 3 to the report provided an overview of improvements identified by analysing service specific complaints received across the council for the period 2013-14.

In response to questions from members with regards to how West Lothian Council compared to other local authorities it was noted that West Lothian Council was in a positive position. It was also explained that a benchmarking framework was now available to enable information to be recorded and made available nationally.

In conclusion, the level of complaints received in 2013/14 evidenced a year on year reduction over the past four year period. This reduction in complaints was a positive result and services would continue to analyse complaints to identify improvement actions.

The committee was asked to:

- Note the corporate and service complaints performance against the standards outlined in the council's complaints handling procedure;
- Continue to monitor complaint performance and request additional information from services as required; and
- Note the service improvement actions based on the analysis of complaints.

### Decision

Noted the terms of the report.



# Communities WLAM

## Performance Committee 18 Aug 2014



# Introduction

The Communities WLAM grouping comprises four teams from the Community Regeneration unit within Area Services. The current Community Regeneration unit was created in June 2011 as part of a wider restructuring of Area Services

**Community Regeneration**  
**Ian Hepburn**

**Community & Leisure**  
**Neil Sharp**

**CL&D (Adult Learning)**  
**Ian McIntosh**

**Community Youth Services**  
**Beverley Akinlami**

**Regeneration & Employability**  
**Clare Summers**

Community Regeneration has a strong focus on engaging with communities of both interest and place to build the capacity of individuals, groups and communities; particularly those experiencing disadvantage



# Service Delivery

**We provide a range of regeneration, learning and employability interventions targeting those who most require support. This currently includes:-**

- Providing employability support for adults and, specifically, young people requiring More Choices More Chances
- Encouraging the development of community based initiatives and programmes supporting regeneration and those most in need
- Organising mainstream youth clubs and specific targeted initiatives and interventions including work on schools
- Working with the voluntary sector to increase their capacity to deliver outcomes and become more enterprising
- Delivering adult learning programmes with a specific link to welfare reform and digital inclusion



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# Key Customer Groups

## Team

- **Community and Leisure**
- **Community Learning and Development**
- **Community Youth Services**
- **Regeneration & Employability**

## Key Customer groups

- **Parents of under 5s – development support.**
- **Sports and Fitness.**
- **Adult Learners.**
- **Adult Learners – particularly around Employability and Digital Inclusion.**
- **Young People – general provision and targeted groups.**
- **Young people requiring More Choices More Chances.**
- **Job seekers, particularly in the areas of highest unemployment.**
- **Individuals and families in our most disadvantaged communities (worst 20% datazones).**



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# Improvement Actions

## Summary of improvement actions for 2013-14:-

1. An improvement plan has to be created to focus on increasing staff satisfaction across the Communities team.
2. Maintain PI trend commentary and ensure that numbers are included in trend commentary to put and %'age on chart into context. This should be reviewed on a regular basis.
3. Criteria 6a indicators on voluntary work, employability and health and wellbeing should be reviewed since it does not link to some aspects of service activity. In some instances there is very little causal effect of activity to drive these measures.
4. Short term outputs should be monitored and reported. These should be clearly mapped to key objectives and activities across the service to ensure that there is no overlap in service delivery.

# Action taken

## Improvement actions taken in 2013-14:-

1. The Communities WLAM Unit Quality Improvement Team identified a number of initiatives to stimulate joint working across teams. Staff satisfaction increased (see next slide).
2. Key performance indicators are reviewed regularly and reported to PDSPs in six-monthly performance reports. In the last year there has been a specific focus on having accurate, up to date and meaningful trend chart commentary.
3. We are introducing more structured longitudinal surveys and distance travelled measures to better understand the impact of activities on customers. We are piloting this with assistance from a Graduate Work Experience Placement.
4. We have developed a number of short term outputs which link to key objectives and activities eg Number of participants taking part in learning opportunities



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# Staff satisfaction

Staff satisfaction results from the 2013 employee survey were significantly higher than in the 2012 survey – particularly reward and recognition, leadership and management, involvement and empowerment and equality.

	2012	2013	Change
<b>Workforce Planning</b>	65%	65%	0%
<b>Reward &amp; Recognition</b>	52%	69%	+17%
<b>Leadership &amp; Management</b>	44%	65%	+21%
<b>Involvement &amp; Empowerment</b>	57%	73%	+16%
<b>Team Work</b>	90%	88%	-2%
<b>Learning, Development &amp; Performance</b>	58%	62%	+4%
<b>Equality</b>	43%	65%	+22%



# WLAM Assessment

The Communities WLAM group score for the 2014/17 Review Panel was 435 as shown in the table below.

1. Leadership	58
2. Service Planning	55
3. People Resources	60
4. Partners & Other Resources	59
5. Service Processes	57
6. Customer Results	42
7. People Results	26
8. Community Results	40
9. Key Results	38
Total Score	435



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**PERFORMANCE COMMITTEE**

**COMMUNITY REGENERATION**

**REPORT BY HEAD OF AREA SERVICES**

**A. PURPOSE OF REPORT**

The purpose of this report is to advise the Performance Committee of current and planned activity in relation to Community Regeneration within West Lothian.

**B. RECOMMENDATION**

The Committee is asked to note the continued development of strategy and activity in respect of Community Regeneration in West Lothian.

**C. SUMMARY OF IMPLICATIONS**

- |   |  |
|---|--|
| <b>I Council Values</b>   | Focusing on our customers' needs<br>Being honest, open and accountable<br>Providing equality of opportunities<br>Developing employees<br>Making best use of our resources<br>Working in partnership  |
| <b>II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)</b> |  |
| <b>III Implications for Scheme of Delegations to Officers</b>   | None.  |
| <b>IV Impact on performance and performance Indicators</b>  | Performance Indicators related to Community Regeneration have been reviewed and are reported on Covalent.  |
| <b>V Relevance to Single Outcome Agreement</b>  | <ul style="list-style-type: none"><li>• Our children have the best start in life and are ready to succeed.</li><li>• We are better educated and have access to increased and better quality learning and employment opportunities.</li><li>• Our economy is diverse and dynamic, and West Lothian is an attractive place for doing business.</li><li>• We live in resilient, cohesive and safe</li></ul> |

	communities. People most at risk are protected. and supported to achieve improved life chances
	<ul style="list-style-type: none"> <li>• We live longer, healthier lives and have reduced health inequalities.</li> </ul>
<b>VI Resources - (Financial, Staffing and Property)</b>	Community Regeneration activity is delivered through agreed Council budgets with some additional external funding.
<b>VII Consideration at PDSP</b>	Teams within Community Regeneration report regularly to the Culture and Leisure PDSP and other PDSPs as appropriate.
<b>VIII Other consultations</b>	None

## **D. TERMS OF REPORT**

### **D1 Background**

The Communities WLAM grouping comprises four teams from the Community Regeneration unit within Area Services. The current Community Regeneration unit was created in June 2011 as part of a wider restructuring of Area Services.

Community Regeneration comprises six teams in three WLAM groups, as follows:

- Community Arts
- Communities
  - Community and Leisure
  - Community Youth Services
  - Community Learning and Development
  - Regeneration and Employability
- Sports & Outdoor Education

The teams work closely with colleagues within Area Services, throughout the council and community planning partnership and with partners from the community, voluntary, statutory and private sectors.

The focus of the unit is on engaging with individuals and communities to improve their life chances, based on the evidence that those living in the worst 20% of areas will experience worse outcomes across a range of indicators compared to not only those in the best 20% but against the local and national averages. Officers do this by supporting the development and delivery of community based lifelong learning opportunities and building the capacity of individuals, groups and communities to influence decision making and service delivery. Specifically we provide a range of learning and employability interventions targeting those who most require support.



## D2 Key Activities

Increasingly, the focus of Community Regeneration engagement activity will be aligned to key life stage groups and within defined communities suffering from the effects of multiple deprivation, where solutions are complex and multi-faceted. Key activities include:

- Providing employability support for adults and, specifically, young people requiring More Choices More Chances
- Encouraging the development of community based initiatives and programmes supporting regeneration and those most in need
- Organising mainstream youth clubs and specific targeted initiatives and interventions including work on schools
- Working with the voluntary sector to increase their capacity to deliver outcomes and become more enterprising
- Delivering adult learning programmes with a specific link to welfare reform and digital inclusion

Engagement delivery is pro-active and tailored to individual and community needs, including a range of services ranging from universal as a means of initial engagement to being highly targeted at specific groups.

Engagement responses for communities are increasingly based on:

- Recognition that a co-ordinated approach is needed at a local level and across public services to tackle area-based regeneration.
- Awareness of the need to move towards prevention rather than dealing with the aftermath of problems.
- Active involvement of communities, developing the assets they have and empowering them to play a lead role in regeneration.
- Bringing together community based services including Arts, Leisure, and Sports in addition to other council/partner services to develop a co-ordinated local solution.

In practice, engagement and activity is planned and delivered with partners involving locally based staff, residents and groups wherever possible in relation to issues identified by the community. These are planned and reported through Local Area Committees and Policy and Development Scrutiny Panels as appropriate.

A Regeneration Framework was agreed by both West Lothian Council and the Community Planning Partnership in February 2014. The following five themes were identified as core for the West Lothian Regeneration Framework :

- Employability and Employment;
- Early Years and Family Learning;
- Health and Wellbeing;
- Economic Development; and
- Community Capacity and Cohesion

Community Regeneration will lead on the first and last of these.

### D3 Outputs and outcomes

The service was created in mid 2011 and a complete review of Performance Indicators was carried out with these being implemented for 2012-13. The service sought to standardise PIs across the six teams in Community Regeneration using common data collection and analysis methods wherever possible.

The management team regularly discusses and reviews common PIs to confirm fitness for purpose. In the past year these have focussed mainly on customer satisfaction, piloting longitudinal studies and measuring “distance travelled”. A specific focus currently is how we can measure impact rather than activity, and we are in the early stages of developing and piloting systems and processes which will allow us to measure “distance travelled”.

Following discussions with Performance and Improvement, we have also discussed introducing PIs such as Cost of Service per 1,000 population (Annual); Percentage of people attending a course who utilise the qualification they received (Annual); and % income target achieved (monthly);

The Regeneration Framework has contains targets based on halving the gap between those in the worst 20% of datazones and the West Lothian average. For example, the current difference in the proportion of people who are income deprived is currently 11.0% and the target is to reduce this to 5.5% which would reduce the income deprivation in the worst 20% to 18.4%.

Indicator	Worst	Q2	Q3	Q4	Best	WL	Target
Income deprived	23.9%	18.0%	12.8%	8.3%	3.4%	12.9%	<b>18.4%</b>

### D4 WLAM Assessment

The Communities WLAM were assessed and the score for the 2014/17 Review Panel was 435 as made up below:

1. Leadership	58
2. Service Planning	55
3. People Resources	60
4. Partners & Other Resources	59
5. Service Processes	57
6. Customer Results	42
7. People Results	26
8. Community Results	40
9. Key Results	38
<b>Total Score</b>	<b>435</b>

This was a significant increase from the previous review.

### E. CONCLUSION

The Community Regeneration service continues to deliver and develop planned activity targeted at the most disadvantaged areas within West Lothian.

## **F. BACKGROUND REFERENCES**

None

Appendices/Attachments:

Contact Person: Ian Hepburn, Community Regeneration Manager  
Steve Field – Head of Area Services

Date: 18 August 2014





## **PERFORMANCE COMMITTEE**

### **LOCAL GOVERNMENT BENCHMARKING FRAMEWORK**

#### **REPORT BY DEPUTE CHIEF EXECUTIVE**

##### **A. PURPOSE OF REPORT**

West Lothian Council participates in the Local Government Benchmarking Framework (LGBF) comparing performance on a number of key performance indicators. The data is collated, analysed and published in an annual report by the Improvement Service.

This report provides a detailed comparative analysis of the council's performance against the other Scottish local authorities.

##### **B. RECOMMENDATIONS**

Members of the committee are asked to note the contents of the report.

##### **C. SUMMARY OF IMPLICATIONS**

<b>I</b>	<b>Council Values</b>	Being honest, open and accountable. Focusing on our customers' needs Making best use of our resources Working in partnership
<b>II</b>	<b>Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)</b>	Compliance with the Code of Corporate Governance requirements
<b>III</b>	<b>Implications for Scheme of Delegations to Officers</b>	None
<b>IV</b>	<b>Impact on performance and performance Indicators</b>	Required to publish performance information in accordance with the Local Government (Scotland) Act 2003
<b>V</b>	<b>Relevance to Single Outcome Agreement</b>	None
<b>VI</b>	<b>Resources - (Financial, Staffing and Property)</b>	From existing budget
<b>VII</b>	<b>Consideration at PDSP</b>	None
<b>VIII</b>	<b>Other consultations</b>	None

## D. TERMS OF REPORT

The Local Government Benchmarking Framework (LGBF) is focused on providing a consistent approach to benchmarking across Scottish local authorities. The aim is to improve councils' performance and to establish a standard data set of performance indicators that can be reported to the public.

The Improvement Service publishes the comparative performance of the 32 Scottish local authorities in an annual National Benchmarking Report. The LGBF comparative analysis report published in 2014 concerns the performance of councils in 2012/13.

### **West Lothian Council 2012/13 Comparative Performance**

This is the second year that the Improvement Service has published the National Benchmarking Report. It is anticipated that the LGBF data set will change and expand each year to provide a more comprehensive view of council performance.

For 2012/13 there are 61 LGBF performance indicators and they focus on what are considered some the key services and processes delivered by councils. These have been grouped under the following categories:

- Children's Services
- Corporate Services
- Corporate Services (assets)
- Adult Social Care
- Culture and Leisure
- Environmental Services
- Housing Services
- Economic Development

The performance information in each of these categories generally considers; how much a council spends on providing a service, the performance of that service in a key process(es) and how satisfied the public are with quality of the service.

The council's performance and corresponding rankings against the other 31 local authorities are outlined in Appendix 1.

The average ranking by each category is outlined in Table 1:

<b>Table 1: Average Ranking</b>		
<b>Categories</b>	<b>WLC Ranking</b>	<b>Top Ranked Authority</b>
Corporate Services	1	West Lothian
Corporate Services (assets)	2	Stirling
Environmental Services	2	Moray
Housing Services	4	North Ayrshire
Economic Development	7	Argyll & Bute
Culture and Leisure	10	Stirling
Children's Services	10	East Renfrewshire
Adult Social Care	11	Dumfries and Galloway
West Lothian Council	2	East Renfrewshire

The information contained in the report should be read and understood in the context that Scottish councils represent very diverse communities in terms of geography,

population, deprivation levels and community needs. As such some of the variation highlighted by the data is significantly affected by such differences between communities.

Additional graphical ranking by category is provided in Appendix 2 to show the average ranking against all other local authorities including our comparator benchmarking (family) groups.

### **Actions for Council Services**

In response to the publication of the 2012/13 data, the Executive Management Team have asked that services undertake the following actions:

1. Consider how the comparative data can be used to improve performance. Such as undertaking learning and/or networking opportunities with leading performers in their area or “family groups” (these are highlighted in blue in appendix 1) to improve the efficiency and effectiveness of the service.
2. Use the comparative data to enhance the quality of performance information that is reported to the public.
3. Build on the LGBF benchmarking activity by identifying other meaningful benchmarks of service performance.

## **E. CONCLUSION**

The LGBF National Benchmarking Report 2014 provides the public with comparative analysis of Scottish local authorities’ performance for 2012/13.

This is the second year that a report has been published and it is intended that the LGBF data set will expand and diversify each year to present a more detailed and representative view of councils’ performance.

The Committee is asked to note the findings of the report and the supplementary analysis of West Lothian Council’s performance and rankings in each category.

