



West Lothian
Council

Performance Committee

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

26 August 2015

A meeting of the **Performance Committee** of West Lothian Council will be held within the **Council Chambers, West Lothian Civic Centre** on **Monday 31 August 2015** at **2:00pm**.

For Chief Executive

BUSINESS

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 Meeting of Performance Committee held on Monday 29 June 2015 (herewith).
5. Economic Development - Report by Head of Planning and Economic Development (herewith).
6. Local Government Benchmarking Framework - Report by Depute Chief Executive (herewith).
7. Performance Committee Workplan 2015-16 (herewith).

NOTE **For further information please contact Eileen Rollo on 01506 281621 or email eileen.rollo@westlothian.gov.uk**

DATA LABEL: Public

MINUTE of MEETING of the PERFORMANCE COMMITTEE of WEST LoTHIAN COUNCIL held within COUNCIL CHAMBERS, WEST LoTHIAN CIVIC CENTRE, LIVINGSTON, on 29 JUNE 2015.

Present – Councillors Stuart Borrowman (Chair), Greg McCarra, Carl John, John McGinty, Danny Logue substituting.

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 29 June 2015 as a correct record. The Minute was thereafter signed by the Chair.

3. PERFORMANCE AND IMPROVEMENT SERVICE

The committee considered a presentation and report (copies of which had been circulated) by the Head of Corporate Services providing an overview of performance of West Lothian Council's Performance and Improvement Service.

The report advised that the Performance and Improvement Service was formed in 2013 to bring together a range of activities and functions within Corporate Services that would better support modernisation, the delivery of corporate priorities and compliance with Best Value requirements.

The main activities of the service were:-

- Co-ordination of corporate and service planning activities.
- Provision of programme and project management support.
- Ongoing development of a comprehensive performance management framework.
- Development and implementation of quality frameworks, standards and systems.
- Provision of process improvement activities.
- Provision of systems support administration for the customer relationships management and performance management schemes.
- Facilitation of Blue Badge/NEC entitlement schemes.

- Administration of the council's complaints procedure, fulfilling analysis and reporting requirements for the Scottish Public Services Ombudsman.

The Head of Corporate Services explained that while the service was relatively new, the activities delivered by the team were well established, and included a list of recent achievements within the report.

The report went on to advise that the performance management approach was still developing in order to ensure it was fit for purpose and meaningful. The focus to date was to establish the relevant allocation of performance indicators across the major service domains.

In conclusion the report advised that the report and appendix summarised the work and performance of the Performance Improvement Service.

The report recommended that the committee:-

1. Note the performance report for the Performance Improvement Service
2. Provide feedback and recommendations to improve the service overall.
3. Identify any issues with the performance of the service and recommendations for improvement.

There then followed a number of questions in relation to how to produce relevant performance indicators, WLAM Assessments and Benchmarking.

Decision

To note the terms of the report.

4. COMPLAINT PERFORMANCE REPORT QUARTERS 1 – 4: 2014/15

The committee considered a report (copies of which had been circulated) by the Depute Chief Executive providing the quarterly analysis of closed complaints for Quarter 1 – 4; 2014-15.

The committee was advised that the Scottish Public Services Ombudsman (SPSO) developed and published a model Complaint Handling Procedure (CHP) on 28 March 2012. The model CHP was to ensure a standardised approach in dealing with customer complaints across the local authority sector. All local authorities were required to adopt the model CHP by 31 March 2013.

Contained within the report at Table 1 was complaints information by category for Quarter 1 - 4 for the period 2010-11 to 2014-15. It was noted that of the 2113 complaints for Quarter 1 – 4 2014-15, 1373 of these were attributed to Housing, Construction and Building Services and Operational Services.

The Depute Chief Executive explained that the increase in Policy Related complaints was driven by Education Services, Housing, Construction and Building Services and Operational Services.

The Complaint Steering Board had identified four high level indicators that provided a summary of complaint handling performance. The four indicators were as follows :-

- Total complaints received
- Complaints closed within 5 working days
- Complaints closed within 20 working days
- Complaints partly upheld/upheld

Table 2 within the report provided a summary of service performance against these four indicators for Quarter 4: 2014-15.

Appendix 1 to the report provided information on council wide performance against the SPSO defined measures covering the period Quarter 1-4: 2014/15 (April 2014 to March 2015).

The report concluded that the level of complaints received in Quarter 1 – 4; 2014-15 had shown an increase when compared to the equivalent quarter in the previous year. Services would continue to monitor complaints on a regular basis and use this information to develop and improve service delivery.

It was recommended that the Performance Committee :-

1. Note the corporate and service complaint against the standards outlined in the council's complaint handling procedure; and
2. Continue to monitor complaint performance and request additional information from services as required.

There then followed a number of questions in particular relation to Housing complaints and the lack of co-ordination of repairs, Education and complaints of bullying at primary school level and the choice of subjects at secondary school level. There were also a number of questions in respect of complaints about the Call Centre and the frustration felt by customers at not getting to speak to the right person.

Decision

To note the terms of the report.



West Lothian
Council

PERFORMANCE COMMITTEE

ECONOMIC DEVELOPMENT

REPORT BY HEAD OF PLANNING AND ECONOMIC DEVELOPMENT

A. PURPOSE OF REPORT

To provide the Performance Committee with an overview of Economic Development and details of the service performance.

B. RECOMMENDATION

It is recommended that the Performance Committee:

1. Notes the contents of the report and appendix 1
2. Provides feedback on performance and,
3. Identifies any recommendations for performance improvement

C. SUMMARY OF IMPLICATIONS

I	Council Values	Focusing on our customers' needs making best use of our resources; working in partnership
II	Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	None
III	Implications for Scheme of Delegations to Officers	None
IV	Impact on performance and performance Indicators	Appendix 1 details the range of performance indicators and results for the service
V	Relevance to Single Outcome Agreement	We are better educated and have access to increased and better quality learning and employment opportunities Our economy is diverse and dynamic and West Lothian is an attractive place for doing business
VI	Resources - (Financial, Staffing and Property)	Economic Development has a net revenue budget of £915,000 with 38 staff. It is also responsible for the Town Centres and Villages

	0Capital Spend.
VII Consideration at PDSP	Not Applicable
VIII Other consultations	None

D. TERMS OF REPORT

D1 Service Overview

The Economic Development service has a key role in monitoring the West Lothian Economy and providing services to individuals and businesses to help deliver the conditions for economic growth in West Lothian. The Business & Enterprise team deliver support, advice and assistance to individuals starting up businesses in West Lothian; assist existing companies to safeguard jobs and to grow and expand locally; and help attract firms to relocate to the area. The Economic Policy & Business Intelligence team inform and develop the local economic strategy, monitor the economy and maximise income from external sources to support service delivery.

The main activities of the service in 2015/16 will be:

- Continuing the progression of the West Lothian Economic Growth Plan.
- Promoting enterprise and improving the competitiveness of local firms to retain and strengthen businesses that can grow and create new jobs.
- Supporting the West Lothian Living Wage Coalition to achieve the Living Wage and promote wider to business community.
- Working in partnership with local authorities in the Edinburgh city region to progress the business case for an Edinburgh and South East Scotland City Deal.
- Maximising income from external sources e.g. ERDF and LEADER to support and enhance local delivery.
- Reviewing West Lothian as a tourism/visitor destination and promoting the competitiveness of our town centres.
- Reviewing of activities across service to achieve efficiencies.
- Developing Scotland's young work force.

The service works in partnership with key agencies such as Scottish Government, SDS, DWP, West Lothian College and Scottish Enterprise to ensure a joined up and improved delivery service for our customers.

Performance Management

Economic Development's performance is regularly measured through a suite of performance indicators in line with the council's performance management framework, using the Covalent system.

Appendix 1 provides a sample of the services' performance indicators including the number of Business Start-Ups where 2014/15 where the service recorded the highest ever number of new business start-ups.