## **F. BACKGROUND REFERENCES**

LGBF National Benchmarking Report 2014  
<http://www.improvementservice.org.uk/benchmarking/>

### **Appendices/Attachments:**

Appendices: 2

Appendix 1: LGBF PI Rankings 12-13

Appendix 2: LGBF Category analysis 12-13

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**Graeme Struthers**  
**Depute Chief Executive**

Date: 18 August 2014





CHN1 - Cost Per Primary School Pupil			CHN2 - Cost per Secondary School Pupil			CHN3 - Cost per Pre-School Education Registration		
Local Authority	CHN1 2012-13	Ranking	Local Authority	CHN2 2012-13	Ranking	Local Authority	CHN3 2012-13	Ranking
Clackmannanshire	4084.15	1	Renfrewshire	5425.49	1	Moray	1966.67	1
Falkirk	4161.06	2	Moray	5654.34	2	Angus	1999.04	2
Renfrewshire	4239.76	3	South Lanarkshire	5810.65	3	West Lothian	2174.15	3
Inverclyde	4279.48	4	Fife	5922.77	4	Highland	2296.21	4
Edinburgh City	4309.77	5	North Lanarkshire	5954.98	5	Scottish Borders	2386.36	5
Dundee City	4378.89	6	South Ayrshire	6047.53	6	Edinburgh City	2442.75	6
Moray	4397.93	7	West Lothian	6111.01	7	Orkney Islands	2455.53	7
South Lanarkshire	4469.79	8	Falkirk	6131.08	8	South Lanarkshire	2497.11	8
Fife	4509.05	9	East Lothian	6160.55	9	Falkirk	2631.19	9
East Lothian	4521.70	10	Inverclyde	6252.12	10	East Lothian	2663.83	10
Angus	4566.64	11	Midlothian	6274.35	11	Renfrewshire	2699.09	11
East Ayrshire	4568.52	12	Angus	6351.27	12	Fife	2726.26	12
Glasgow City	4632.32	13	Aberdeenshire	6401.42	13	East Dunbartonshire	2758.11	13
East Renfrewshire	4646.81	14	East Renfrewshire	6434.99	14	Dundee City	2865.21	14
Aberdeenshire	4672.92	15	Perth & Kinross	6455.11	15	Aberdeen City	2866.54	15
East Dunbartonshire	4693.13	16	Edinburgh City	6463.55	16	Perth & Kinross	2870.79	16
West Lothian	4705.91	17	Glasgow City	6468.54	17	Aberdeenshire	3053.75	17
Perth & Kinross	4751.62	18	East Dunbartonshire	6505.51	18	South Ayrshire	3054.69	18
Midlothian	4784.62	19	Scottish Borders	6568.37	19	Midlothian	3071.86	19
Stirling	4828.54	20	North Ayrshire	6572.29	20	Clackmannanshire	3229.57	20
South Ayrshire	4882.10	21	East Ayrshire	6599.63	21	North Lanarkshire	3301.91	21
Scottish Borders	4916.27	22	Stirling	6610.94	22	Eilean Siar	3423.36	22
Aberdeen City	4958.13	23	Dundee City	6804.59	23	North Ayrshire	3477.62	23
Highland	5113.73	24	Aberdeen City	6858.23	24	East Ayrshire	3478.95	24
North Ayrshire	5117.05	25	Dumfries & Galloway	6895.22	25	Stirling	3545.01	25
North Lanarkshire	5121.27	26	Clackmannanshire	7000.73	26	Dumfries & Galloway	3826.44	26
West Dunbartonshire	5247.64	27	West Dunbartonshire	7033.84	27	Argyll & Bute	3889.76	27
Dumfries & Galloway	5587.20	28	Highland	7143.15	28	East Renfrewshire	4248.62	28
Argyll & Bute	5847.84	29	Argyll & Bute	7757.49	29	West Dunbartonshire	4658.27	29
Orkney Islands	8132.54	30	Eilean Siar	9758.66	30	Glasgow City	4818.71	30
Eilean Siar	8516.16	31	Orkney Islands	9779.84	31	Inverclyde	4922.71	31
Shetland Islands	8527.18	32	Shetland Islands	13657.32	32	Shetland Islands	5062.00	32

CHN4 - % of Pupils Gaining 5+ Awards at Level 5			CHN5 - % of Pupils Gaining 5+ Awards at Level 6			CHN6 - % of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)		
Local Authority	CHN4 2012-13	Ranking	Local Authority	CHN5 2012-13	Ranking	Local Authority	CHN6 2012-13	Ranking
East Renfrewshire	70.71	1	East Renfrewshire	46.05	1	East Dunbartonshire	41.07	1
East Dunbartonshire	61.10	2	East Dunbartonshire	45.97	2	East Renfrewshire	32.06	2
Shetland Islands	50.00	3	Stirling	34.64	3	South Ayrshire	26.37	3
South Ayrshire	47.04	4	Perth & Kinross	31.09	4	Inverclyde	23.86	4
Scottish Borders	46.70	5	Edinburgh City	29.70	5	North Lanarkshire	23.41	5
Perth & Kinross	46.67	6	Shetland Islands	29.45	6	West Dunbartonshire	22.80	6
Stirling	46.31	7	Scottish Borders	29.30	7	Angus	22.12	7
Orkney Islands	44.17	8	East Lothian	28.94	8	Renfrewshire	21.82	8
Dumfries & Galloway	43.86	9	South Ayrshire	28.40	9	West Lothian	21.11	9
Highland	41.84	10	Dumfries & Galloway	27.60	10	Glasgow City	20.79	10
Eilean Siar	41.55	11	Inverclyde	26.28	11	North Ayrshire	20.28	11
Moray	40.80	12	Highland	26.26	12	Highland	19.47	13
Edinburgh City	40.76	13	South Lanarkshire	25.54	13	Scottish Borders	19.05	14
Renfrewshire	40.41	14	Aberdeenshire	25.33	14	Perth & Kinross	18.75	15
Argyll & Bute	39.92	15	Falkirk	25.10	15	Midlothian	17.91	16
West Lothian	39.86	16	West Lothian	25.05	16	East Lothian	17.65	17
Aberdeenshire	39.14	17	Angus	24.78	17	East Ayrshire	17.15	18
Falkirk	38.53	18	Renfrewshire	24.49	18	Fife	16.79	19
Aberdeen City	38.02	19	Moray	23.85	19	South Lanarkshire	16.42	20
North Lanarkshire	37.94	20	North Lanarkshire	23.57	20	Edinburgh City	16.41	21
East Lothian	37.66	21	Aberdeen City	23.14	21	Falkirk	14.35	22
Inverclyde	37.41	22	Fife	23.14	22	Argyll & Bute	13.95	23
South Lanarkshire	36.95	23	Argyll & Bute	22.98	23	Dumfries & Galloway	13.45	24
Fife	35.07	24	East Ayrshire	22.93	24	Dundee City	13.08	25
Angus	35.06	25	Orkney Islands	22.71	25	Stirling	12.70	26
East Ayrshire	35.02	26	North Ayrshire	22.19	26	Aberdeen City	11.46	27
North Ayrshire	34.66	27	Dundee City	21.56	27	Clackmannanshire	7.97	28
Midlothian	34.15	28	Midlothian	21.41	28	Aberdeenshire	0.00	#N/A
West Dunbartonshire	32.44	29	Clackmannanshire	21.05	29	Eilean Siar	0.00	#N/A
Glasgow City	28.61	30	Eilean Siar	20.85	30	Moray	0.00	#N/A
Clackmannanshire	27.95	31	West Dunbartonshire	20.54	31	Orkney Islands	0.00	#N/A
Dundee City	27.93	32	Glasgow City	17.48	32	Shetland Islands	0.00	#N/A

CHN7 - % of Pupils from Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)			CHN8a - The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week			CHN8b - The Gross Cost of "Children Looked After" in a Community Setting per Child per Week		
Local Authority	CHN7 2012-13	Ranking	Local Authority	CHN8a 2012-13	Ranking	Local Authority	CHN8b 2012-13	Ranking
East Dunbartonshire	17.76	1	Scottish Borders	1846.15	1	Inverclyde	99.40	1
North Lanarkshire	15.20	2	West Dunbartonshire	1994.98	2	East Renfrewshire	108.00	2
East Renfrewshire	13.33	3	East Lothian	2212.91	3	North Lanarkshire	113.17	3
Dumfries & Galloway	13.29	4	Falkirk	2285.48	4	West Dunbartonshire	143.79	4
Perth & Kinross	13.25	5	Aberdeenshire	2363.50	5	Argyll & Bute	144.51	5
Inverclyde	12.53	6	South Lanarkshire	2403.03	6	Stirling	154.58	6
Argyll & Bute	12.09	7	Renfrewshire	2425.86	7	South Lanarkshire	165.73	7
Midlothian	11.39	8	Stirling	2491.45	8	West Lothian	177.12	8
Glasgow City	10.45	9	Midlothian	2758.88	9	Highland	207.85	9
South Ayrshire	10.22	10	Eilean Siar	2814.90	10	East Dunbartonshire	211.54	10
Angus	10.10	11	Aberdeen City	2882.87	11	Falkirk	212.02	11
North Ayrshire	9.70	12	Inverclyde	2907.41	12	North Ayrshire	215.11	12
West Dunbartonshire	9.64	13	North Ayrshire	2954.73	13	East Ayrshire	219.26	13
Renfrewshire	9.53	14	North Lanarkshire	2990.38	14	Dumfries & Galloway	222.69	14
Falkirk	9.52	15	Clackmannanshire	3008.01	15	Moray	231.59	15
Highland	9.52	15	South Ayrshire	3113.08	16	Aberdeenshire	234.78	16
East Ayrshire	9.45	17	Dumfries & Galloway	3176.18	17	Glasgow City	241.54	17
East Lothian	9.43	18	East Ayrshire	3262.65	18	Midlothian	270.30	18
South Lanarkshire	8.71	19	Perth & Kinross	3321.79	19	Clackmannanshire	275.56	19
West Lothian	8.56	20	Glasgow City	3368.60	20	Orkney Islands	282.45	20
Clackmannanshire	8.33	21	Edinburgh City	3419.01	21	Perth & Kinross	286.99	21
Edinburgh City	8.14	22	West Lothian	3527.97	22	Eilean Siar	288.46	22
Dundee City	7.41	23	Dundee City	3532.05	23	South Ayrshire	298.13	23
Fife	7.31	24	Highland	3581.22	24	Fife	308.13	24
Aberdeen City	5.81	25	Moray	3952.80	25	Dundee City	311.18	25
Stirling	5.56	26	Angus	3978.21	26	East Lothian	317.59	26
Aberdeenshire	0.00	#N/A	Fife	4399.13	27	Renfrewshire	335.38	27
Eilean Siar	0.00	#N/A	East Dunbartonshire	4403.85	28	Angus	336.32	28
Moray	0.00	#N/A	Argyll & Bute	4487.18	29	Aberdeen City	341.86	29
Orkney Islands	0.00	#N/A	East Renfrewshire	6455.13	30	Edinburgh City	353.47	30
Scottish Borders	0.00	#N/A	Orkney Islands	0.00	#N/A	Scottish Borders	385.23	31
Shetland Islands	0.00	#N/A	Shetland Islands	0.00	#N/A	Shetland Islands	529.65	32

CHN9 - Balance of Care for looked after children: % of children being looked after in the Community			CHN10 - % of Adults Satisfied with Local Schools			CHN11 - Proportion of Pupils Entering Positive Destinations		
Local Authority	CHN9 2012-13	Ranking	Local Authority	CHN10 2012-13	Ranking	Local Authority	CHN11 2012-13	Ranking
East Renfrewshire	95.00	1	North Lanarkshire	94	1	Eilean Siar	96.1	1
North Lanarkshire	95.00	1	Shetland Islands	94	1	East Dunbartonshire	95.8	2
Dundee City	94.00	3	Stirling	94	1	East Renfrewshire	95.8	2
Perth & Kinross	94.00	3	Orkney Islands	92	4	Inverclyde	94.9	4
Angus	93.00	5	Renfrewshire	92	4	Angus	94.7	5
East Ayrshire	93.00	5	East Dunbartonshire	91	6	Shetland Islands	94.4	6
Edinburgh City	93.00	5	East Lothian	91	6	Aberdeenshire	94.0	7
Glasgow City	93.00	5	Falkirk	90	8	Moray	94.0	7
South Ayrshire	93.00	5	Highland	88	9	North Ayrshire	93.8	9
Aberdeen City	91.00	10	West Dunbartonshire	88	9	Orkney Islands	93.4	10
Clackmannanshire	91.00	10	East Renfrewshire	87	11	Highland	93.1	11
Dumfries & Galloway	91.00	10	Eilean Siar	87	11	South Ayrshire	92.8	12
Midlothian	91.00	10	Inverclyde	87	11	Argyll & Bute	92.5	13
Fife	90.00	14	South Ayrshire	87	11	Perth & Kinross	92.3	14
Inverclyde	90.00	14	East Ayrshire	86	15	Scottish Borders	92.0	15
Renfrewshire	90.00	14	West Lothian	86	15	West Lothian	92.0	15
Shetland Islands	90.00	14	Aberdeenshire	85	17	Dumfries & Galloway	91.4	17
Argyll & Bute	89.00	18	Argyll & Bute	84	18	Edinburgh City	91.4	17
North Ayrshire	89.00	18	Clackmannanshire	84	18	Dundee City	91.1	19
Scottish Borders	89.00	18	Perth & Kinross	84	18	Falkirk	91.1	19
West Lothian	89.00	18	Moray	83	21	Aberdeen City	91.0	21
Aberdeenshire	88.00	22	Midlothian	82	22	West Dunbartonshire	90.9	22
South Lanarkshire	88.00	22	Glasgow City	81	23	East Ayrshire	90.8	23
East Dunbartonshire	87.00	24	Dumfries & Galloway	79	24	Renfrewshire	90.2	24
Stirling	87.00	24	Edinburgh City	79	24	North Lanarkshire	90.0	25
West Dunbartonshire	87.00	24	Fife	79	24	East Lothian	89.9	26
East Lothian	86.00	27	Scottish Borders	78	27	Stirling	89.8	27
Falkirk	85.00	28	Dundee City	77	28	Fife	89.7	28
Moray	85.00	28	Aberdeen City	76	29	Glasgow City	89.2	29
Highland	84.00	30	North Ayrshire	76	29	Midlothian	89.2	29
Eilean Siar	79.00	31	South Lanarkshire	76	29	South Lanarkshire	88.6	31
Orkney Islands	70.00	32	Angus	72	32	Clackmannanshire	88.3	32