WLAM Performance

In July 2015 the service presented to the Chief Executives performance review panel. The service has under gone a review of all its performance indicators including the introduction of new indicators to monitor the performance of the Economic growth plan this includes reporting on the number of jobs created as well as the number of companies supported.

Following feedback from the panel the unit has been placed on WLAM cycle one-three years.

E. CONCLUSION

The report and attached appendix summarise the activities and performance of Economic Development. The Performance Committee is asked to note the report, provide feedback on performance and advise on any recommendations on performance improvement

F. BACKGROUND REFERENCES

None

Appendices/Attachments: Appendix 1 – Economic Developments Performance Report

Contact Person: Alice Mitchell, Economic Development Manager, Tel: 01506 283079 e-mail alice.mitchell@westlothian.gov.uk

Craig McCorriston, Head of Planning and Economic Development

Date of meeting: 31 August 2015



Economic Development

Review Panel Report 2015/16

Economic Development

Manager:	Alice Sinnert
Number of Staff (FTE):	39. FTE (20.3 FTE core Staff 18.7 external funded)
Location:	West Lothian Civic Centre

Purpose

The Economic Development service has a key role in monitoring the West Lothian Economy and providing services to individuals and businesses to help deliver the conditions for economic growth in West Lothian. The Business & Enterprise team deliver support, advice and assistance to individuals starting up businesses in West Lothian; assist existing companies to safeguard jobs and to grow and expand locally; and help attract firms to relocate to the area. The Economic Policy & Business Intelligence team inform and develop the local economic strategy, monitor the economy and maximise income from external sources to support service delivery.

Activities

The main activities of the service in 2015/16 will be:

- Continuing the progression of the West Lothian Economic Growth Plan.
- Promoting enterprise and improving the competitiveness of local firms to retain and strengthen businesses that can grow and create new jobs.
- Supporting the West Lothian Living Wage Coalition to achieve the Living Wage and promote wider to business community.
- Working in partnership with local authorities in the Edinburgh city region to progress the business case for an Edinburgh and South East Scotland City Deal.
- Maximising income from external sources e.g. ERDF and LEADER to support and enhance local delivery.
- Reviewing West Lothian as a tourism/visitor destination and promoting the competitiveness of our town centres.
- Reviewing of activities across service to achieve efficiencies.
- Developing Scotland's young work force.

Key Partners

The service actively works with our partners to plan, design and deliver improved services for our customers. Our key partners are:

- The Scottish Government
- Scottish Enterprise.
- The Chamber of Commerce and Federation of Small Businesses.
- West Lothian College.
- Department of Work and Pensions.
- Skills Development Scotland.

Customer Participation

The service will actively engage customers and potential customers in the delivery and re-design of services to ensure that they are accessible and focused on their needs and preferences:

Customer Consultation Schedule				
Customer Group	Survey Method	Frequency	Responsible Officer	Feedback Method
Business Gateway – Start Up Service users	Telephone / Online	Ongoing	Business Development Manager	Publication on the website
Business Gateway – Growth Service users	Telephone / Online	Ongoing	Business Development Manager	Publication on the website
Visitors to West Lothian	Market Research	Annual	Business Growth Advisor	Publication on the website
Business Information customers	Survey Monkey	Ongoing	Economic Development Officer	E mail
E-zine readers	Survey Monkey	Annual	Economic Development Officer	E mail
Traditional Town Centre users	Market Research	Annual	Tourism and Town Centre Officer	Circulation of minutes
Workshop attendees	Feedback Forms	Ongoing	Business Development Manager	E mail
Economic conference attendees	Survey monkey	Annual	Economic Development Officer	E mail

Activity Budget

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Economic Development Strategy and Policy	To develop Councils and Partners economic development strategies and to promote West Lothian as a business location to provide economic intelligence and to support and inform policy.	2. Improving the employment position in West Lothian	EDS034_9b - Economic Development Strategy and Policy - Total number of businesses receiving advice and support provided by European Funding. Target: 26 Awards	WLAM	3.5	100,388	(77,056)	23,332
			EDS013_6A.7 - Percentage of customers who rated the overall quality of the service provided by Business Gateway as good or excellent. Target: 100%	PUBLIC				
Town Centre Management & BIDS	To improve and promote traditional town centres as retail, leisure, employment and visitor locations.	2. Improving the employment position in West Lothian	EDS032_9B - Town Centre Occupancy Levels for Armadale, Bathgate, Broxburn/Uphall, Linlithgow, Whitburn, and Livingston. Target: 93%	PUBLIC	1.0	248,950	0	248,950
			EDS013_6A.7 - Percentage of customers who rated the overall quality of the service provided by Business Gateway as good or excellent. Target: 100%	PUBLIC				
Tourism - via Visit West Lothian	To maximise the tourism offering for West Lothian through support to Visit West Lothian.	2. Improving the employment position in West Lothian	EDS035_9b - Tourism - Visit West Lothian: Visitor numbers to West Lothian. Target: 364000	WLAM	1.0	55,000	0	55,000
			EDS013_6A.7 - Percentage of customers who rated the overall quality of the service provided by Business Gateway as good or excellent. Target: 100%	PUBLIC				

Data Label: INTERNAL

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Leader	To support the development and sustainability of rural business and organisations.	2. Improving the employment position in West Lothian	EDS033_9B - LEADER Project - Total number of Projects supported. Target: 24	MANAGEMENT	1.8	49,791	(38,528)	11,263
			EDS013_6A.7 - Percentage of customers who rated the quality of the service provided by Business Gateway as good or excellent. Target: 100%	PUBLIC				
Entrepreneurship	To provide a wide range of support through Business Gateway branded services to start up and small, growing local companies through one to one consultancy, training, business planning advice, specialist support and access to finance.	2. Improving the employment position in West Lothian	EDS001_9B.1A - Number of new businesses started in West Lothian assisted by Economic Development Service – Business Gateway. Target:450	PUBLIC	5.8	161,822	(125,216)	36,606
			EDS013_6A.7 - Percentage of customers who rated the overall quality of the service provided by Business Gateway as good or excellent. Target: 100%	PUBLIC				
Business Information	To provide a quality information and research service to new and existing businesses.	2. Improving the employment position in West Lothian	EDS036_9b - Economic Development - Business Information - Total number of qualitative information and research service provided to new and existing businesses. Target: 600	WLAM	1.3	37,344	(28,896)	8,448
			ED013_6A.7 - Percentage of customers who rated the overall quality of the service provided by Business Gateway as good or excellent. Target: 100%	PUBLIC				

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Business Development	To support the growth of existing business in West Lothian by supporting them to develop new products and process which will lead to higher turnover and employment.	2. Improving the employment position in West Lothian	EDS002_9b.1a - Number of small and medium sized enterprises receiving support by the Economic Development Service's Business Gateway service. Target: 500	PUBLIC	5.3	149,374	(115,584)	33,790
			EDS013_6A.7 - Percentage of customers who rated the overall quality of the service provided by Business Gateway as good or excellent. Target: 100%	PUBLIC				
Service Support	Provision of management and administrative support.	Enabler Service - Corporate Governance and Risk	Support activities contribute towards the overall performance of the service. Performance is monitored through the indicators for front line services.		0.6	70,845	0	70,845
	Total :-				20.3	873,514	(385,280)	488,234

Activity Name and Description		Link to Corporate Plan	Performance Indicator and Target 2015/16	PI Category	Staff Resource (FTE)	Revenue Expenditure Budget 2015/16 £	Revenue Income Budget 2015/16 £	Net Revenue Budget 2015/16 £
Time Limited Employability Measures	Young People's Business Start Up.	2. Improving the employment position in West Lothian	Progress on this activity is reported to both CMT and Council Executive on a quarterly basis.		0.5	40,000	0	40,000
	Total :-				20.8	913,514	(385,280)	528,234