CORP 1 - Support services as a % of Total Gross expenditure			CORP 2 - Cost of Democratic Core per 1,000 population			CORP 3a - The percentage of the highest paid 2% employees who are women		
Local Authority	CORP 1 2012-13	Ranking	Local Authority	CORP 2 2012-13	Ranking	Local Authority	CORP 3a 2012-13	Ranking
Shetland Islands	2.08	1	North Lanarkshire	15609.55	1	Clackmannanshire	52.8	1
North Ayrshire	2.17	2	Falkirk	18698.98	2	Edinburgh City	51.3	2
West Dunbartonshire	2.25	3	Perth & Kinross	19723.84	3	Aberdeenshire	50.2	3
Inverclyde	2.76	4	West Lothian	20205.69	4	North Ayrshire	50.0	4
South Ayrshire	3.33	5	East Lothian	22478.93	5	West Dunbartonshire	50.0	4
Falkirk	3.47	6	Edinburgh City	22488.81	6	West Lothian	49.6	6
Midlothian	3.56	7	South Lanarkshire	26558.72	7	East Renfrewshire	48.3	7
Aberdeen City	3.58	8	Moray	27370.57	8	Fife	47.4	8
South Lanarkshire	3.77	9	Fife	27426.14	9	East Dunbartonshire	45.6	9
North Lanarkshire	3.79	10	Glasgow City	27777.78	10	South Ayrshire	45.2	10
West Lothian	3.80	11	Aberdeen City	27879.27	11	Glasgow City	44.7	11
East Ayrshire	3.85	12	East Renfrewshire	29100.30	12	North Lanarkshire	44.4	12
Glasgow City	3.93	13	North Ayrshire	29826.98	13	South Lanarkshire	43.6	13
East Lothian	4.20	14	Inverclyde	29995.04	14	Falkirk	43.0	14
East Dunbartonshire	4.25	15	Dundee City	30446.55	15	East Lothian	42.6	15
Moray	4.28	16	Angus	31907.75	16	Renfrewshire	41.9	16
Dundee City	4.48	17	East Dunbartonshire	31970.15	17	Inverclyde	41.5	17
Dumfries & Galloway	4.58	18	West Dunbartonshire	32189.51	18	Perth & Kinross	41.3	18
Angus	4.58	19	South Ayrshire	32193.78	19	Midlothian	40.0	19
East Renfrewshire	4.96	20	East Ayrshire	34322.03	20	Aberdeen City	39.7	20
Orkney Islands	5.14	21	Aberdeenshire	36714.41	21	Stirling	39.5	21
Stirling	5.50	22	Highland	43355.80	22	Scottish Borders	38.1	22
Fife	5.53	23	Clackmannanshire	43662.25	23	Argyll & Bute	37.6	23
Edinburgh City	5.79	24	Stirling	45912.99	24	Highland	35.5	24
Argyll & Bute	5.93	25	Argyll & Bute	46317.61	25	East Ayrshire	35.1	25
Scottish Borders	6.10	26	Dumfries & Galloway	46356.83	26	Moray	33.0	26
Eilean Siar	6.24	27	Renfrewshire	46618.09	27	Dundee City	31.1	27
Clackmannanshire	6.26	28	Midlothian	48041.31	28	Angus	28.2	28
Renfrewshire	6.39	29	Scottish Borders	48447.81	29	Dumfries & Galloway	27.9	29
Aberdeenshire	6.48	30	Eilean Siar	106422.35	30	Orkney Islands	24.2	30
Highland	7.29	31	Orkney Islands	123966.56	31	Eilean Siar	23.7	31
Perth & Kinross	7.92	32	Shetland Islands	241447.65	32	Shetland Islands	22.8	32

CORP 3b - The percentage of the highest paid 5% of employees who are women			CORP 4 - The cost per dwelling of collecting Council Tax			CORP 5b2 - Average time (hours) between time of Domestic Noise complaint and attendance on site		
Local Authority	CORP 3b 2012-13	Ranking	Local Authority	CORP 4 2012-13	Ranking	Local Authority	CORP 5b2 2012-13	Ranking
Glasgow City	55.5	1	Fife	4.1	1	Perth & Kinross	0.4	1
West Dunbartonshire	55.1	2	East Renfrewshire	7.0	2	West Dunbartonshire	0.4	2
Aberdeenshire	55.0	3	South Ayrshire	7.5	3	South Ayrshire	0.5	3
West Lothian	54.9	4	Scottish Borders	7.8	4	North Ayrshire	0.6	4
Clackmannanshire	54.8	5	Stirling	8.2	5	Renfrewshire	0.6	5
North Lanarkshire	53.3	6	Argyll & Bute	8.6	6	East Ayrshire	0.7	6
North Ayrshire	53.0	7	East Dunbartonshire	9.0	7	East Renfrewshire	0.7	6
East Lothian	52.4	8	West Lothian	9.3	8	Dumfries & Galloway	0.8	8
Renfrewshire	52.4	9	Aberdeen City	9.9	9	North Lanarkshire	0.9	9
South Ayrshire	52.3	10	Dumfries & Galloway	10.3	10	South Lanarkshire	1.1	10
East Renfrewshire	51.2	11	Aberdeenshire	10.4	11	East Lothian	1.7	11
Edinburgh City	50.8	12	North Ayrshire	11.0	12	Clackmannanshire	3.8	12
Aberdeen City	49.7	13	Falkirk	11.3	13	Stirling	6.0	13
East Dunbartonshire	49.7	14	Moray	11.6	14	Dundee City	6.7	14
Fife	48.5	15	East Ayrshire	12.3	15	Angus	10.0	15
Perth & Kinross	47.8	16	East Lothian	12.4	16	Edinburgh City	10.4	16
Stirling	47.6	17	Perth & Kinross	12.8	17	East Dunbartonshire	11.5	17
South Lanarkshire	47.4	18	Renfrewshire	13.4	18	Eilean Siar	16.0	18
Falkirk	47.1	19	Angus	13.5	19	Inverclyde	16.6	19
Inverclyde	47.0	20	North Lanarkshire	14.0	20	Highland	19.0	20
Dumfries & Galloway	46.4	21	Midlothian	14.2	21	Midlothian	25.2	21
Highland	46.0	22	Inverclyde	15.5	22	Aberdeen City	31.6	22
Midlothian	45.6	23	Highland	15.5	23	Scottish Borders	34.4	23
East Ayrshire	43.8	24	West Dunbartonshire	15.7	24	Falkirk	37.5	24
Moray	43.7	25	Shetland Islands	15.7	25	Fife	39.4	25
Argyll & Bute	43.2	26	Glasgow City	16.3	26	Shetland Islands	48.0	26
Scottish Borders	41.3	27	South Lanarkshire	16.7	27	West Lothian	48.0	26
Dundee City	40.6	28	Clackmannanshire	17.1	28	Moray	95.2	28
Angus	37.6	29	Orkney Islands	20.1	29	Argyll & Bute	122.9	29
Eilean Siar	34.9	30	Edinburgh City	20.5	30	Aberdeenshire	150.0	30
Orkney Islands	26.1	31	Dundee City	22.2	31	Orkney Islands	599.0	31
Shetland Islands	23.8	32	Eilean Siar	29.2	32	Glasgow City	0.0	NA

CORP 5b3 - (Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004			CORP 6 - Sickness Absence Days per Employee			CORP 7 - Percentage of income due from Council Tax received by the end of the year		
Local Authority	CORP 5b3 2012-13	Ranking	Local Authority	CORP 6 2012-13	Ranking	Local Authority	CORP 7 2012-13	Ranking
Clackmannanshire	0.20	1	Highland	8.68	1	Orkney Islands	98.08	1
Perth & Kinross	0.24	2	Edinburgh City	8.71	2	Angus	97.72	2
Midlothian	0.29	3	Aberdeenshire	8.71	3	Stirling	97.71	3
Dundee City	0.30	4	Glasgow City	8.76	4	East Renfrewshire	97.62	4
East Dunbartonshire	0.30	4	Stirling	8.79	5	Perth & Kinross	97.37	5
East Lothian	0.30	4	Orkney Islands	8.86	6	East Dunbartonshire	96.58	6
Stirling	0.30	4	Midlothian	9.06	7	Scottish Borders	96.57	7
Aberdeen City	0.32	8	East Lothian	9.06	8	Shetland Islands	96.49	8
West Lothian	0.36	9	West Lothian	9.10	9	East Lothian	96.45	9
Falkirk	0.40	10	Perth & Kinross	9.31	10	Argyll & Bute	96.28	10
West Dunbartonshire	0.40	10	North Ayrshire	9.38	11	Aberdeenshire	96.25	11
Renfrewshire	0.43	12	East Renfrewshire	9.50	12	Renfrewshire	95.94	12
South Lanarkshire	0.50	13	Renfrewshire	9.63	13	Dumfries & Galloway	95.78	13
Edinburgh City	0.60	15	Eilean Siar	9.67	14	South Lanarkshire	95.69	14
Inverclyde	0.60	15	Angus	9.73	15	Highland	95.59	15
Dumfries & Galloway	0.70	17	Moray	9.75	16	Moray	95.56	16
East Renfrewshire	0.79	18	South Lanarkshire	9.76	17	Falkirk	95.56	17
East Ayrshire	0.80	19	Dumfries & Galloway	9.80	18	Fife	95.45	18
North Ayrshire	0.80	19	Falkirk	9.81	19	Clackmannanshire	95.32	19
Fife	0.88	21	East Ayrshire	9.90	20	Eilean Siar	95.17	20
South Ayrshire	0.90	22	Inverclyde	10.24	21	South Ayrshire	94.87	21
Glasgow City	1.23	23	Argyll & Bute	10.24	22	West Lothian	94.73	22
Aberdeenshire	0.00	#N/A	North Lanarkshire	10.46	23	Edinburgh City	94.49	23
Angus	0.00	#N/A	Dundee City	10.47	24	West Dunbartonshire	94.41	24
Argyll & Bute	0.00	#N/A	Scottish Borders	10.55	25	Aberdeen City	94.19	25
Eilean Siar	0.00	#N/A	South Ayrshire	10.63	26	Inverclyde	94.18	26
Highland	0.00	#N/A	Fife	10.93	27	North Lanarkshire	93.96	27
Moray	0.00	#N/A	Shetland Islands	11.22	28	Midlothian	93.91	28
North Lanarkshire	0.00	#N/A	East Dunbartonshire	11.62	29	East Ayrshire	93.83	29
Orkney Islands	0.00	#N/A	Aberdeen City	11.84	30	North Ayrshire	93.46	30
Scottish Borders	0.00	#N/A	West Dunbartonshire	12.13	31	Glasgow City	93.14	31
Shetland Islands	0.00	#N/A	Clackmannanshire	19.77	32	Dundee City	93.11	32



CORP 8 - Percentage of invoices sampled that were paid within 30 days			CORP-ASSET1 - Proportion of operational buildings that are suitable for their current use			CORP-ASSET2 - Proportion of internal floor area of operational buildings in satisfactory condition		
Local Authority	CORP 8 2012-13	Ranking	Local Authority	CORP-ASSET1 2012-13	Ranking	Local Authority	CORP-ASSET2 2012-13	Ranking
Aberdeen City	98.82	1	South Lanarkshire	94.2	1	Shetland Islands	97.9	1
Edinburgh City	96.46	2	Glasgow City	91.8	2	East Dunbartonshire	97.7	2
Inverclyde	96.03	3	Renfrewshire	90.8	3	East Ayrshire	97.5	3
Renfrewshire	95.35	4	Stirling	89.9	4	Stirling	96.6	4
Falkirk	94.86	5	Midlothian	88.3	5	East Lothian	96.1	5
Eilean Siar	93.68	6	Falkirk	87.7	6	West Lothian	95.6	6
North Lanarkshire	93.56	7	West Lothian	87.6	7	Eilean Siar	94.2	7
Perth & Kinross	93.42	8	North Ayrshire	87.5	8	Perth & Kinross	93.7	8
Midlothian	93.26	9	Moray	87.4	9	Dumfries & Galloway	92.4	9
West Lothian	93.14	10	West Dunbartonshire	86.5	10	Clackmannanshire	91.9	10
Dundee City	92.90	11	Angus	86.4	11	Aberdeen City	91.7	11
Stirling	92.13	12	Orkney Islands	86.1	12	Edinburgh City	88.1	12
Fife	91.57	13	Perth & Kinross	85.7	13	Renfrewshire	87.2	13
Highland	90.72	14	Clackmannanshire	84.3	14	Argyll & Bute	86.1	14
East Ayrshire	90.60	15	Scottish Borders	83.7	15	South Lanarkshire	85.9	15
South Lanarkshire	90.36	16	East Lothian	83.2	16	Angus	85.0	16
Scottish Borders	90.28	17	Dundee City	82.5	17	Falkirk	84.4	17
Angus	90.00	18	East Ayrshire	82.3	18	Scottish Borders	84.3	18
Argyll & Bute	89.77	19	South Ayrshire	82.1	19	North Lanarkshire	82.9	19
Glasgow City	88.37	20	Aberdeen City	80.9	20	Inverclyde	82.3	20
Dumfries & Galloway	88.21	21	Inverclyde	80.3	21	Fife	81.3	21
Aberdeenshire	87.97	22	North Lanarkshire	79.8	22	Dundee City	81.0	22
South Ayrshire	86.80	23	East Renfrewshire	78.6	23	Orkney Islands	80.3	23
East Lothian	86.52	24	Dumfries & Galloway	77.6	24	Aberdeenshire	76.7	24
East Dunbartonshire	85.67	25	Shetland Islands	77.1	25	Glasgow City	76.4	25
Shetland Islands	84.86	26	Eilean Siar	75.2	26	East Renfrewshire	75.7	26
West Dunbartonshire	83.32	27	Argyll & Bute	67.2	27	Midlothian	72.1	27
Moray	81.85	28	Fife	66.2	28	North Ayrshire	71.9	28
North Ayrshire	81.57	29	East Dunbartonshire	63.9	29	South Ayrshire	60.8	29
East Renfrewshire	80.11	30	Highland	59.2	30	Highland	60.4	30
Clackmannanshire	79.22	31	Aberdeenshire	58.1	31	Moray	53.5	31
Orkney Islands	78.45	32	Edinburgh City	46.0	32	West Dunbartonshire	50.5	32



SW1 - Older Persons (Over65) Home Care Costs per Hour			SW2 - SDS spend on adults 18+ as a % of total social work spend on adults 18+			SW3 - % of people 65+ with intensive needs receiving care at home		
Local Authority	SW1 2012-13	Ranking	Local Authority	SW2 2012-13	Ranking	Local Authority	SW3 2012-13	Ranking
East Lothian	9.70	1	Glasgow City	29.82	1	Midlothian	53.57	1
East Renfrewshire	9.77	2	Edinburgh City	5.61	2	Eilean Siar	51.96	2
Midlothian	12.46	3	Perth & Kinross	3.94	3	Shetland Islands	48.89	3
Stirling	13.30	4	Dumfries & Galloway	3.53	4	Dumfries & Galloway	47.57	4
Inverclyde	15.57	5	Scottish Borders	3.32	5	Argyll & Bute	45.28	5
Clackmannanshire	15.90	6	Highland	2.95	6	Clackmannanshire	44.80	6
South Ayrshire	16.97	7	East Lothian	2.93	7	North Lanarkshire	42.99	7
Scottish Borders	16.99	8	Orkney Islands	2.65	8	West Dunbartonshire	42.52	8
West Dunbartonshire	17.64	9	Stirling	2.48	9	Stirling	40.96	9
Dumfries & Galloway	17.83	10	East Renfrewshire	2.41	10	East Renfrewshire	40.91	10
South Lanarkshire	17.88	11	Midlothian	2.39	11	Moray	39.81	11
East Ayrshire	18.81	12	Moray	2.29	12	East Lothian	39.37	12
North Ayrshire	19.66	13	Aberdeenshire	2.22	13	North Ayrshire	38.20	13
North Lanarkshire	19.79	14	Aberdeen City	2.20	14	Glasgow City	37.17	14
Aberdeenshire	20.10	15	East Dunbartonshire	2.18	15	South Ayrshire	37.03	15
East Dunbartonshire	21.12	16	Shetland Islands	1.89	16	South Lanarkshire	36.48	16
West Lothian	21.13	17	North Ayrshire	1.88	17	Inverclyde	35.53	17
Renfrewshire	21.23	18	Fife	1.79	18	West Lothian	34.72	18
Glasgow City	21.39	19	South Lanarkshire	1.76	19	Orkney Islands	33.11	19
Edinburgh City	22.12	20	North Lanarkshire	1.70	20	East Ayrshire	31.71	20
Falkirk	22.87	21	South Ayrshire	1.68	21	Edinburgh City	31.50	21
Eilean Siar	23.27	22	Angus	1.62	22	East Dunbartonshire	31.14	22
Moray	23.58	23	West Dunbartonshire	1.42	23	Falkirk	30.47	23
Argyll & Bute	24.94	24	East Ayrshire	1.33	24	Dundee City	29.94	24
Dundee City	25.53	25	West Lothian	1.15	25	Scottish Borders	29.35	25
Fife	26.17	26	Clackmannanshire	1.15	26	Aberdeen City	27.64	26
Perth & Kinross	26.39	27	Renfrewshire	1.07	27	Aberdeenshire	26.83	27
Aberdeen City	26.45	28	Falkirk	1.05	28	Perth & Kinross	25.12	28
Highland	27.64	29	Inverclyde	0.95	29	Renfrewshire	24.25	29
Angus	31.07	30	Dundee City	0.80	30	Fife	22.91	30
Orkney Islands	31.74	31	Eilean Siar	0.77	31	Highland	19.26	31
Shetland Islands	43.11	32	Argyll & Bute	0.00	#N/A	Angus	12.28	32

<u>SW4 - % of Adults satisfied with social care or social work services</u>			<u>SW5 - Older persons (over 65's) Residential Care Costs per week per resident</u>		
Local Authority	SW4 2012-13	Ranking	Local Authority	SW5 2012-13	Ranking
Orkney Islands	82.0	1	East Dunbartonshire	182.4	1
Shetland Islands	82.0	1	Dumfries & Galloway	199.0	2
Eilean Siar	78.0	3	Moray	295.4	3
Falkirk	76.0	4	Edinburgh City	311.0	4
West Lothian	74.0	5	Renfrewshire	335.0	5
Clackmannanshire	69.0	6	Falkirk	335.9	6
West Dunbartonshire	67.0	7	West Lothian	346.9	7
Inverclyde	66.0	8	Highland	353.6	8
North Ayrshire	66.0	8	Inverclyde	355.7	9
East Lothian	65.0	10	Perth & Kinross	358.8	10
East Ayrshire	64.0	11	North Ayrshire	359.4	11
Renfrewshire	64.0	11	Clackmannanshire	360.8	12
East Renfrewshire	63.0	13	Scottish Borders	363.2	13
North Lanarkshire	63.0	13	Fife	372.8	14
Dumfries & Galloway	61.0	15	Aberdeenshire	374.7	15
Moray	60.0	16	Glasgow City	375.3	16
Fife	59.0	17	South Ayrshire	375.4	17
Glasgow City	59.0	17	East Renfrewshire	376.8	18
Midlothian	57.0	19	Angus	377.4	19
Stirling	57.0	19	East Ayrshire	377.9	20
Argyll & Bute	56.0	21	Midlothian	390.8	21
East Dunbartonshire	56.0	21	Dundee City	392.0	22
Aberdeenshire	54.0	23	Stirling	392.1	23
Highland	54.0	23	South Lanarkshire	405.6	24
South Lanarkshire	54.0	23	North Lanarkshire	406.4	25
Scottish Borders	52.0	26	West Dunbartonshire	430.4	26
Angus	51.0	27	Aberdeen City	430.9	27
Edinburgh City	51.0	27	Argyll & Bute	445.7	28
Dundee City	49.0	29	East Lothian	546.5	29
Perth & Kinross	46.0	30	Orkney Islands	948.7	30
Aberdeen City	41.0	31	Eilean Siar	984.8	31
South Ayrshire	40.0	32	Shetland Islands	1484.4	32

C&L1 - Cost per attendance at Sports facilities			C&L2 - Cost Per Library Visit			C&L3 - Cost of Museums per Visit		
Local Authority	C&L1 2012-13	Ranking	Local Authority	C&L2 2012-13	Ranking	Local Authority	C&L3 2012-13	Ranking
Stirling	1.8	1	Highland	2.0	1	Argyll & Bute	0.3	1
Shetland Islands	1.8	2	West Lothian	2.0	2	West Lothian	0.5	2
East Ayrshire	2.1	3	Clackmannanshire	2.1	3	North Ayrshire	0.6	3
Edinburgh City	2.3	4	East Lothian	2.4	4	Highland	1.0	4
Inverclyde	2.3	5	Glasgow City	2.5	5	West Dunbartonshire	1.0	5
South Lanarkshire	2.4	6	North Ayrshire	2.5	6	Edinburgh City	1.6	6
Renfrewshire	2.5	7	Dumfries & Galloway	2.6	7	East Lothian	3.0	7
Fife	2.5	8	Midlothian	2.8	8	South Lanarkshire	3.1	8
North Lanarkshire	2.5	9	Stirling	3.1	9	Eilean Siar	3.3	9
Highland	2.6	10	Aberdeen City	3.1	10	Falkirk	3.4	10
Orkney Islands	2.6	11	Moray	3.2	11	East Ayrshire	3.5	11
East Dunbartonshire	2.7	12	Eilean Siar	3.3	12	Stirling	3.9	12
North Ayrshire	2.7	13	South Ayrshire	3.3	13	Dumfries & Galloway	3.9	13
Dundee City	2.7	14	East Dunbartonshire	3.3	14	Moray	4.0	14
Scottish Borders	3.0	15	Dundee City	3.7	15	Fife	4.5	15
Moray	3.7	16	Edinburgh City	3.7	16	Glasgow City	4.6	16
Aberdeen City	3.7	17	North Lanarkshire	3.7	17	Clackmannanshire	4.7	17
Clackmannanshire	4.1	18	South Lanarkshire	3.7	18	Shetland Islands	5.0	18
Perth & Kinross	4.2	19	Aberdeenshire	3.7	19	Dundee City	5.1	19
West Lothian	4.3	20	East Renfrewshire	3.9	20	Aberdeen City	5.1	20
Argyll & Bute	4.4	21	Inverclyde	3.9	21	Angus	5.4	21
Angus	4.5	22	West Dunbartonshire	3.9	22	Inverclyde	5.4	22
East Lothian	4.6	23	Angus	3.9	23	Scottish Borders	5.8	23
West Dunbartonshire	4.8	24	Renfrewshire	4.4	24	Perth & Kinross	7.9	24
Aberdeenshire	5.0	25	Fife	4.5	25	North Lanarkshire	9.4	25
Glasgow City	5.6	26	Shetland Islands	4.8	26	Orkney Islands	9.9	26
Eilean Siar	7.0	27	Perth & Kinross	4.8	27	East Dunbartonshire	10.5	27
Midlothian	7.0	28	Scottish Borders	5.0	28	South Ayrshire	11.9	28
East Renfrewshire	7.4	29	Falkirk	5.0	29	Aberdeenshire	12.5	29
Dumfries & Galloway	8.4	30	East Ayrshire	5.0	30	Renfrewshire	18.9	30
Falkirk	9.4	31	Argyll & Bute	5.6	31	East Renfrewshire	0.0	#N/A
South Ayrshire	9.9	32	Orkney Islands	6.4	32	Midlothian	0.0	#N/A

C&L4 - Cost of Parks & Open Spaces per 1,000 Population			C&L5a - % of adults satisfied with libraries			C&L5b - % of adults satisfied with parks and open spaces		
Local Authority	C&L4 2012-13	Ranking	Local Authority	C&L5a 2012-13	Ranking	Local Authority	C&L5b 2012-13	Ranking
Eilean Siar	1850.5	1	Dundee City	95.0	1	East Lothian	96.0	1
Orkney Islands	13794.7	2	North Ayrshire	95.0	1	Stirling	96.0	1
Shetland Islands	14993.5	3	East Lothian	94.0	3	Shetland Islands	95.0	3
Edinburgh City	17246.8	4	Orkney Islands	93.0	4	Edinburgh City	94.0	4
Aberdeenshire	17304.5	5	Shetland Islands	93.0	4	Orkney Islands	94.0	4
Moray	20245.4	6	Eilean Siar	92.0	6	Dundee City	93.0	6
East Renfrewshire	20960.1	7	Stirling	90.0	7	Moray	93.0	6
East Ayrshire	22457.6	8	Falkirk	89.0	8	Perth & Kinross	91.0	8
North Lanarkshire	24251.9	9	Moray	89.0	8	North Ayrshire	90.0	9
Argyll & Bute	26099.0	10	East Renfrewshire	87.0	10	Aberdeen City	89.0	10
Highland	26572.5	11	Edinburgh City	87.0	10	South Ayrshire	89.0	10
Stirling	26763.3	12	North Lanarkshire	86.0	12	East Renfrewshire	88.0	12
Aberdeen City	28408.2	13	Glasgow City	85.0	13	West Lothian	88.0	12
West Lothian	28996.0	14	West Lothian	85.0	13	Aberdeenshire	87.0	14
East Dunbartonshire	29193.4	15	Aberdeenshire	84.0	15	East Ayrshire	87.0	14
Scottish Borders	30357.9	16	Renfrewshire	84.0	15	Glasgow City	87.0	14
South Lanarkshire	30633.7	17	West Dunbartonshire	84.0	15	Angus	86.0	17
Renfrewshire	30847.3	18	East Dunbartonshire	83.0	18	Clackmannanshire	86.0	17
Falkirk	32704.1	19	Inverclyde	82.0	19	Highland	86.0	17
Midlothian	34271.1	20	Perth & Kinross	82.0	19	Inverclyde	86.0	17
Dundee City	34776.7	21	South Lanarkshire	82.0	19	East Dunbartonshire	83.0	21
South Ayrshire	35010.2	22	East Ayrshire	81.0	22	Eilean Siar	83.0	21
Dumfries & Galloway	35059.3	23	South Ayrshire	80.0	23	Renfrewshire	83.0	21
Perth & Kinross	35833.2	24	Dumfries & Galloway	78.0	24	West Dunbartonshire	83.0	21
Clackmannanshire	36525.0	25	Highland	78.0	24	Fife	82.0	25
North Ayrshire	40331.5	26	Midlothian	78.0	24	Midlothian	81.0	26
Angus	42492.0	27	Clackmannanshire	77.0	27	North Lanarkshire	80.0	27
Inverclyde	45624.7	28	Fife	76.0	28	Scottish Borders	80.0	27
Fife	46002.4	29	Scottish Borders	76.0	28	Dumfries & Galloway	77.0	29
Glasgow City	47430.6	30	Aberdeen City	73.0	30	Falkirk	74.0	30
West Dunbartonshire	52944.4	31	Angus	72.0	31	South Lanarkshire	74.0	30
East Lothian	56440.3	32	Argyll & Bute	61.0	32	Argyll & Bute	65.0	32

C&L5c - % of adults satisfied with museums and galleries			C&L5d - % of adults satisfied with leisure facilities		
Local Authority	C&L5c 2012-13	Ranking	Local Authority	C&L5d 2012-13	Ranking
Shetland Islands	96.0	1	Shetland Islands	98.0	1
Edinburgh City	95.0	2	East Lothian	93.0	2
North Ayrshire	94.0	3	Inverclyde	93.0	2
Glasgow City	92.0	4	Orkney Islands	93.0	2
Orkney Islands	92.0	4	North Ayrshire	90.0	5
East Lothian	88.0	6	Eilean Siar	89.0	6
Stirling	86.0	7	Stirling	89.0	6
Eilean Siar	84.0	8	East Dunbartonshire	87.0	8
Dundee City	81.0	9	East Renfrewshire	87.0	8
Inverclyde	81.0	9	North Lanarkshire	86.0	10
East Dunbartonshire	80.0	11	Edinburgh City	85.0	11
East Renfrewshire	80.0	11	Glasgow City	85.0	11
North Lanarkshire	80.0	11	West Lothian	85.0	11
Perth & Kinross	80.0	11	Renfrewshire	83.0	14
Renfrewshire	79.0	15	Perth & Kinross	81.0	15
West Dunbartonshire	79.0	15	Highland	80.0	16
Aberdeen City	75.0	17	Moray	80.0	16
Midlothian	75.0	17	East Ayrshire	79.0	18
South Lanarkshire	73.0	19	South Lanarkshire	78.0	19
East Ayrshire	70.0	20	Midlothian	77.0	20
Highland	68.0	21	Scottish Borders	77.0	20
Aberdeenshire	66.0	22	Clackmannanshire	75.0	22
Fife	66.0	22	Falkirk	75.0	22
South Ayrshire	65.0	24	Fife	75.0	22
Clackmannanshire	64.0	25	Dundee City	74.0	25
Scottish Borders	64.0	25	Aberdeenshire	73.0	26
Moray	62.0	27	Aberdeen City	71.0	27
Dumfries & Galloway	61.0	28	Angus	70.0	28
Falkirk	60.0	29	South Ayrshire	69.0	29
Angus	58.0	30	West Dunbartonshire	65.0	30
West Lothian	57.0	31	Dumfries & Galloway	64.0	31
Argyll & Bute	39.0	32	Argyll & Bute	52.0	32

ENV1 - Gross cost of Waste collection per premises			ENV1b - Net cost per Waste collection per premises			ENV2 - Gross cost per Waste disposal per premises		
Local Authority	ENV1 2012-13	Ranking	Local Authority	ENV1b 2012-13	Ranking	Local Authority	ENV2 2012-13	Ranking
Aberdeen City	45.5	1	Aberdeen City	21.2	1	Falkirk	66.3	1
North Lanarkshire	47.3	2	Clackmannanshire	30.8	2	South Ayrshire	76.5	2
Renfrewshire	57.4	3	North Lanarkshire	37.1	3	Inverclyde	78.6	3
West Dunbartonshire	57.9	4	West Dunbartonshire	41.0	4	Edinburgh City	79.6	4
Glasgow City	59.9	5	Renfrewshire	42.8	5	Renfrewshire	80.9	5
Dumfries & Galloway	62.0	6	Inverclyde	43.0	6	Midlothian	85.6	6
Inverclyde	67.2	7	Dumfries & Galloway	44.8	7	East Renfrewshire	85.9	7
South Lanarkshire	67.8	8	Argyll & Bute	45.4	8	East Lothian	86.3	8
East Ayrshire	67.8	9	Dundee City	46.1	9	South Lanarkshire	88.8	9
Clackmannanshire	73.2	10	Glasgow City	47.7	10	Clackmannanshire	90.0	10
East Lothian	73.3	11	East Ayrshire	47.9	11	Scottish Borders	92.0	11
Aberdeenshire	73.4	12	North Ayrshire	50.4	12	East Ayrshire	93.1	12
West Lothian	73.8	13	Orkney Islands	53.9	13	Angus	98.5	13
North Ayrshire	75.8	14	Eilean Siar	55.3	14	Perth & Kinross	100.9	14
Scottish Borders	76.5	15	Moray	59.0	15	Dundee City	104.3	15
Moray	76.9	16	East Lothian	63.2	16	North Ayrshire	104.4	16
Dundee City	78.3	17	West Lothian	63.5	17	Highland	107.5	17
Eilean Siar	81.0	18	Fife	63.6	18	Aberdeen City	110.6	18
East Renfrewshire	82.4	19	South Ayrshire	63.7	19	West Dunbartonshire	111.8	19
Fife	83.2	20	Scottish Borders	65.2	20	East Dunbartonshire	114.9	20
Perth & Kinross	84.2	21	East Renfrewshire	65.6	21	Dumfries & Galloway	115.8	21
Falkirk	86.1	22	South Lanarkshire	66.2	22	West Lothian	119.0	22
Argyll & Bute	86.6	23	Perth & Kinross	69.2	23	Fife	120.0	23
Orkney Islands	89.2	24	Edinburgh City	70.0	24	Aberdeenshire	120.9	24
South Ayrshire	90.9	25	Falkirk	71.1	25	Moray	122.7	25
East Dunbartonshire	91.0	26	Aberdeenshire	72.5	26	Glasgow City	126.0	26
Midlothian	95.2	27	Midlothian	76.5	27	North Lanarkshire	139.1	27
Edinburgh City	97.3	28	Angus	79.5	28	Orkney Islands	141.6	28
Angus	99.0	29	East Dunbartonshire	81.7	29	Argyll & Bute	155.8	29
Highland	130.9	30	Stirling	88.6	30	Stirling	159.3	30
Stirling	162.9	31	Highland	101.9	31	Eilean Siar	242.4	31
Shetland Islands	176.7	32	Shetland Islands	144.2	32	Shetland Islands	325.7	32