Actions

Actions 2014/15						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Post 2014 EU Funding Action Plan	Plan for West Lothian to ensure continued external income from EU ERDF /ESF/ Leader	Plan completed by March 2015	Alice Sinnet/Dave Greaves	March 2013	March 2015	Complete

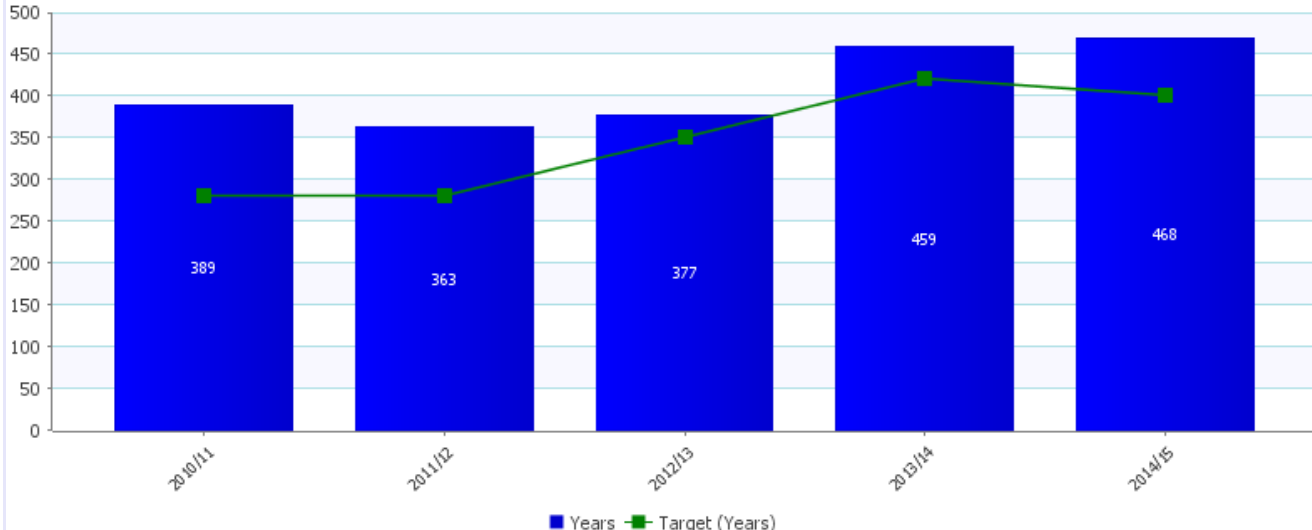
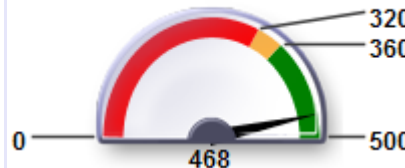
Actions 2015/16						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
West Lothian Economic Growth Plan (Implementation)	Implementation and monitoring of the plan	Delivery a series of outputs as agreed by year one of the plan	Alice Sinnet / Jim Henderson	April 2013	January 2017	Active
Town Centre and Villages Management Projects	Manage the implementation of the Town Centre and Villages Capital Funds	Improve the attractiveness and competitiveness of our towns and villages	Alice Sinnet / Hazel Hay	June 2013	March 2017	Active
In Work Poverty	Support West Lothian Council & partners to achieve Living Wage Accreditation and to promote to the wider business community	Living Wage Accreditation and increased local wage rate	Alice Sinnet	January 2015	March 2016	Active

Actions 2015/16						
Action	Description	Planned Outcome	Owner	Start	End	Status (Planned, Active, Complete)
Visit West Lothian	Support VWL in looking at alternative funding models.	Refocus of VWL	Alice Sinnet/Dave Greaves	April 2015	March 2016	Active
Scottish Loan Fund	Promote the uptake of the SULCO to new start companies.	Improve the competitiveness of our companies	Jim Henderson	January 2015	March 2016	Active
Edinburgh and the South East Scotland City Deal	Working in partnership to develop the business case for an Edinburgh and the South East of Scotland City Region Deal.	Improve the economic prosperity of the region	Alice Sinnet	January 2015	April 2016	Active

Calendar of Improvement and Efficiency Activity

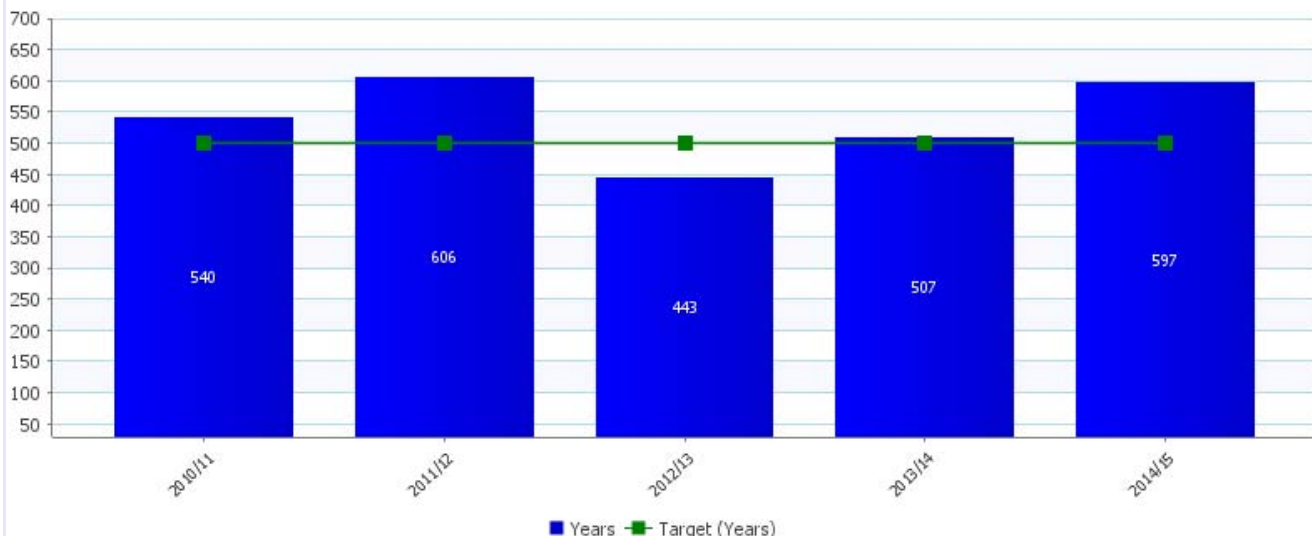
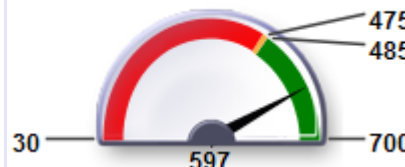
Action	Frequency	2015/16 (✓)											
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
● Performance management	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
● Review of Performance Indicators and targets	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
● Benchmarking	As Required												
● Collation Specified Performance Indicators (SPIs)	N/A												
● Update of PPR information	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
● WLAM (assessment)	Annual	✓											
● Review Panel	Annual		✓										
● Performance Committee	As Required												
● Process Review (Lean/RIE activity)	N/A												
● Progress review of improvement actions	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
● CSE preparation	Annual									✓	✓		
● Inspection or Audit activity	As Required												
● Budget Management activity	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
● Equality Impact Assessment(s)	Annual							✓					
● Health and Safety Assessment(s)	Annual							✓					
● Business Continuity Planning	Annual							✓					
● Workforce Planning	Six Monthly	✓						✓					
● PRPDPs	Six Monthly	✓						✓					
● Review of customer groups/segmentation matrix	Annual										✓		
● Customer consultation	Annual										✓		
● Review of Service Standards	Annual										✓		
● Planned Engagement activity	Annual										✓		
● Website content management	Monthly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
● Performance activity ● Self Assessment activity ● Consultation & engagement activity ● External assessment activity ● Corporate management activity													

Data Label: INTERNAL

PI Code & Short Name	CP:EDS001_9b.1a Number of new businesses started in West Lothian through Business Gateway.	PI Owner(s):	zEDS_PIAAdmin; Jim Henderson																		
Description	This performance indicator measures the number of new businesses which are helped to start trading by the Council's Business Gateway service. Business start-up is a key element in creating a diverse and sustainable local economy. Every pre-start business is assigned a dedicated business adviser. Each adviser records when one of their clients starts trading. Starts are recorded monthly and the target is reported annually. This service is delivered as part of the Business Gateway contract.	HOS Approved for public display ?:	Yes																		
 <table><caption>Business Gateway Starts Data</caption><thead><tr><th>Year</th><th>Starts</th><th>Target</th></tr></thead><tbody><tr><td>2010/11</td><td>389</td><td>-</td></tr><tr><td>2011/12</td><td>363</td><td>-</td></tr><tr><td>2012/13</td><td>377</td><td>-</td></tr><tr><td>2013/14</td><td>459</td><td>400</td></tr><tr><td>2014/15</td><td>468</td><td>400</td></tr></tbody></table>		Year	Starts	Target	2010/11	389	-	2011/12	363	-	2012/13	377	-	2013/14	459	400	2014/15	468	400	Categories:	4. Effectiveness; Improving the employment position in West Lothian; CPR Corporate Public Performance Reporting; PDSP_Development and Transport; PPR Public Performance Reporting
Year	Starts	Target																			
2010/11	389	-																			
2011/12	363	-																			
2012/13	377	-																			
2013/14	459	400																			
2014/15	468	400																			
		Last Updated:	2014/15																		
		Status:																			
		Current Value:	468																		
		Current Target:	400																		
		Red Threshold:	320																		
		Amber Threshold:	360																		
		2014/15 result 																			
		Latest Note :																			
<u>Trend Chart Commentary:</u> In 2014/15, we helped 468 new businesses to start-up. We agreed a target of 400 starts for 2014/15. Priority was given to exceeding this through focused delivery of service and monthly monitoring of performance. In 2013/14, 459 businesses were helped to start trading compared to a target of 400. The achievement of 468 starts in 2014/15 was an increase of over 24% on the 377 starts achieved during 2012/13. The																					

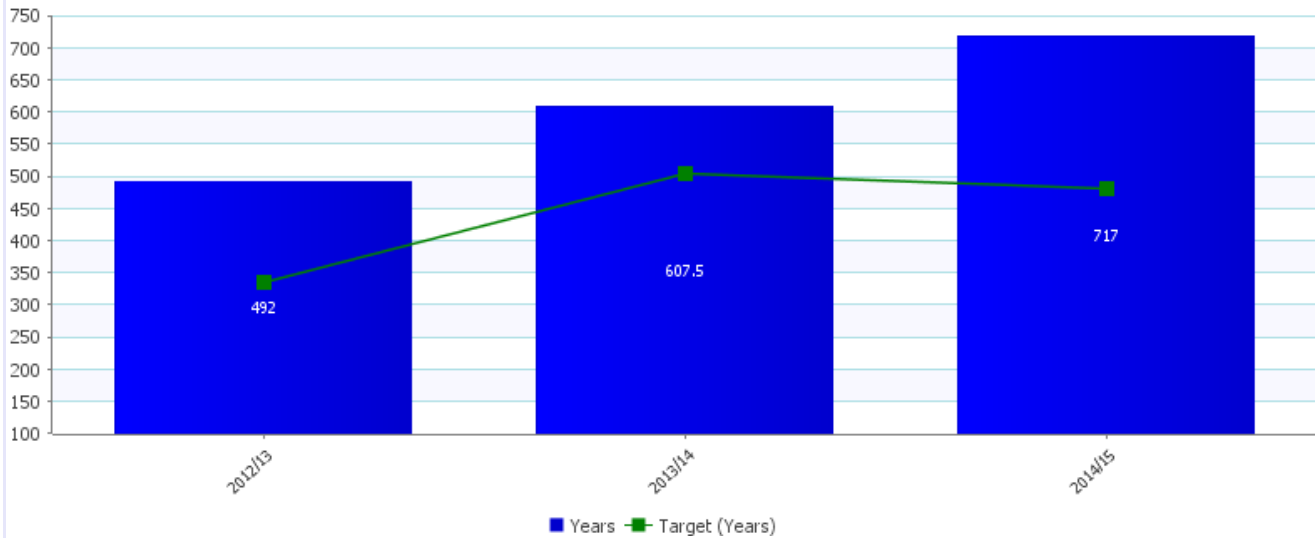
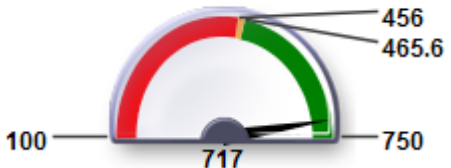
three year trend in starts from 2012/13 to 2014/15 is improving from 377 starts to 468. This can be explained by two key changes in service. In October 2012, a new Business Gateway contract was agreed which enables more flexibility over local delivery. In particular, our service can engage in more depth with local partners including Job Centre and West Lothian College. The second factor helping improve performance from 2011/12 onwards is the establishment of outreach promotion and better partnership working.

The target for 2015/16 is retained at 400 new business start-ups.

PI Code & Short Name	CP:EDS002_9b.1a Number of small and medium sized businesses receiving support from Economic Development's Business Gateway service.	PI Owner(s):	zEDS_PIAAdmin; Jim Henderson																		
Description	This performance indicator measures the number of small and medium sized businesses (firms with 1>250 employees) which were assisted by Economic Development's Business Gateway service. These firms are key contributors to local employment and wealth creation. Support to firms is delivered by a team of business advisers who are part of Business Gateway. Information for this indicator and target is collated cumulatively, with results produced on an annual basis.	HOS Approved for public display ?:	Yes																		
 <table><caption>Business Gateway Support Data</caption><thead><tr><th>Year</th><th>Actual Value</th><th>Target</th></tr></thead><tbody><tr><td>2010/11</td><td>540</td><td>500</td></tr><tr><td>2011/12</td><td>606</td><td>500</td></tr><tr><td>2012/13</td><td>443</td><td>500</td></tr><tr><td>2013/14</td><td>507</td><td>500</td></tr><tr><td>2014/15</td><td>597</td><td>500</td></tr></tbody></table>		Year	Actual Value	Target	2010/11	540	500	2011/12	606	500	2012/13	443	500	2013/14	507	500	2014/15	597	500	Categories:	4. Effectiveness; Improving the employment position in West Lothian; CPPR Corporate Public Performance Reporting; PDSP_Development and Transport; PPR Public Performance Reporting
Year	Actual Value	Target																			
2010/11	540	500																			
2011/12	606	500																			
2012/13	443	500																			
2013/14	507	500																			
2014/15	597	500																			
		Last Updated:	2014/15																		
		Status:																			
		Current Value:	597																		
		Current Target:	500																		
		Red Threshold:	475																		
		Amber Threshold:	485																		
		2014/15 result 																			
		Latest Note :																			
<u>Trend Chart Commentary:</u> In 2014/15, we supported 597 firms against a target of supporting 500 firms. This is a stretching target given the in-depth support provided to firms. The three year trend shows improved service delivery from 443 firms assisted in 2012/13 to 597 firms assisted in 2014/15. This is an increase in performance of over 34%. This can be partly explained by recruitment of additional adviser resource with help from European funding. In addition, the launch of the Economic Growth Plan in April 2013 has created capacity to support more firms. In October 2012, a new Business Gateway contract was agreed which enables more flexibility over local delivery.																					