ENV2b - Net cost per Waste disposal per premises			ENV3a - Net cost of street cleaning per 1,000 population			ENV3b - Street Cleanliness Index		
Local Authority	ENV2b 2012-13	Ranking	Local Authority	ENV3a 2012-13	Ranking	Local Authority	ENV3b 2012-13	Ranking
Falkirk	57.6	1	East Renfrewshire	7327.3	1	Moray	84	1
Shetland Islands	58.4	2	Moray	7867.8	2	Dumfries & Galloway	82	2
Scottish Borders	69.2	3	Aberdeenshire	9458.4	3	Highland	79	3
Inverclyde	72.4	4	Aberdeen City	9756.9	4	Orkney Islands	78	4
Midlothian	72.5	5	Midlothian	9829.1	5	Perth & Kinross	78	4
East Renfrewshire	73.9	6	Scottish Borders	10148.6	6	East Dunbartonshire	77	6
Angus	74.1	7	Dumfries & Galloway	12709.7	7	Eilean Siar	77	6
South Ayrshire	74.6	8	Clackmannanshire	12753.5	8	Shetland Islands	76	8
Edinburgh City	75.4	9	East Lothian	13009.4	9	South Ayrshire	76	8
East Lothian	76.6	10	West Lothian	13188.2	10	Fife	75	10
Fife	76.8	11	North Ayrshire	14291.9	11	Aberdeenshire	75	11
East Ayrshire	77.7	12	Orkney Islands	14305.6	12	Argyll & Bute	75	11
Renfrewshire	78.2	13	Angus	14611.5	13	East Renfrewshire	75	11
Clackmannanshire	79.8	14	East Ayrshire	14683.8	14	North Ayrshire	75	11
Aberdeenshire	82.6	15	Highland	15061.6	15	Stirling	75	11
Stirling	83.2	16	Argyll & Bute	15132.3	16	East Ayrshire	74	16
Perth & Kinross	85.5	17	Falkirk	16014.0	17	East Lothian	74	16
South Lanarkshire	85.7	18	South Lanarkshire	16372.9	18	North Lanarkshire	74	16
North Ayrshire	89.0	19	Shetland Islands	16587.7	19	Scottish Borders	74	16
Dundee City	92.8	20	Eilean Siar	16872.3	20	Clackmannanshire	73	20
Moray	96.6	21	Fife	16976.1	21	Dundee City	73	20
Dumfries & Galloway	97.9	22	Inverclyde	17030.2	22	Falkirk	73	20
Highland	102.9	23	East Dunbartonshire	17529.3	23	Inverclyde	73	20
East Dunbartonshire	105.5	24	Edinburgh City	18949.9	24	Midlothian	73	20
West Lothian	106.2	25	Perth & Kinross	19019.9	25	West Lothian	73	20
Aberdeen City	107.8	26	North Lanarkshire	19418.7	26	Angus	72	26
West Dunbartonshire	108.4	27	Stirling	19940.7	27	South Lanarkshire	72	26
Glasgow City	110.3	28	South Ayrshire	20423.3	28	West Dunbartonshire	72	26
Orkney Islands	115.8	29	Renfrewshire	22224.8	29	Edinburgh City	71	29
North Lanarkshire	129.9	30	Dundee City	27286.9	30	Glasgow City	71	29
Argyll & Bute	148.6	31	Glasgow City	28903.7	31	Renfrewshire	70	31
Eilean Siar	155.4	32	West Dunbartonshire	29621.4	32	Aberdeen City	69	32

ENV3c - Cleanliness Score (%age Acceptable)			ENV4a - Cost of maintenance per kilometre of roads			ENV4b - Percentage of A class roads that should be considered for maintenance treatment		
Local Authority	ENV3c 2012-13	Ranking	Local Authority	ENV4a 2012-13	Ranking	Local Authority	ENV4b 2011-13	Ranking
Eilean Siar	99.0	1	Orkney Islands	2619.6	1	Angus	17.9	1
Moray	99.0	1	Eilean Siar	2709.4	2	East Renfrewshire	18.2	2
Dumfries & Galloway	98.9	3	Dumfries & Galloway	2959.7	3	Orkney Islands	18.6	3
Fife	98.9	3	Perth & Kinross	3367.3	4	West Lothian	18.8	4
Highland	98.7	5	Highland	3414.1	5	Dundee City	19.5	5
Argyll & Bute	98.4	6	Argyll & Bute	3447.8	6	Aberdeen City	21.2	6
Orkney Islands	98.4	6	Scottish Borders	3586.9	7	Clackmannanshire	21.8	7
Aberdeenshire	98.0	8	Shetland Islands	3831.9	8	Moray	22.3	8
Perth & Kinross	97.7	9	Moray	4153.3	9	North Lanarkshire	22.8	9
Stirling	97.4	10	Angus	4573.3	10	Aberdeenshire	23.1	10
East Ayrshire	97.2	11	Aberdeenshire	4835.8	11	Midlothian	24.1	11
Scottish Borders	97.2	11	South Ayrshire	6069.3	12	West Dunbartonshire	24.2	12
South Lanarkshire	97.1	13	Renfrewshire	6690.7	13	Highland	24.6	13
Dundee City	96.8	14	East Ayrshire	6791.7	14	Falkirk	25.0	14
North Lanarkshire	96.5	15	North Ayrshire	7377.0	15	Shetland Islands	25.2	15
Shetland Islands	96.5	15	Falkirk	7966.6	16	South Lanarkshire	25.9	16
East Dunbartonshire	96.0	17	Stirling	8602.5	17	Renfrewshire	26.0	17
North Ayrshire	95.3	18	East Dunbartonshire	8712.6	18	East Lothian	26.2	18
Midlothian	94.9	19	West Lothian	9260.0	19	Glasgow City	28.1	19
Angus	94.7	20	Dundee City	9767.1	20	Edinburgh City	28.6	20
West Lothian	94.7	20	South Lanarkshire	10023.1	21	Scottish Borders	28.9	21
East Renfrewshire	94.2	22	Fife	10056.9	22	Stirling	29.1	22
West Dunbartonshire	94.1	23	North Lanarkshire	10278.9	23	East Ayrshire	29.7	23
Renfrewshire	94.0	24	East Lothian	11911.3	24	Inverclyde	32.7	24
Falkirk	93.7	25	Glasgow City	12065.5	25	Fife	33.9	25
Clackmannanshire	93.6	26	Clackmannanshire	12453.9	26	Dumfries & Galloway	35.4	26
East Lothian	93.5	27	Midlothian	14854.4	27	North Ayrshire	36.3	27
Glasgow City	93.2	28	Aberdeen City	14917.9	28	Perth & Kinross	36.5	28
South Ayrshire	93.2	28	Edinburgh City	17447.6	29	East Dunbartonshire	38.3	29
Inverclyde	92.6	30	Inverclyde	17618.8	30	South Ayrshire	38.4	30
Aberdeen City	91.9	31	East Renfrewshire	18646.4	31	Eilean Siar	45.8	31
Edinburgh City	90.4	32	West Dunbartonshire	25598.4	32	Argyll & Bute	46.8	32



ENV4c - Percentage of B class roads that should be considered for maintenance treatment			ENV4d - Percentage of C class roads that should be considered for maintenance treatment			ENV4e - Percentage of unclassified roads that should be considered for maintenance treatment		
Local Authority	ENV4c 2011-13	Ranking	Local Authority	ENV4d 2011-13	Ranking	Local Authority	ENV4e 2009-13	Ranking
Moray	18.9	1	Orkney Islands	12.2	1	Orkney Islands	23.4	1
Dundee City	19.1	2	Dundee City	17.0	2	West Lothian	26.4	2
Aberdeenshire	21.8	3	Aberdeenshire	20.8	3	Aberdeenshire	27.8	3
Clackmannanshire	21.8	3	Moray	23.3	4	Angus	29.4	4
Orkney Islands	21.9	5	Glasgow City	23.5	5	Moray	31.3	5
Aberdeen City	22.5	6	Aberdeen City	25.8	6	Aberdeen City	32.6	6
Edinburgh City	22.6	7	Edinburgh City	27.6	7	Dundee City	32.7	7
West Dunbartonshire	25.0	8	Angus	28.0	8	Falkirk	33.1	8
Glasgow City	25.8	9	North Lanarkshire	28.1	9	East Lothian	33.2	9
Renfrewshire	26.7	10	Midlothian	28.7	10	Glasgow City	35.1	10
North Lanarkshire	27.2	11	Fife	28.8	11	North Lanarkshire	35.2	11
East Renfrewshire	28.2	12	Clackmannanshire	29.1	12	Edinburgh City	36.0	12
West Lothian	28.2	12	East Lothian	29.7	13	Fife	36.1	13
Midlothian	30.4	14	West Dunbartonshire	32.6	14	Midlothian	36.1	13
South Lanarkshire	30.4	14	Perth & Kinross	33.6	15	Perth & Kinross	36.3	15
Angus	31.2	16	East Renfrewshire	34.5	16	Highland	36.4	16
Fife	31.3	17	Highland	34.6	17	West Dunbartonshire	36.5	17
East Lothian	33.3	18	Renfrewshire	35.8	18	South Lanarkshire	39.0	18
East Dunbartonshire	33.4	19	East Dunbartonshire	36.4	19	Renfrewshire	39.4	19
Highland	33.5	20	Falkirk	37.3	20	Clackmannanshire	40.2	20
Dumfries & Galloway	36.0	21	Scottish Borders	37.7	21	North Ayrshire	42.3	21
Perth & Kinross	36.0	21	West Lothian	39.0	22	East Ayrshire	43.6	22
Falkirk	36.1	23	Shetland Islands	39.9	23	South Ayrshire	44.9	23
East Ayrshire	37.8	24	South Lanarkshire	41.1	24	East Dunbartonshire	46.5	24
Scottish Borders	38.1	25	Stirling	41.1	24	Stirling	46.7	25
Stirling	38.7	26	East Ayrshire	42.1	26	Eilean Siar	51.1	26
North Ayrshire	38.8	27	South Ayrshire	43.2	27	Inverclyde	51.1	26
Shetland Islands	39.6	28	Inverclyde	47.4	28	East Renfrewshire	51.6	28
Inverclyde	44.3	29	Dumfries & Galloway	48.0	29	Scottish Borders	51.6	28
Eilean Siar	47.4	30	North Ayrshire	49.7	30	Shetland Islands	53.2	30
South Ayrshire	47.9	31	Eilean Siar	55.1	31	Argyll & Bute	56.8	31
Argyll & Bute	65.1	32	Argyll & Bute	62.3	32	Dumfries & Galloway	58.0	32

ENV5 - Cost of trading standards and environmental health per 1,000 population			ENV5a - Cost of trading standards per 1,000 population			ENV5b - Cost of environmental health per 1,000 population		
Local Authority	ENV5 2012-13	Ranking	Local Authority	ENV5a 2012-13	Ranking	Local Authority	ENV5b 2012-13	Ranking
Midlothian	13129.2	1	Renfrewshire	1566.2	1	East Renfrewshire	7898.5	1
East Renfrewshire	14105.2	2	Inverclyde	1908.8	2	West Lothian	8739.1	2
Scottish Borders	14932.7	3	Falkirk	1913.3	3	Midlothian	8855.7	3
East Ayrshire	17503.3	4	Perth & Kinross	2274.3	4	Scottish Borders	11212.7	4
South Lanarkshire	18039.8	5	Edinburgh City	2896.6	5	East Ayrshire	11261.4	5
West Lothian	18489.7	6	Clackmannanshire	3100.6	6	North Lanarkshire	12069.7	6
West Dunbartonshire	19127.7	7	Highland	3662.4	7	Fife	13041.3	7
East Dunbartonshire	19418.2	8	South Lanarkshire	3674.1	8	Dumfries & Galloway	13127.4	8
Renfrewshire	19631.7	9	West Dunbartonshire	3675.0	9	North Ayrshire	13739.5	9
North Ayrshire	19707.8	10	Scottish Borders	3720.0	10	South Lanarkshire	14365.7	10
Perth & Kinross	19717.1	11	Dundee City	3768.6	11	South Ayrshire	14374.3	11
North Lanarkshire	19794.6	12	Stirling	3922.2	12	Glasgow City	14824.9	12
Dumfries & Galloway	20069.0	13	Midlothian	4273.5	13	East Dunbartonshire	14922.6	13
Dundee City	20351.8	14	East Dunbartonshire	4495.7	14	West Dunbartonshire	15452.7	14
Fife	21077.5	15	Aberdeen City	4734.0	15	Moray	15606.5	15
Highland	21098.3	16	Aberdeenshire	4809.4	16	Dundee City	16583.2	16
Glasgow City	21417.3	17	Argyll & Bute	5891.8	17	East Lothian	16678.2	17
Clackmannanshire	21470.4	18	East Lothian	5919.7	18	Aberdeenshire	17018.9	18
Aberdeenshire	21828.3	19	North Ayrshire	5968.3	19	Highland	17435.9	19
Falkirk	22053.6	20	East Renfrewshire	6206.7	20	Perth & Kinross	17442.8	20
East Lothian	22597.9	21	East Ayrshire	6241.9	21	Renfrewshire	18065.5	21
South Ayrshire	22938.6	22	Glasgow City	6592.4	22	Clackmannanshire	18369.7	22
Moray	23355.9	23	Angus	6677.6	23	Falkirk	20140.3	23
Aberdeen City	25652.3	24	Dumfries & Galloway	6941.6	24	Aberdeen City	20918.3	24
Stirling	26807.3	25	North Lanarkshire	7724.9	25	Eilean Siar	21444.1	25
Edinburgh City	29550.0	26	Moray	7749.4	26	Stirling	22885.1	26
Angus	32131.5	27	Orkney Islands	7988.9	27	Orkney Islands	24709.7	27
Orkney Islands	32698.6	28	Fife	8036.2	28	Angus	25453.9	28
Eilean Siar	33345.4	29	South Ayrshire	8564.3	29	Edinburgh City	26653.4	29
Argyll & Bute	34510.9	30	West Lothian	9750.6	30	Argyll & Bute	28619.1	30
Inverclyde	38225.1	31	Eilean Siar	11901.3	31	Inverclyde	36316.3	31
Shetland Islands	88711.8	32	Shetland Islands	14002.6	32	Shetland Islands	74709.2	32

ENV6 - The % of total waste arising that is recycled			ENV7a - % of adults satisfied with refuse collection			ENV7b - % of adults satisfied with street cleaning		
Local Authority	ENV6 2012-13	Ranking	Local Authority	ENV7a 2012-13	Ranking	Local Authority	ENV7b 2012-13	Ranking
Clackmannanshire	57.0	1	Shetland Islands	95.0	1	Orkney Islands	89	1
Stirling	55.7	2	East Lothian	94.0	2	East Lothian	87	2
Falkirk	55.3	3	East Dunbartonshire	93.0	3	Dundee City	85	3
Perth & Kinross	55.1	4	Dumfries & Galloway	92.0	4	East Renfrewshire	85	3
Inverclyde	54.1	5	Dundee City	90.0	5	Shetland Islands	84	5
North Ayrshire	53.3	6	Argyll & Bute	90.0	5	East Dunbartonshire	82	6
East Renfrewshire	52.8	7	North Ayrshire	90.0	5	Dumfries & Galloway	81	7
Moray	52.7	8	Eilean Siar	89.0	8	Argyll & Bute	79	8
Fife	52.1	9	North Lanarkshire	89.0	8	Moray	79	8
South Ayrshire	48.1	10	Perth & Kinross	89.0	8	Stirling	79	8
East Lothian	45.1	11	Orkney Islands	88.0	11	Midlothian	78	11
Midlothian	45.1	11	Scottish Borders	88.0	11	Perth & Kinross	78	11
East Ayrshire	44.5	13	South Ayrshire	88.0	11	West Lothian	78	11
East Dunbartonshire	44.3	14	Moray	88.0	11	Fife	77	14
Highland	44.0	15	Inverclyde	87.0	15	Inverclyde	77	14
West Dunbartonshire	43.2	16	Clackmannanshire	87.0	15	North Ayrshire	76	16
West Lothian	42.5	17	South Lanarkshire	86.0	17	North Lanarkshire	76	16
Scottish Borders	42.3	18	West Lothian	86.0	17	Angus	75	18
North Lanarkshire	41.4	19	Highland	86.0	17	Scottish Borders	75	18
Renfrewshire	40.1	20	Falkirk	86.0	17	Aberdeenshire	74	20
Angus	39.8	21	East Ayrshire	85.0	21	Edinburgh City	74	20
Edinburgh City	37.8	22	Midlothian	83.0	22	Falkirk	74	20
South Lanarkshire	37.7	23	Renfrewshire	82.0	23	Highland	74	20
Aberdeen City	37.3	24	Stirling	82.0	23	Renfrewshire	74	20
Aberdeenshire	33.7	25	West Dunbartonshire	80.0	25	South Lanarkshire	74	20
Argyll & Bute	33.5	26	Aberdeen City	79.0	26	Clackmannanshire	70	26
Eilean Siar	30.2	27	Angus	79.0	26	Glasgow City	70	26
Glasgow City	28.9	28	Fife	79.0	26	South Ayrshire	70	26
Dundee City	27.8	29	East Renfrewshire	77.0	29	Aberdeen City	68	29
Orkney Islands	22.8	30	Glasgow City	75.0	30	West Dunbartonshire	68	29
Dumfries & Galloway	22.1	31	Aberdeenshire	75.0	30	East Ayrshire	67	31
Shetland Islands	14.1	32	Edinburgh City	73.0	32	Eilean Siar	65	32

HSN1 - Current tenants' arrears as a percentage of net rent due			HSN2 - Percentage of rent due in the year that was lost due to voids			HSN3 - Percentage of dwellings meeting SHQS		
Local Authority	HSN1 2012-13	Ranking	Local Authority	HSN2 2012-13	Ranking	Local Authority	HSN3 2012-13	Ranking
Moray	3.3	1	North Ayrshire	0.3	1	Clackmannanshire	92.3	1
North Ayrshire	3.6	2	West Lothian	0.4	2	North Ayrshire	90.5	2
Shetland Islands	3.7	3	Stirling	0.5	3	Aberdeen City	89.1	3
Aberdeenshire	4.0	4	Edinburgh City	0.5	4	Moray	89.1	4
North Lanarkshire	4.1	5	East Dunbartonshire	0.7	5	Midlothian	86.4	5
South Lanarkshire	4.7	6	Clackmannanshire	0.7	6	Shetland Islands	86.2	6
East Ayrshire	4.7	7	Moray	0.8	7	East Ayrshire	86.1	7
West Lothian	5.0	8	South Lanarkshire	0.9	8	West Lothian	85.3	8
Clackmannanshire	5.4	9	North Lanarkshire	0.9	9	East Renfrewshire	84.1	9
Orkney Islands	5.7	10	Perth & Kinross	0.9	10	Edinburgh City	82.3	10
South Ayrshire	5.9	11	Angus	1.0	11	Falkirk	80.9	11
Highland	6.1	12	East Lothian	1.0	12	South Ayrshire	80.7	12
East Dunbartonshire	6.6	13	Aberdeen City	1.0	13	North Lanarkshire	80.6	13
Midlothian	6.9	14	Falkirk	1.1	14	East Dunbartonshire	78.7	14
Angus	7.3	15	Aberdeenshire	1.2	15	Aberdeenshire	78.6	15
Edinburgh City	7.4	16	Fife	1.6	16	East Lothian	76.7	16
Falkirk	7.4	17	Shetland Islands	1.6	17	Perth & Kinross	75.9	17
Perth & Kinross	8.4	18	Midlothian	1.6	18	Dundee City	74.1	18
Aberdeen City	8.7	19	South Ayrshire	1.7	19	Angus	72.0	19
Renfrewshire	8.9	20	East Renfrewshire	1.8	20	South Lanarkshire	72.0	20
West Dunbartonshire	9.2	21	Dundee City	1.8	21	Orkney Islands	71.2	21
East Renfrewshire	9.5	22	Highland	2.0	22	Highland	70.2	22
Fife	9.9	23	West Dunbartonshire	2.2	23	Fife	67.9	23
Dundee City	9.9	24	East Ayrshire	2.2	24	Stirling	62.9	24
Stirling	10.8	25	Renfrewshire	3.1	25	West Dunbartonshire	62.0	25
East Lothian	11.0	26	Orkney Islands	4.1	26	Renfrewshire	32.3	26
Argyll & Bute	0.0	#N/A	Argyll & Bute	0.0	#N/A	Argyll & Bute	0.0	#N/A
Dumfries & Galloway	0.0	#N/A	Dumfries & Galloway	0.0	#N/A	Dumfries & Galloway	0.0	#N/A
Eilean Siar	0.0	#N/A	Eilean Siar	0.0	#N/A	Eilean Siar	0.0	#N/A
Glasgow City	0.0	#N/A	Glasgow City	0.0	#N/A	Glasgow City	0.0	#N/A
Inverclyde	0.0	#N/A	Inverclyde	0.0	#N/A	Inverclyde	0.0	#N/A
Scottish Borders	0.0	#N/A	Scottish Borders	0.0	#N/A	Scottish Borders	0.0	#N/A

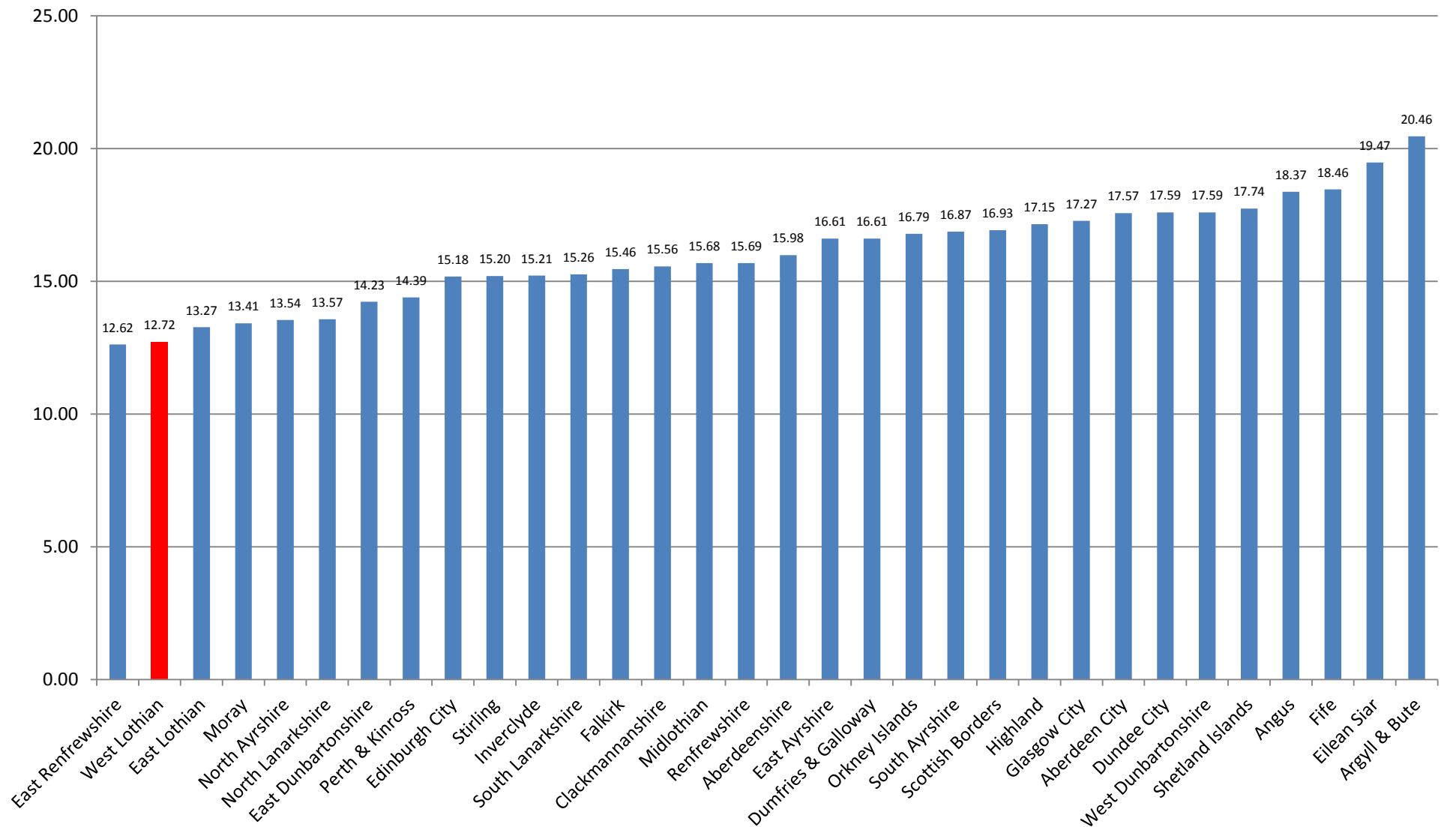
HSN4 - Percentage of repairs completed within target times			HSN5 - Percentage of council dwellings that are energy efficient		
Local Authority	HSN4 2012-13	Ranking	Local Authority	HSN5 2012-13	Ranking
Angus	99.2	1	Aberdeen City	100.0	1
South Lanarkshire	98.6	2	Clackmannanshire	100.0	2
East Dunbartonshire	97.6	3	South Ayrshire	99.1	3
North Ayrshire	97.5	4	North Lanarkshire	96.3	4
North Lanarkshire	97.2	5	North Ayrshire	96.3	5
West Lothian	96.4	6	East Renfrewshire	95.1	6
Perth & Kinross	95.5	7	East Dunbartonshire	94.8	7
West Dunbartonshire	95.0	8	Moray	94.3	8
Aberdeen City	93.1	9	Edinburgh City	93.7	9
Clackmannanshire	92.7	10	Midlothian	93.5	10
Moray	92.6	11	West Lothian	91.5	11
Stirling	92.5	12	Dundee City	91.1	12
Edinburgh City	92.3	13	Aberdeenshire	90.4	13
Fife	92.1	14	East Ayrshire	89.9	14
Highland	92.0	15	East Lothian	88.1	15
East Ayrshire	91.3	16	Perth & Kinross	87.2	16
Aberdeenshire	90.6	17	Shetland Islands	87.0	17
Falkirk	89.9	18	Fife	86.6	18
Orkney Islands	89.1	19	Falkirk	83.4	19
South Ayrshire	88.6	20	Highland	80.0	20
Renfrewshire	88.1	21	Stirling	79.3	21
Midlothian	87.7	22	South Lanarkshire	78.7	22
East Renfrewshire	87.4	23	Angus	77.1	23
East Lothian	86.6	24	West Dunbartonshire	74.9	24
Dundee City	86.4	25	Orkney Islands	74.5	25
Shetland Islands	84.7	26	Renfrewshire	72.9	26
Argyll & Bute	0.0	#N/A	Argyll & Bute	0.0	#N/A
Dumfries & Galloway	0.0	#N/A	Dumfries & Galloway	0.0	#N/A
Eilean Siar	0.0	#N/A	Eilean Siar	0.0	#N/A
Glasgow City	0.0	#N/A	Glasgow City	0.0	#N/A
Inverclyde	0.0	#N/A	Inverclyde	0.0	#N/A
Scottish Borders	0.0	#N/A	Scottish Borders	0.0	#N/A

ECON1 - Percentage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes		
Local Authority	ECON1 2012-13	Ranking
Argyll & Bute	18.7	1
Inverclyde	16.7	2
Glasgow City	16.6	3
Dundee City	16.2	4
South Lanarkshire	14.8	5
North Ayrshire	13.8	6
West Lothian	12.6	7
West Dunbartonshire	9.7	8
East Renfrewshire	9.7	9
Clackmannanshire	9.5	11
North Lanarkshire	8.6	12
South Ayrshire	8.5	13
Midlothian	8.3	14
Falkirk	8.0	15
East Dunbartonshire	7.4	16
Angus	7.1	17
Renfrewshire	6.9	18
Eilean Siar	6.8	19
Fife	5.9	20
East Ayrshire	5.7	21
Dumfries & Galloway	5.5	22
Edinburgh City	5.0	23
Perth & Kinross	4.9	24
Moray	4.6	25
Aberdeenshire	3.8	26
Highland	2.7	27
Shetland Islands	2.3	28
Stirling	2.0	29
Scottish Borders	0.6	30
Aberdeen City	0.0	#N/A
East Lothian	0.0	#N/A
Orkney Islands	0.0	#N/A