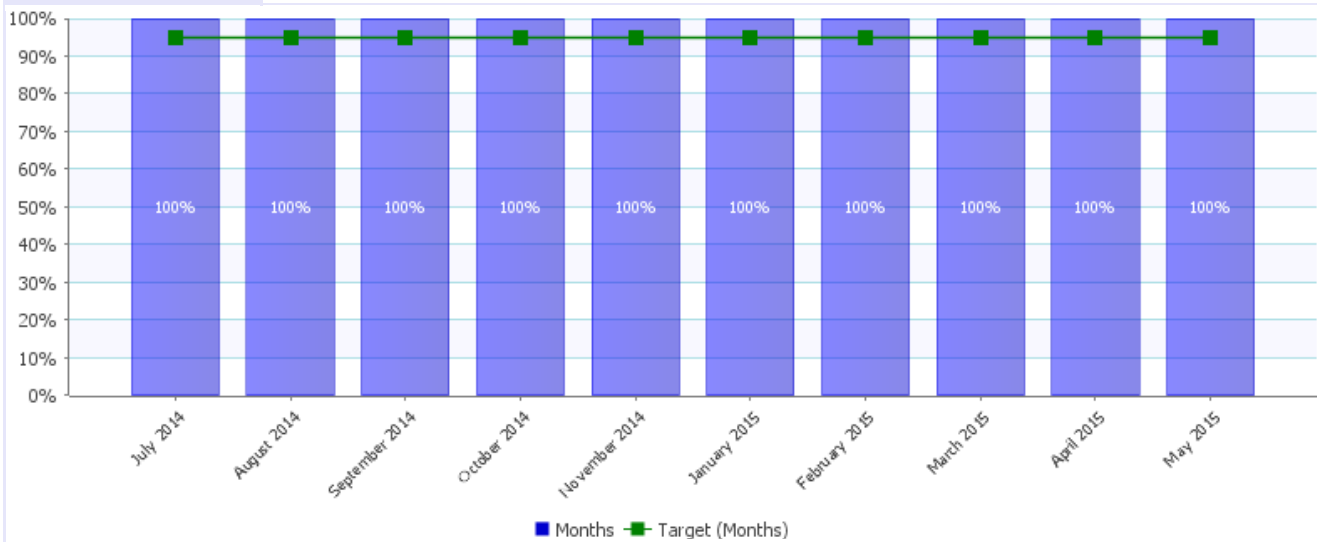
We prioritise a more intensive service to businesses and make use of products such as East of Scotland Investment Fund (ESIF) and health checks, in order to maximise the economic impact of activity in terms of generating new jobs and safeguarding existing jobs.

The target for 2015/16 is retained at 500 firms supported.

PI Code & Short Name	P:EDS003_9b.2a Total number of jobs generated by new business start-ups assisted by Business Gateway.	PI Owner(s): zEDS_PIAAdmin; Jim Henderson												
Description	This performance indicator measures the total number of jobs generated by new business start-ups assisted by the Business Gateway. Jobs created are important in preventing negative outcomes and creating life opportunities.	HOS Approved for public display?: Yes												
 <table><tr><th>Year</th><th>Years</th><th>Target (Years)</th></tr><tr><td>2012/13</td><td>492</td><td>504</td></tr><tr><td>2013/14</td><td>607.5</td><td>504</td></tr><tr><td>2014/15</td><td>717</td><td>480</td></tr></table>		Year	Years	Target (Years)	2012/13	492	504	2013/14	607.5	504	2014/15	717	480	Categories: 4. Effectiveness; PDSP_Development and Transport; PPR Public Performance Reporting
		Year	Years	Target (Years)										
		2012/13	492	504										
		2013/14	607.5	504										
		2014/15	717	480										
		Last Updated: 2014/15												
Status: 														
Current Value: 717														
Current Target: 480	Red Threshold: 456													
Amber Threshold: 465.6	2014/15 result													
														
Latest Note :														
Trend Chart Commentary: In 2014/15, we helped create 717 jobs against a target of 480 jobs generated. This target is directly linked to the agreed target of 400 business starts. Through adviser intervention, we aim to deliver more starts than target and so create more jobs than target. In 2013/14 there were 607.5 jobs generated against a target of 504. This exceeds the performance in 2012/13 when 492 jobs were generated. The three-year trend is improving from 492 jobs generated in 2012/13 to 717 jobs generated in 2014/15. This is an improvement in performance of over 45% reflecting the longer-term work of the business adviser team. A combination of factors are improving the trend. Firstly, the start-up advisers have supported more firms to begin trading. In 2014/15, 468 firms were supported compared to 377 in 2012/13. Secondly, the advisers are providing more intensive support to help firms achieve their potential of more employment. It is important to note that this measure has changed.														

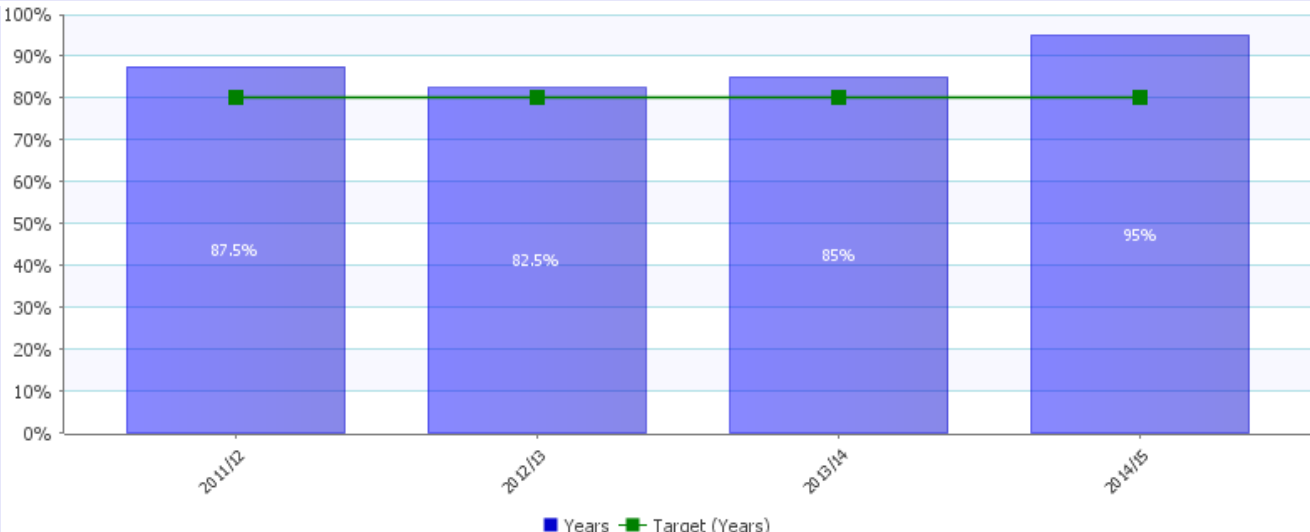
From 2012 onwards this performance indicator only measures jobs created by start-up firms.

The target for 2015/16 is 480 jobs generated from 400 new start-up businesses.

PI Code & Short Name	EDS008_6a.2 Percentage of customers who rated the service delivered by Business Gateway as good or excellent.	PI Owner(s): zEDS_PIAAdmin; Jim Henderson																						
Description	This performance indicator measures the number of Business Gateway customers that rated our overall service delivered as good or excellent. Collected as part of our monthly survey, customers are asked to rate the quality of the service provided as: excellent, good, satisfactory, unsatisfactory, or poor. The survey is a representative sample of customers from the preceding month which are invited to provide feedback by means of a postal, e-mail or online feedback form. Results are analysed to identify improvements to way the service is delivered to customers. West Lothian Business Gateway provides advice and assistance for new/growing businesses and promoting entrepreneurship. Information for this indicator and target is collated cumulatively, with results produced on an annual basis.	HOS Approved for public display ? : No																						
 <table><caption>Performance Data (July 2014 - May 2015)</caption><thead><tr><th>Month</th><th>Performance (%)</th></tr></thead><tbody><tr><td>July 2014</td><td>100%</td></tr><tr><td>August 2014</td><td>100%</td></tr><tr><td>September 2014</td><td>100%</td></tr><tr><td>October 2014</td><td>100%</td></tr><tr><td>November 2014</td><td>100%</td></tr><tr><td>January 2015</td><td>100%</td></tr><tr><td>February 2015</td><td>100%</td></tr><tr><td>March 2015</td><td>100%</td></tr><tr><td>April 2015</td><td>100%</td></tr><tr><td>May 2015</td><td>100%</td></tr></tbody></table>		Month	Performance (%)	July 2014	100%	August 2014	100%	September 2014	100%	October 2014	100%	November 2014	100%	January 2015	100%	February 2015	100%	March 2015	100%	April 2015	100%	May 2015	100%	Categories: 1. Customer Satisfaction; WLAM Last Updated: May 2015 Status:  Current Value: 100 % Current Target: 95 % Red Threshold: 85.5 % Amber Threshold: 90.25 % May 2015 result 
Month	Performance (%)																							
July 2014	100%																							
August 2014	100%																							
September 2014	100%																							
October 2014	100%																							
November 2014	100%																							
January 2015	100%																							
February 2015	100%																							
March 2015	100%																							
April 2015	100%																							
May 2015	100%																							
Trend Chart Commentary: 100% of customers rated the service good or excellent in May 2015. This maintained the performance level achieved between May 2014 and May 2015. When no feedback forms received in December 2014, action was taken to introduce individual targets for advisers to secure feedback forms on a monthly basis. The trend shows that the service has generally maintained a consistent level of service delivered by Business Gateway. Business Gateway continually seeks feedback from customers, and is able to quickly address any minor dips in service. Feedback is collated and reviewed monthly, with recent dips in monthly performance due to customers feeding back that the service was satisfactory. Due to the small number of feedback		Latest Note :																						

received, this has a greater effect on figures.

Target for 2015/16 is 95% which we will strive to exceed.

PI Code & Short Name	EDS016_7a.1 Employee satisfaction with work force planning.	PI Owner(s): zEDS_PIAAdmin; Alice Mitchell									
Description	This PI measures the level of staff satisfaction within Economic Development with the workforce planning in the service. Percentage of respondents who strongly agreed or agreed: - That they know what is expected of them at work (Q1) - They have the right materials, information and support they need (Q2) - They can meet the conflicting demands on time (Q3) - Feel safe and secure in their working environment (Q4) Collected by Human Resources Services who carry out the corporate annual survey however, it is the responsibility of the individual service/WLAM unit to manage, analyse and record the data on Covalent, selecting the most meaningful data to develop into the key performance indicators of staff satisfaction. Results are analysed to identify areas of improvement included in Service Level Action Plan.	HOS Approved for public display?: No									
	 <table><caption>Employee Satisfaction Data</caption><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2011/12</td><td>87.5%</td></tr><tr><td>2012/13</td><td>82.5%</td></tr><tr><td>2013/14</td><td>85%</td></tr><tr><td>2014/15</td><td>95%</td></tr></tbody></table>	Year	Percentage	2011/12	87.5%	2012/13	82.5%	2013/14	85%	2014/15	95%
Year	Percentage										
2011/12	87.5%										
2012/13	82.5%										
2013/14	85%										
2014/15	95%										
Trend Chart Commentary: The results are from the annual corporate survey showing that 95% of employees surveyed agreed that there is effective workforce planning, further improvement will be identified through team meetings and staff sub groups. The results for Economic Development is higher than the council average of 77%. 2014/15 results have increased by 10% which can be due to the proactive approach of the service to ensure effective personal development and communication.		Latest Note :									

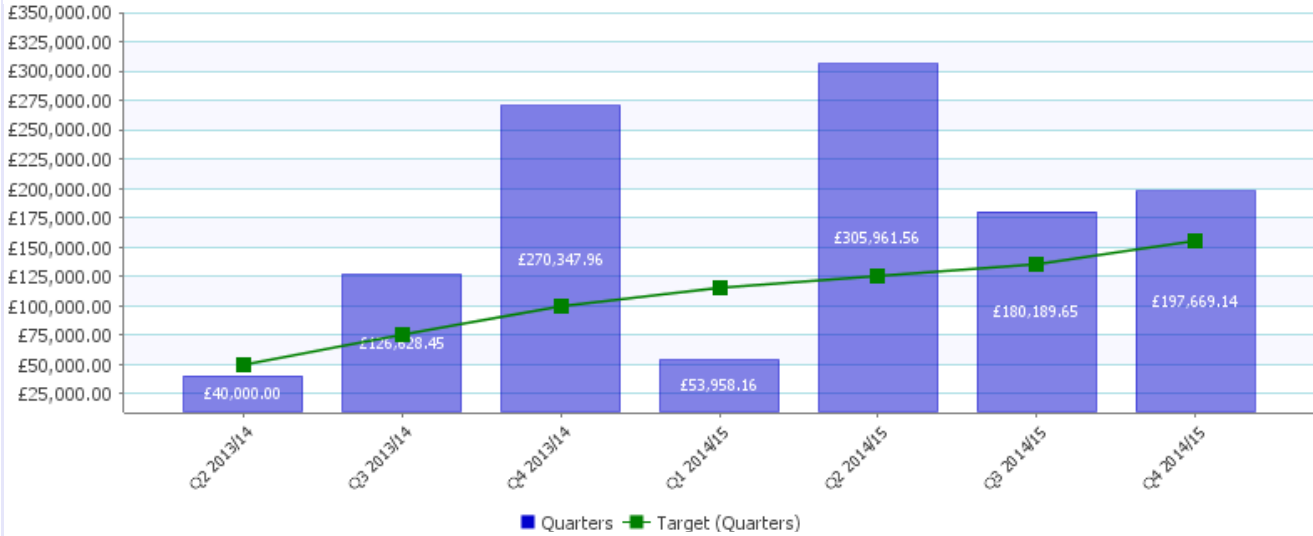
Target for 2015/16 will remain at 80% in recognition that during 2015/16 there will be a review of activities and resources which may affect staff survey results.

PI Code & Short Name	EDS024_7b.3a Percentage Sickness/Absence Levels - Economic Development Service	PI Owner(s): zEDS_PIAAdmin; Alice Mitchell
Description	This performance indicator measures as a percentage the sickness/absence statistics relating to the Economic Development Service, within Planning & Economic Development, as provided by West Lothian Council's Human Resources Department. This indicator collects data from HR which runs one month behind the current calendar month.	HOS Approved for public display ?: No
		Categories: WLAM Last Updated: May 2015 Status: Current Value: 1.82% Current Target: 3.6% Red Threshold: 3.96% Amber Threshold: 3.78%
Trend Chart Commentary: For 2014/15, sickness absence was 2.91%. While we are just exceeding the service target of 2.5%, the small number of staff in the service means that each sickness has a significant impact on overall performance. On the positive side, our sickness absence rate is below the corporate target of 3.6%. Sickness fell well below the corporate average almost to zero as it appeared that the long term sickness had been resolved, however after a successful employee appeal sickness levels had increased again from November. This issue was resolved in January 2015 with recent absences following well below the target. Managers are continuing to work with teams in all areas to ensure that cases are effectively managed in line with agreed council procedures. The corporate and service target are retained at 3.6% and 2.5% respectively for 2015/16 target.		May 2015 result Latest Note :