## Local Government Benchmarking Framework

### Overall Average Ranking 2012/13

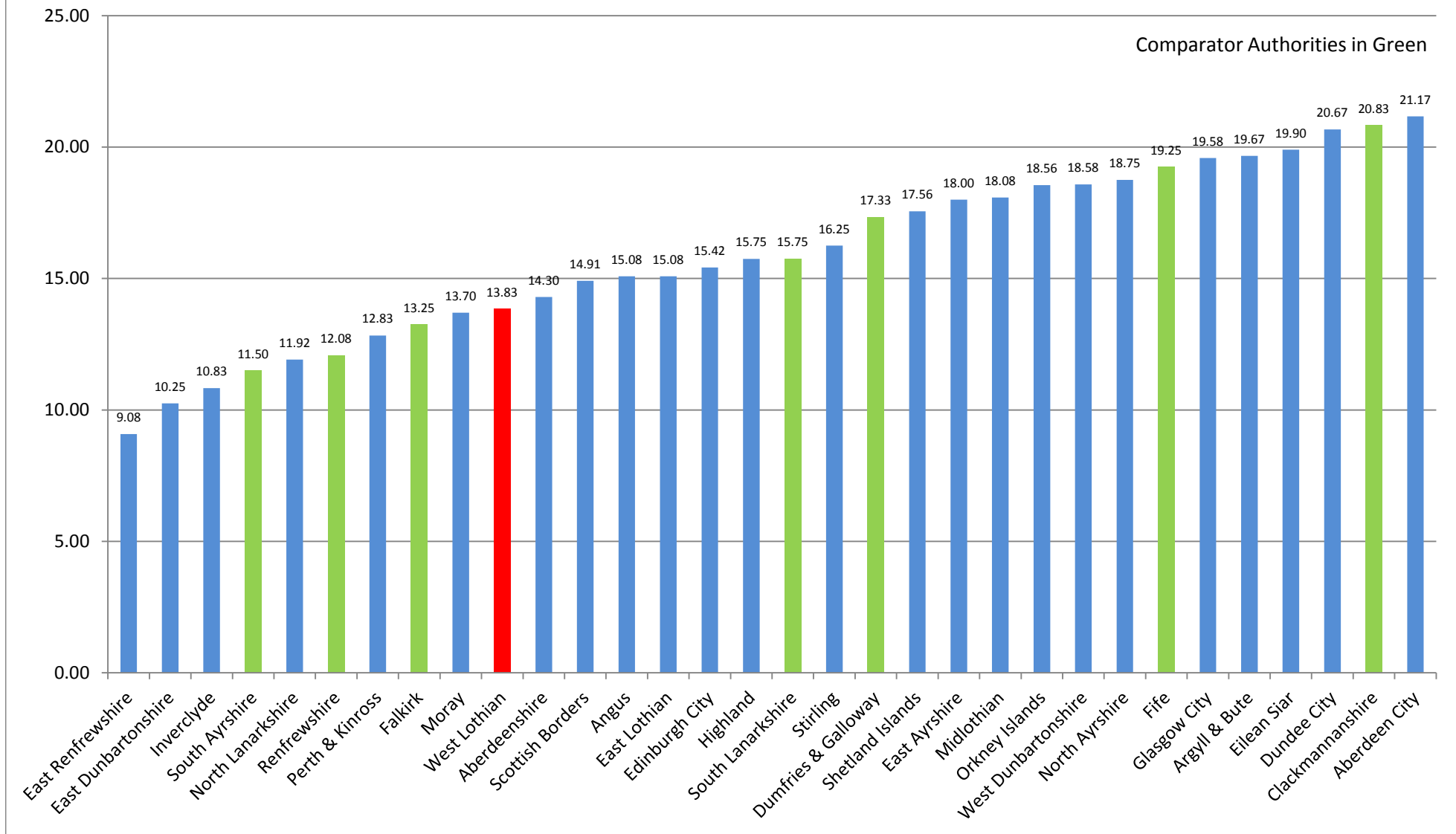
Number of indicators in category: 61



## Local Government Benchmarking Framework

### Children Services Average Ranking 2012/13

Number of indicators in category: 12

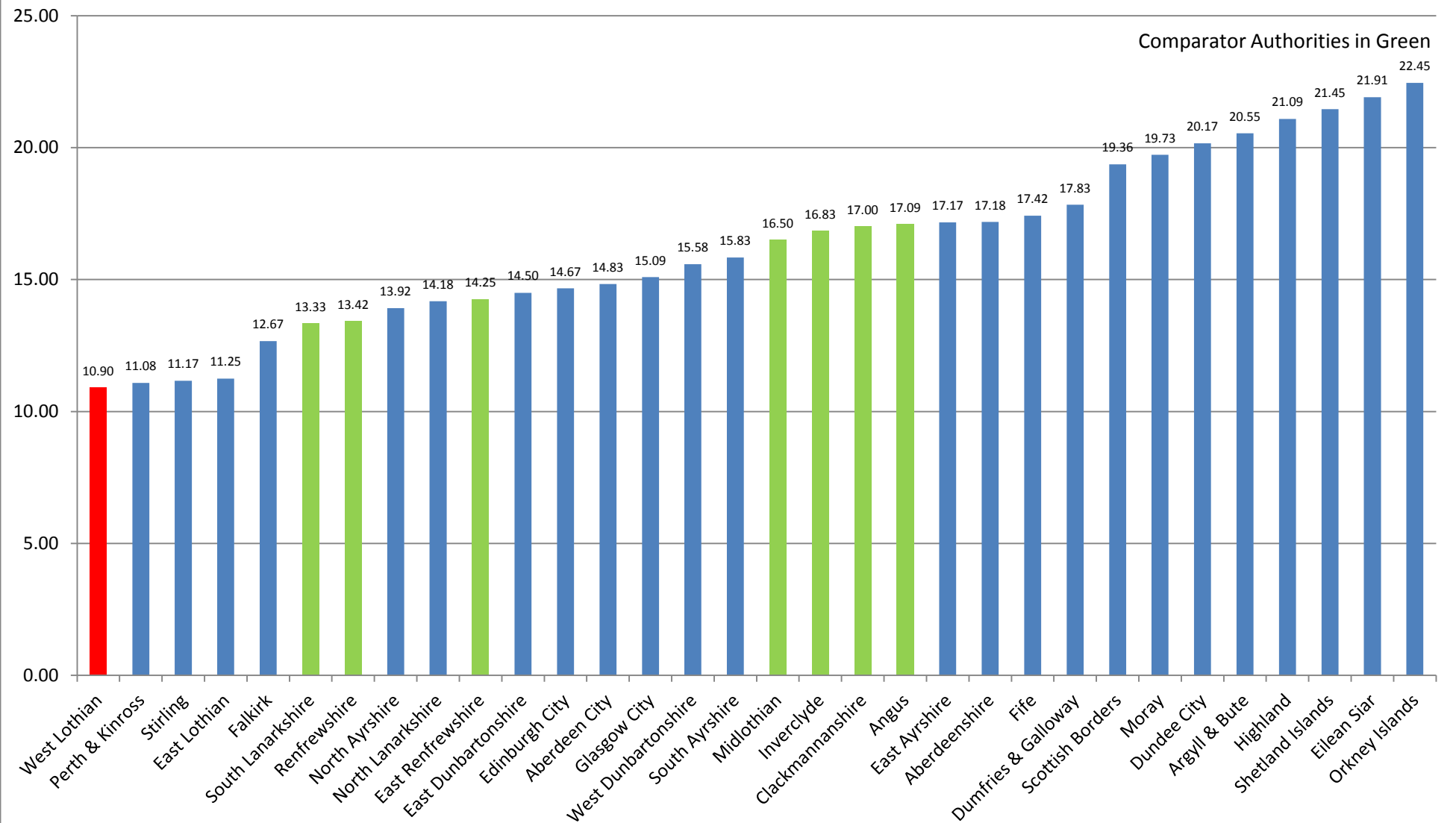




## Local Government Benchmarking Framework

### Corporate Services Average Ranking 2012/13

Number of indicators in category: 10

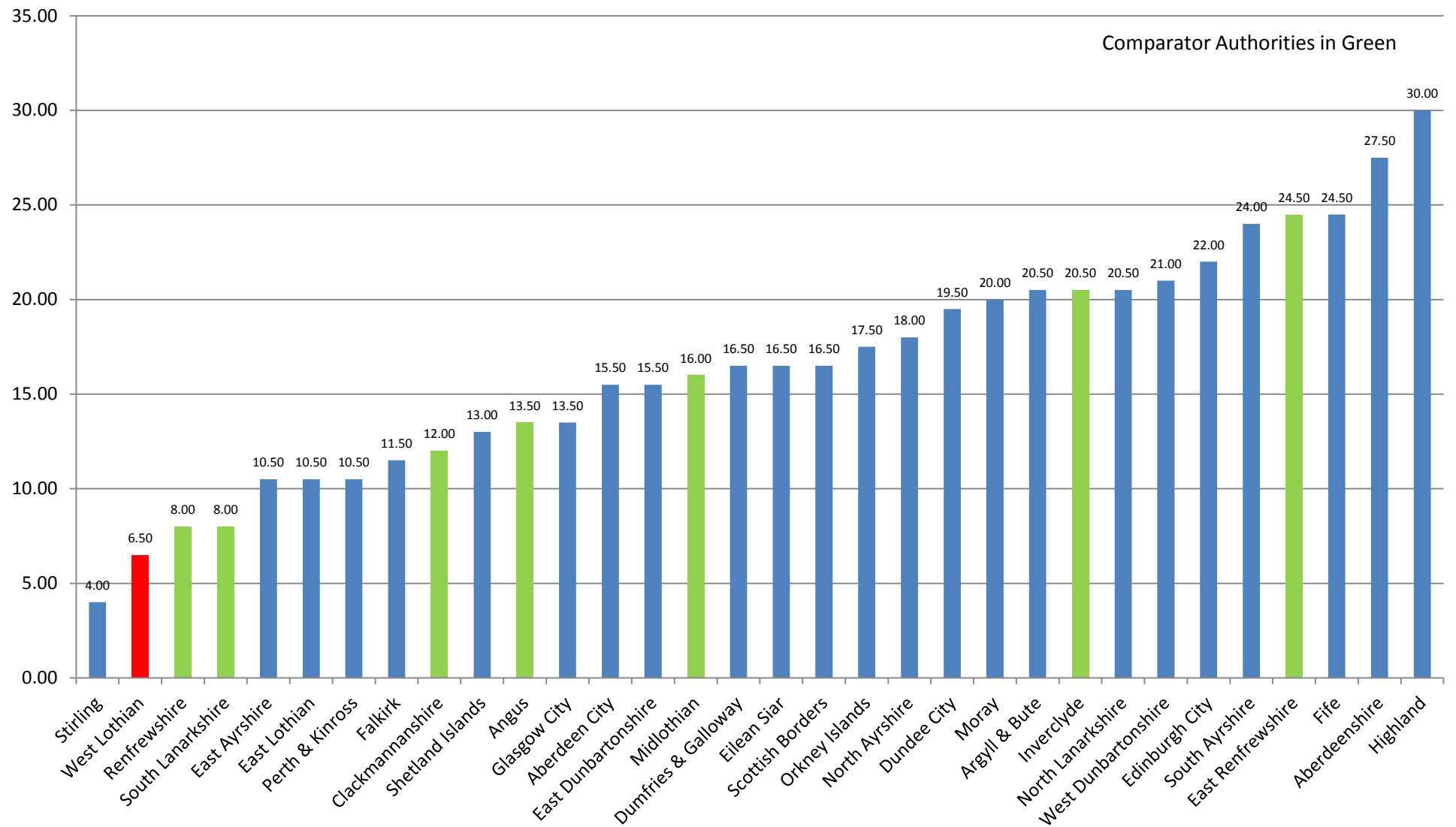


## Local Government Benchmarking Framework

### Corporate Asset Average Ranking 2012/13

Number of indicators in category: 2

Comparator Authorities in Green

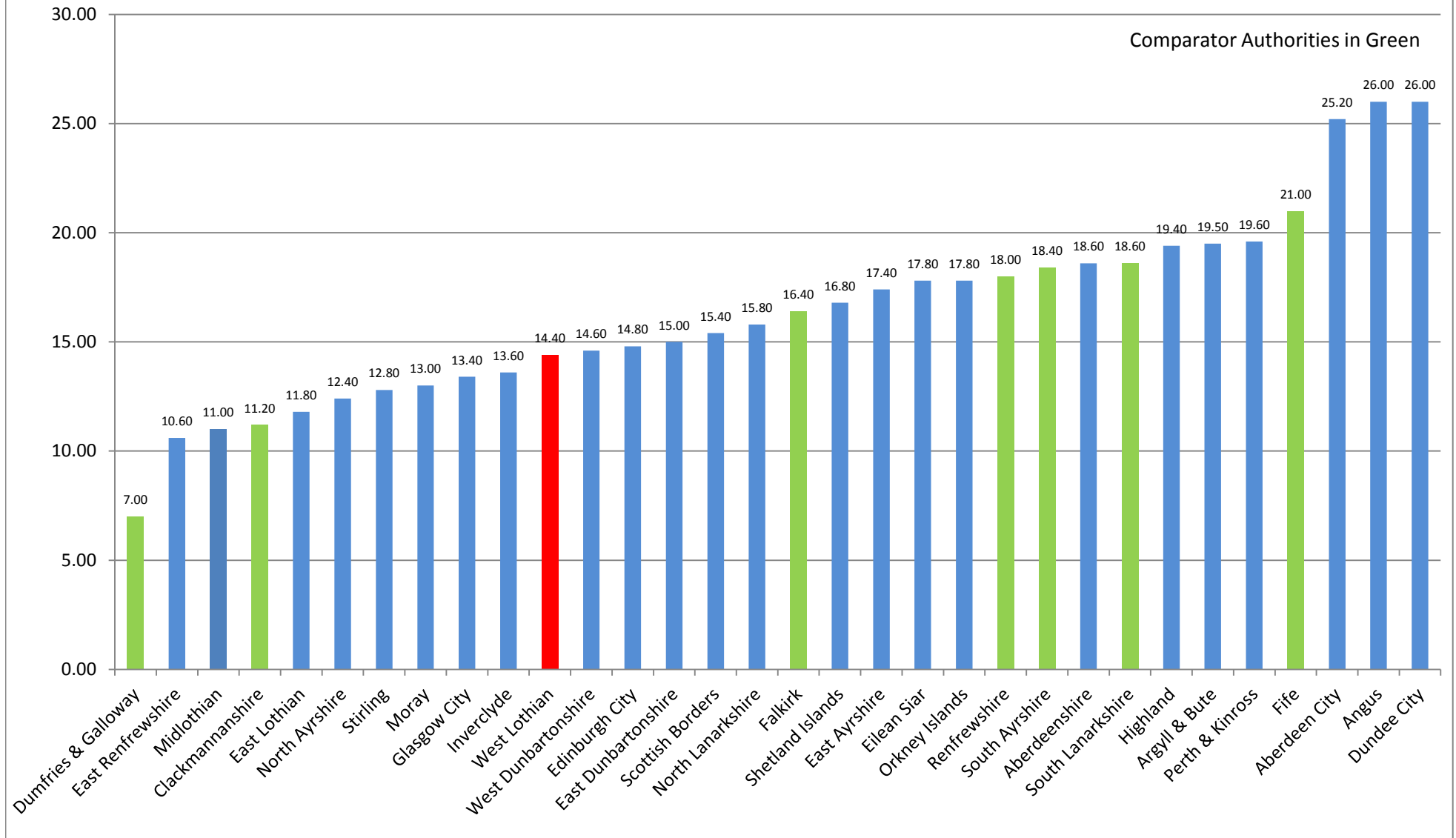


## Local Government Benchmarking Framework

### Adult Social Care Average Ranking 2012/13

Number of indicators in category: 5

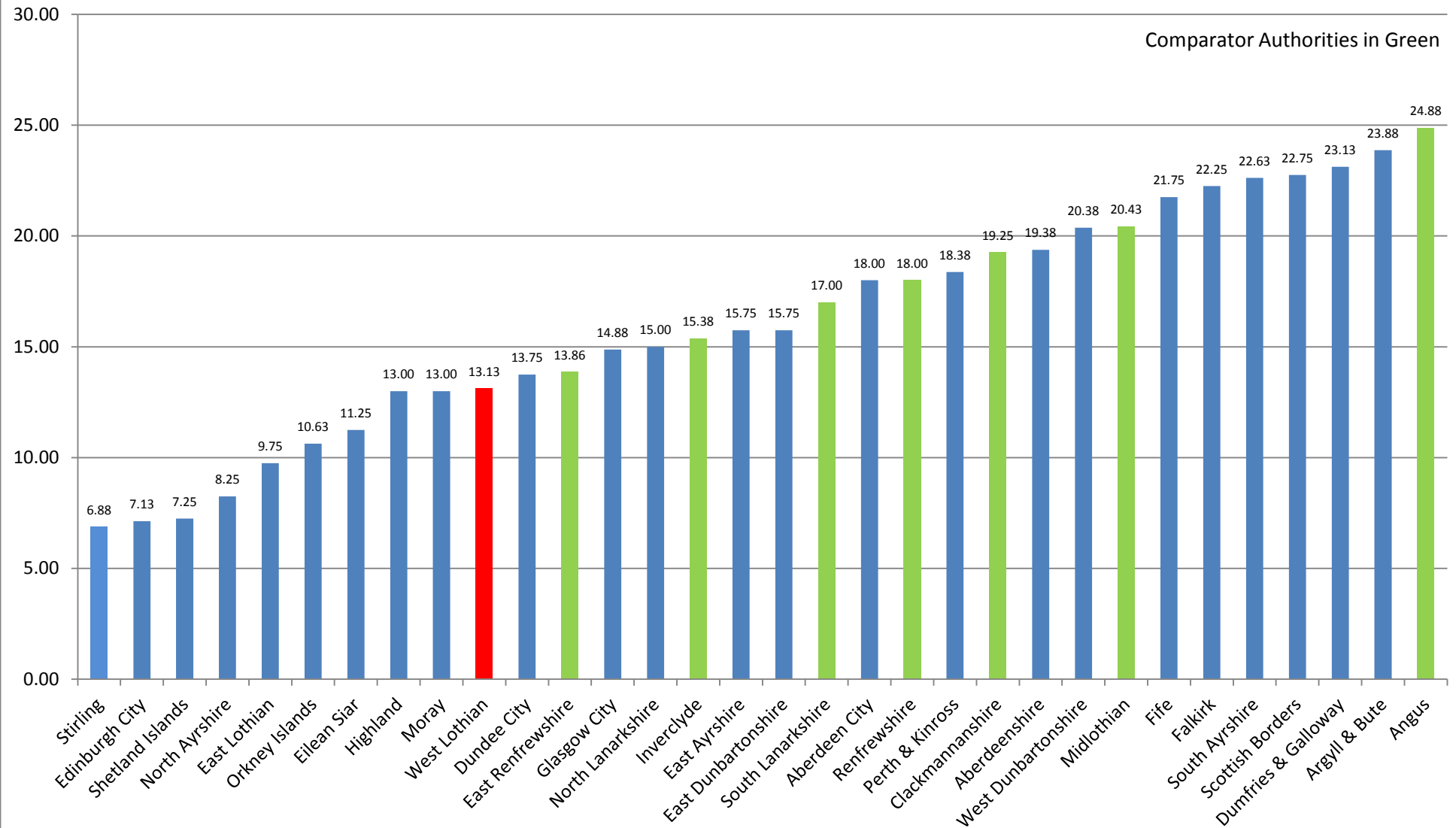
Comparator Authorities in Green



## Local Government Benchmarking Framework Culture and Leisure Average Ranking 2012/13

Number of indicators in category: 8

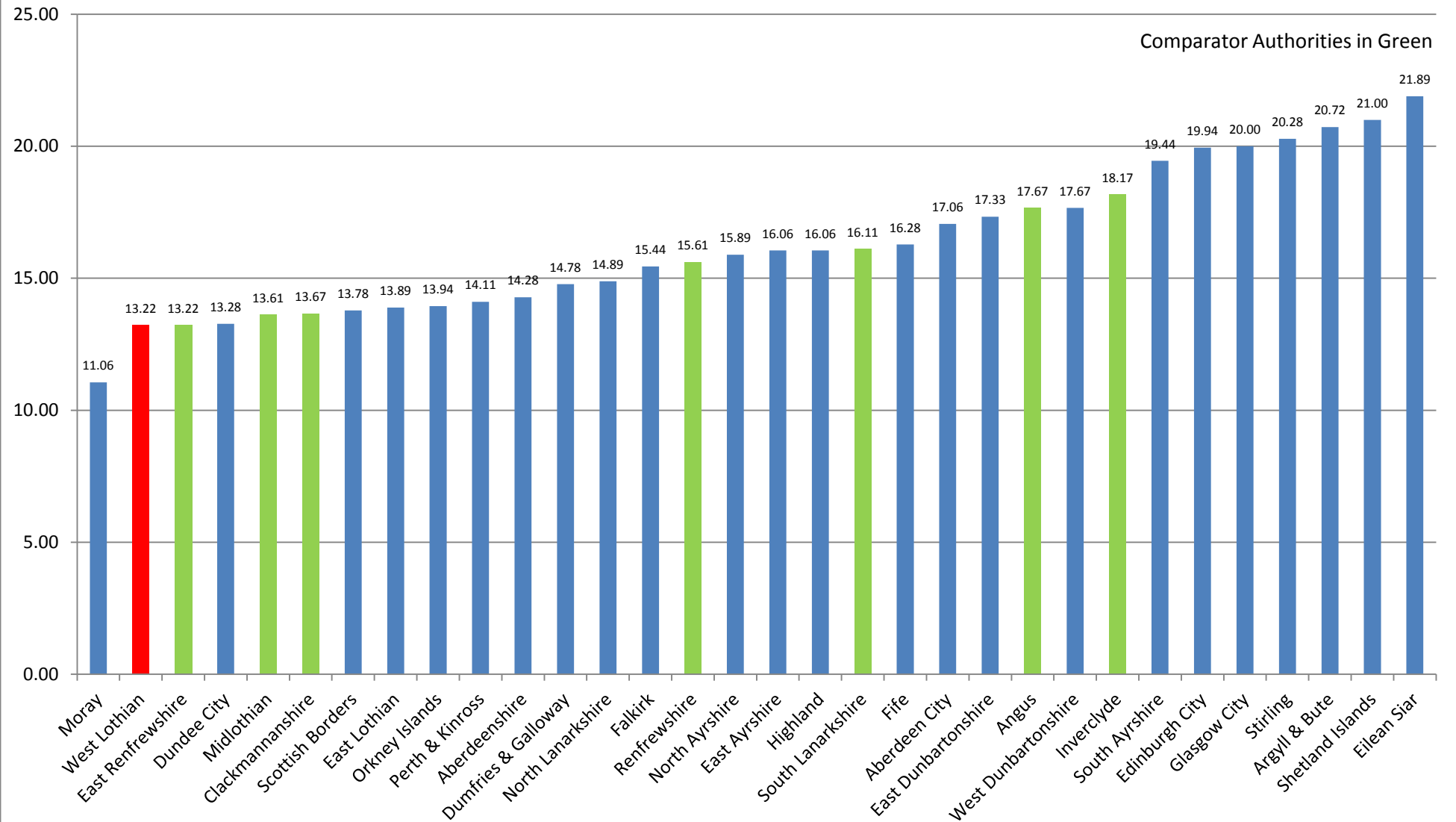
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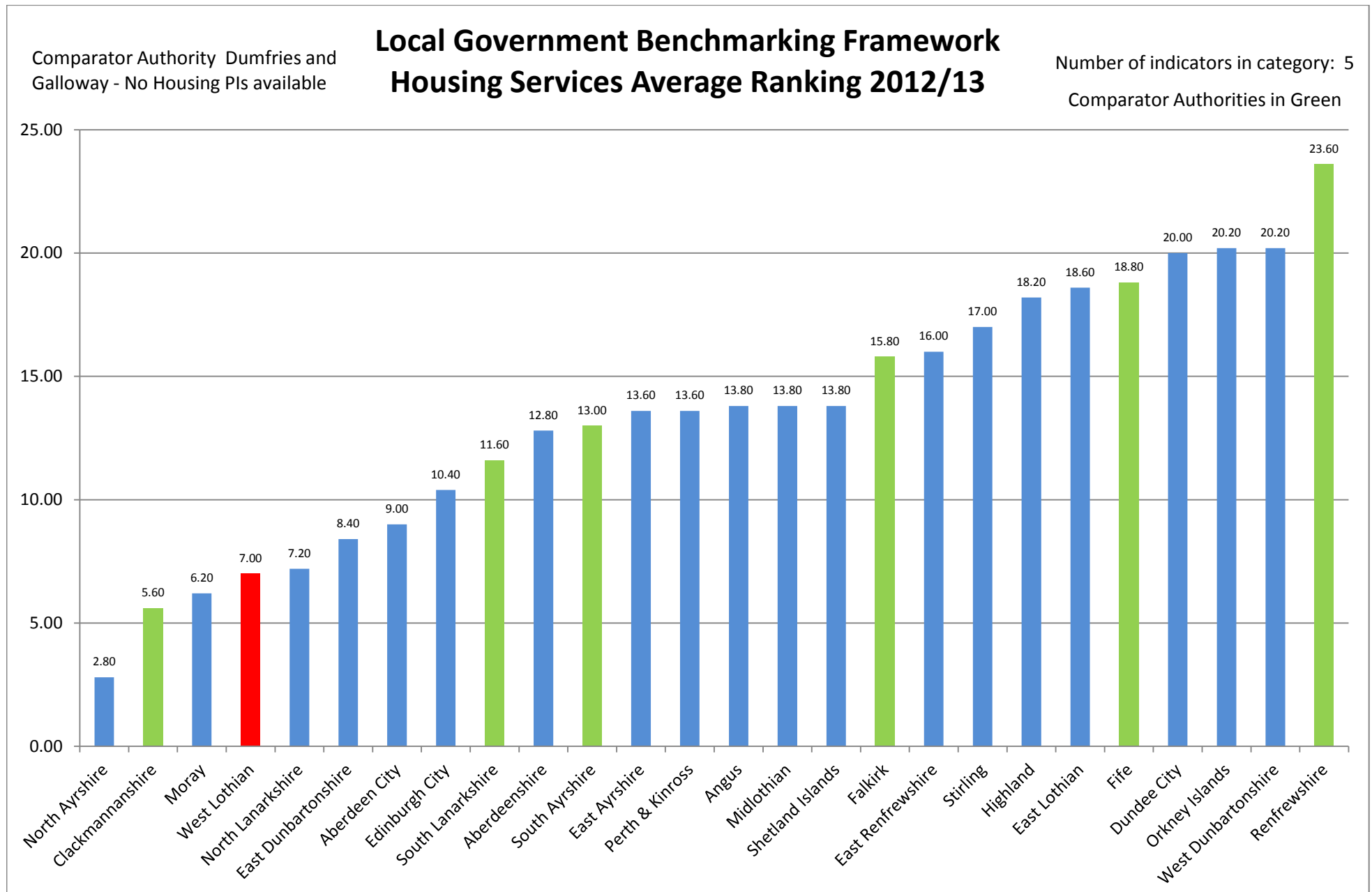


## Local Government Benchmarking Framework

### Environmental Services Average Ranking 2012/13

Number of indicators in category: 18

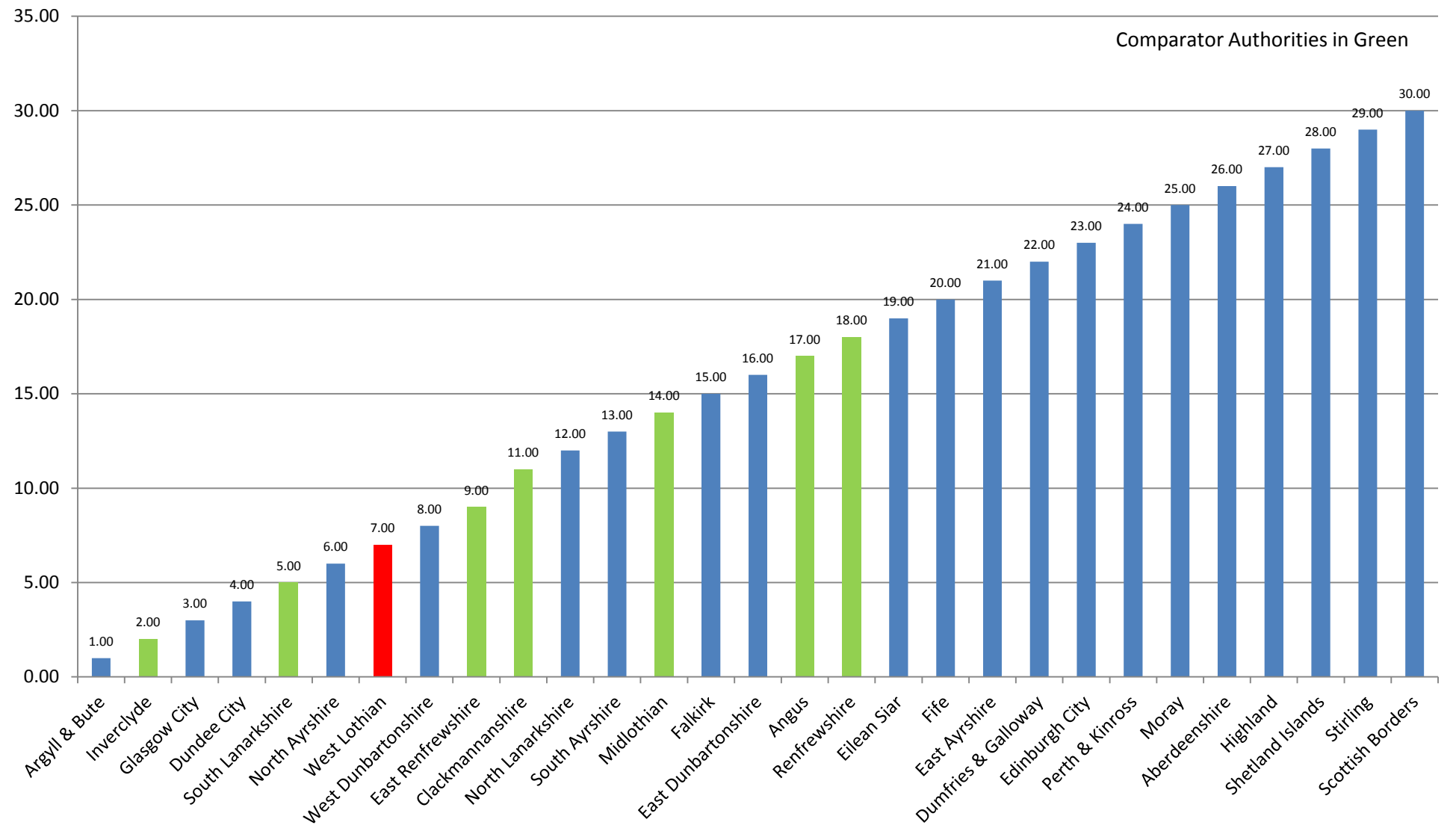




## Local Government Benchmarking Framework

### Economic Development Average Ranking 2012/13

Number of indicators in category: 1







## Performance Committee Workplan

Covering the period August 2014 to June 2015

Date	Focus Area	Service	Officer	Head of Service	Papers to Committee Services		Performance Committee Date	
					Date	Time	Date	Time
Aug-14	<b>LGBF Comparative Data 2012/13</b>	Performance & Improvement	Rebecca Kelly	Julie Whitelaw	12/08/2014	12:00	<b>18/08/2014</b>	14:00
	<b>Communities</b>	Community Regeneration	Ian Hepburn	Steve Field				
	<b>Performance Committee Workplan</b>		Graeme Struthers					
Oct-14	<b>Community Care Services</b>	Community Care Services	Alan Bell and Pamela Main	Jennifer Scott	30/09/2014	12:00	<b>06/10/2014</b>	14:00
	<b>Corporate Complaints: Q1 2014/15</b>	Performance & Improvement	Joe Murray	Julie Whitelaw				
Nov-14	<b>HR Services</b>	HR Services	Lesley Henderson	Julie Whitelaw	18/11/2014	12:00	<b>24/11/2014</b>	14:00
	<b>Roads and Transportation</b>	Roads and Transportation	Graeme Malcolm	Jim Jack				
Jan-15	<b>Advice Shop and ABE</b>	Advice Shop and ABE	Elaine Nisbet	Steve Field	13/01/2015	12:00	<b>19/01/2015</b>	14:00
	<b>Corporate Complaints: Q2 2014/15</b>	Performance & Improvement	Joe Murray	Julie Whitelaw				
Mar-15	<b>Financial Management</b>	Financial Management	David Maule	Donald Forrest	10/03/2015	12:00	<b>16/03/2015</b>	14:00
	<b>Corporate Complaints: Q3 2014/15</b>	Performance & Improvement	Joe Murray	Julie Whitelaw				
May-15	<b>Sport and Outdoor Education</b>	Sport and Outdoor Education	Kier Stevenson	Steve Field	12/05/2015	12:00	<b>18/05/2015</b>	14:00
	<b>Property Management and Development</b>	Property Management and Development	Jack Orr	Donald Forrest				
Jun-15	<b>Performance and Improvement Service</b>	Performance & Improvement	Rebecca Kelly	Julie Whitelaw	23/06/2015	12:00	<b>29/06/2015</b>	14:00
	<b>Corporate Complaints: Q1-4 2014/15</b>	Performance & Improvement	Joe Murray	Julie Whitelaw				

Papers to Committee Services should be submitted by the deadline to Eileen Rollo