PI Code & Short Name	EDS030_6b.3 Total number of complaints received by Economic Development	PI Owner(s): zEDS_PAdmin; Alice Mitchell									
Description	This indicator measures the total number of complaints received by Economic Development. It is the total number of complaints received by Economic Development at stage one (complaints that the council aims to deal with within 5 working days) and those received directly at stage two (more complex complaints that the council aims to deal with within 20 working days). Note: This is to ensure complaints escalated from stage 1 and stage 2 are not double counted.	HOS Approved for public display ?: No									
 <table border="1"> <caption>Complaints Data</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>4</td> <td>5</td> </tr> <tr> <td>2014/15</td> <td>4</td> <td>5</td> </tr> </tbody> </table>		Year	Years	Target (Years)	2013/14	4	5	2014/15	4	5	Categories: 2. Service Standards; High Level Last Updated: 2014/15 Status:  Current Value: 4 Current Target: 5 Red Threshold: 7 Amber Threshold: 5
Year	Years	Target (Years)									
2013/14	4	5									
2014/15	4	5									
The trend chart shows a consistently low level of complaints, 4 in 2014/15 and 4 in 2013/14. Customer satisfaction surveys show consistently high levels of service delivery so it is reasonable to expect correspondingly low levels of complaints. The target going forward is 5 complaints per year.		2014/15 result  Latest Note :									

PI Code & Short Name	EDS055_9b Number of businesses supported through the Economic Growth Plan	PI Owner(s): zEDS_PAdmin; Jim Henderson																								
Description	This performance indicator measures the number of businesses which are supported through the Economic Growth Plan (EGP). The EGP was launched in 2013 in response to the closure of Vion Halls. Support through the EGP is a key element in creating a diverse and sustainable local economy. This aligns with one of Council's key outcomes, improving local employment levels. Every business supported has a dedicated business adviser. The support provided is focused on a priority action plan agreed by the adviser and business.	HOS Approved for public display ?: No																								
<table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters (Actual)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>1</td> <td>3</td> </tr> <tr> <td>Q3 2013/14</td> <td>6</td> <td>8</td> </tr> <tr> <td>Q4 2013/14</td> <td>16</td> <td>10</td> </tr> <tr> <td>Q1 2014/15</td> <td>19</td> <td>10</td> </tr> <tr> <td>Q2 2014/15</td> <td>12</td> <td>12</td> </tr> <tr> <td>Q3 2014/15</td> <td>12</td> <td>12</td> </tr> <tr> <td>Q4 2014/15</td> <td>15</td> <td>14</td> </tr> </tbody> </table>		Quarter	Quarters (Actual)	Target (Quarters)	Q2 2013/14	1	3	Q3 2013/14	6	8	Q4 2013/14	16	10	Q1 2014/15	19	10	Q2 2014/15	12	12	Q3 2014/15	12	12	Q4 2014/15	15	14	Categories: 4. Effectiveness; High Level Last Updated: Q4 2014/15 Status: Current Value: 15 Current Target: 14 Red Threshold: 8 Amber Threshold: 10
Quarter	Quarters (Actual)	Target (Quarters)																								
Q2 2013/14	1	3																								
Q3 2013/14	6	8																								
Q4 2013/14	16	10																								
Q1 2014/15	19	10																								
Q2 2014/15	12	12																								
Q3 2014/15	12	12																								
Q4 2014/15	15	14																								
		Q4 2014/15 result																								
This is a new performance indicator for the Economic Growth Plan (EGP). In 2014/15, 65 businesses were supported against a target of 48. This has been achieved through teamwork and partnership working. In 2013/14, the first year of the EGP, 24 businesses were supported against a target of 22 businesses. In 2015/16, we will aim to support at least 80 firms in the year. However, with a further increase in awareness raising among businesses and intermediaries, we will aim to support towards 100 growing firms.		Latest Note :																								

PI Code & Short Name	EDS056_9b Number of new jobs created through funding from the Economic Growth Plan	PI Owner(s): zEDS_PIAAdmin; Jim Henderson																								
Description	This performance indicator measures the number of new jobs created through funding from the Economic Growth Plan (EGP). The EGP was launched in 2013 in response to the closure of Vion Halls. Support through the EGP is a key element in creating a diverse and sustainable local economy. This aligns with one of Council's key outcomes, improving local employment levels. Funding support is available for eligible firms currently based in West Lothian. In addition, funding support can be offered to attract firms in to West Lothian. The jobs created must be full-time and additional to current total employee numbers. Funding support is for the job not the individual.	HOS Approved for public display ?: No																								
<table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters (Actual)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>10</td> <td>10</td> </tr> <tr> <td>Q3 2013/14</td> <td>17</td> <td>17</td> </tr> <tr> <td>Q4 2013/14</td> <td>35</td> <td>17</td> </tr> <tr> <td>Q1 2014/15</td> <td>15.5</td> <td>20</td> </tr> <tr> <td>Q2 2014/15</td> <td>31</td> <td>25</td> </tr> <tr> <td>Q3 2014/15</td> <td>24</td> <td>30</td> </tr> <tr> <td>Q4 2014/15</td> <td>45</td> <td>35</td> </tr> </tbody> </table>		Quarter	Quarters (Actual)	Target (Quarters)	Q2 2013/14	10	10	Q3 2013/14	17	17	Q4 2013/14	35	17	Q1 2014/15	15.5	20	Q2 2014/15	31	25	Q3 2014/15	24	30	Q4 2014/15	45	35	Categories: 4. Effectiveness; High Level Last Updated: Q4 2014/15 Status: Current Value: 45 Current Target: 35 Red Threshold: 20 Amber Threshold: 30
Quarter	Quarters (Actual)	Target (Quarters)																								
Q2 2013/14	10	10																								
Q3 2013/14	17	17																								
Q4 2013/14	35	17																								
Q1 2014/15	15.5	20																								
Q2 2014/15	31	25																								
Q3 2014/15	24	30																								
Q4 2014/15	45	35																								
This is a new performance indicator for the Economic Growth Plan (EGP). In 2014/15, 116 jobs were created against a target of 110. This has been achieved through teamwork and partnership working. There is pipeline of grant offers to create jobs which have still to be claimed by firms. This will further boost new jobs created. In addition, much work is being done to generate new applications for job grant support. In 2013/14, the first year of the EGP, 65 jobs were created against a target of 32 additional jobs. In 2015/16, we will aim to help create at least 200 new jobs. However, with a further increase in awareness raising among businesses and intermediaries, we will aim to support over 250 new jobs.		Q4 2014/15 result Latest Note :																								

PI Code & Short Name	EDS057_9b Total value of grant drawn down from the Economic Growth Plan	PI Owner(s): zEDS_PAdmin; Jim Henderson																								
Description	This performance indicator measures the value of grant awarded to businesses through the Economic Growth Plan (EGP). The EGP was launched in 2013 in response to the closure of Vion Halls. Support through the EGP is a key element in creating a diverse and sustainable local economy. This aligns with one of Council's key outcomes, improving local employment levels. Every business supported has a dedicated business adviser. Grants are awarded to support jobs and employee training in West Lothian. Grants are awarded with specific milestones for the release of funds.	HOS Approved for public display ?: No																								
 <table border="1"> <caption>Grant Value Data (Estimated from Chart)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Actual)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q2 2013/14</td> <td>£40,000.00</td> <td>£126,628.45</td> </tr> <tr> <td>Q3 2013/14</td> <td>£126,628.45</td> <td>£126,628.45</td> </tr> <tr> <td>Q4 2013/14</td> <td>£270,347.96</td> <td>£126,628.45</td> </tr> <tr> <td>Q1 2014/15</td> <td>£53,958.16</td> <td>£126,628.45</td> </tr> <tr> <td>Q2 2014/15</td> <td>£305,961.56</td> <td>£126,628.45</td> </tr> <tr> <td>Q3 2014/15</td> <td>£180,189.65</td> <td>£126,628.45</td> </tr> <tr> <td>Q4 2014/15</td> <td>£197,669.14</td> <td>£126,628.45</td> </tr> </tbody> </table>		Quarter	Quarters (Actual)	Target (Quarters)	Q2 2013/14	£40,000.00	£126,628.45	Q3 2013/14	£126,628.45	£126,628.45	Q4 2013/14	£270,347.96	£126,628.45	Q1 2014/15	£53,958.16	£126,628.45	Q2 2014/15	£305,961.56	£126,628.45	Q3 2014/15	£180,189.65	£126,628.45	Q4 2014/15	£197,669.14	£126,628.45	Categories: 4. Effectiveness; High Level Last Updated: Q4 2014/15 Status:  Current Value: £197,669.14 Current Target: £155,000.00 Red Threshold: £50,000.00 Amber Threshold: £100,000.00
Quarter	Quarters (Actual)	Target (Quarters)																								
Q2 2013/14	£40,000.00	£126,628.45																								
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Q4 2014/15	£197,669.14	£126,628.45																								
This is a new performance indicator for the Economic Growth Plan (EGP). In 2014/15, £640,000 of grant was drawn down by West Lothian firms. This was against a target of £530,000. This has been achieved through teamwork and partnership working. There is further grant instalments to be claimed when investment and job creation conditions are met. This will further increase the total of grant claimed. In addition, much work is being done to generate new applications for job grant support. In 2013/14, the first year of the EGP, £450,000 of grant was claimed against a target of £250,000. In 2015/16, we will aim to help firms draw down at least £1.5 Million of grant support. With regular performance monitoring, we will take every opportunity to exceed this target and so contribute to sustainable, long-term economic growth.		Q4 2014/15 result  Latest Note :																								



**West Lothian
Council**

PERFORMANCE COMMITTEE

LOCAL GOVERNMENT BENCHMARKING FRAMEWORK

REPORT BY DEPUTE CHIEF EXECUTIVE

A. PURPOSE OF REPORT

West Lothian Council participates in the Local Government Benchmarking Network (LGBF) comparing performance on a number of performance indicators. The data is collated and analysed by the Improvement Service and published in an Annual Report.

This report provides a summary comparative analysis of the council's performance in the 2015 Annual Report, including rankings against other Scottish local authorities.

B. RECOMMENDATIONS

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

C. SUMMARY OF IMPLICATIONS

I Council Values	Being honest, open and accountable. Focusing on our customers' needs Making best use of our resources Working in partnership
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	Compliance with the Code of Corporate Governance requirements
III Implications for Scheme of Delegations to Officers	None
IV Impact on performance and performance Indicators	Compliance with the Statutory Performance Indicator (SPI) Direction for public performance reporting
V Relevance to Single Outcome Agreement	None
VI Resources - (Financial, Staffing and Property)	From existing budget
VII Consideration at PDSP	None

D.1 TERMS OF REPORT

The Local Government Benchmarking Network (LGBF) is focused on providing a consistent approach to benchmarking local authority performance, with a standard data set reported each year to the public.

The 2015 LGBF Overview Report contained the comparative performance of all Scottish Local Authorities in 2013/14 and identified national trends in the data.

The purpose of this report is to outline the council's summary position in the LGBF and the actions services will undertake to improve comparative performance.

D.2 Benchmarking and Local Government Benchmarking Framework

The Statutory Performance Indicator (SPI) Direction of the Audit Commission compels the local government sector to facilitate benchmarking in support of continuous improvement. Developing LGBF is a crucial part of the sector's national response and the council is required to publish details of benchmarking and to promote the LGBF locally following the annual publication of the dataset and LGBF Overview Report.

D.3 Local Government Benchmarking Framework (LGBF)

The comparative performance of the 32 Scottish Local Authorities is published in the LGBF Overview Report. There are 60 key performance indicators, grouped under the following categories:

- Children's Services
- Corporate Services
- Corporate 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.

D.4 Summary of Comparative Performance 2013/14

The LGBF has now collated four years of data and the 2015 LGBF Overview Report focused on comparative performance of councils in 2013/14.

The LGBF Overview Report provides analysis and interpretation of the key national performance trends. The report highlights the importance of local context to council performance and the complexity in reconciling national priorities and measures with local priority setting. Systematic differences in performance due to factors such as population density; size of authority; and deprivation are featured as part of the analysis.

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

Table 1: Average Ranking		
Categories	WLC Ranking	Top Ranked Authority
Corporate Services	2	Perth & Kinross
Corporate Assets	4	Stirling
Environmental Services	3	Dundee City
Housing Services	3	North Ayrshire
Economic Development	14	Argyll & Bute
Culture and Leisure	10	Edinburgh City
Children's Services	11	East Dunbartonshire
Adult Social Care	25	East Lothian
Overall Ranking	1	West Lothian Council

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

D.5 Family Groups

The information contained in the Overview 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.

LGBF performance is analysed to ensure that the variation and causal impact in relation to local priorities and policy choices are understood. This is to be facilitated by authorities working as part of 'family groups' to interrogate the data. These family groups will in time also serve as a forum for learning and knowledge share across authorities.

The council has been allocated to a family group featuring authorities with similar characteristics. West Lothian Council are a member of family group 3, with the general characteristic split as follows:

Table 2: Family Group Allocation		
Categories	Characteristic	Family
People Service categories: • Children • Social Work • Housing	Allocation based on deprivation / affluence	• Clackmannanshire • Dumfries and Galloway • Falkirk • Fife • Renfrewshire • South Ayrshire • South Lanarkshire • West Lothian Council
Other Services categories: • Environmental • Culture and Leisure • Corporate • Property	Allocation based on population	• Angus • Clackmannanshire • Inverclyde • East Renfrewshire • Midlothian • Renfrewshire • South Lanarkshire • West Lothian Council

D.6 Actions for Council Services

Every council has a duty to effectively report performance to the public and are required to provide benchmarking information as part of public performance reporting arrangements. The Society of Local Authority Chief Executives (SOLACE) agreed each Scottish authority would promote the LGBF and include localised information on their website from 2015.

To fulfil this commitment the new LGBF public reporting [tool](#) has been embedded within the performance section of the council website.

In response to the publication of the 2013/14 data, the Executive Management Team have also 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 2015 provides the public with comparative analysis of Scottish local authorities' performance for 2013/14.

This is the third 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 2015
<http://www.improvementservice.org.uk/benchmarking/>

Appendices/Attachments:

Appendices: 1

Appendix 1: LGBF PI Rankings 2013/14

Contact Person: Rebecca Kelly

E mail: rebecca.kelly@westlothian.gov.uk Phone 01506 281891

Graeme Struthers
Depute Chief Executive
31 August 2015

CHILDREN'S SERVICES						
Contents	CHN1					
	Cost per Primary School pupil					
	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Local Authority						
Clackmannanshire	4084.15	1	3889.57	1	-4.76	0
Edinburgh City	4309.77	5	4120.86	2	-4.38	-3
East Lothian	4521.70	10	4185.39	3	-7.44	-7
Moray	4397.93	7	4260.80	4	-3.12	-3
Inverclyde	4279.48	4	4278.44	5	-0.02	1
Dundee City	4378.89	6	4332.90	6	-1.05	0
Falkirk	4161.06	2	4351.79	7	4.58	5
Glasgow City	4632.32	13	4425.02	8	-4.48	-5
Fife	4509.05	9	4536.90	9	0.62	0
South Lanarkshire	4469.79	8	4538.80	10	1.54	2
Angus	4566.64	11	4553.72	11	-0.28	0
Renfrewshire	4239.76	3	4559.56	12	7.54	9
East Renfrewshire	4646.81	14	4580.36	13	-1.43	-1
East Dunbartonshire	4693.13	16	4581.08	14	-2.39	-2
East Ayrshire	4568.52	12	4587.46	15	0.41	3
Scottish Borders	4916.27	22	4688.62	16	-4.63	-6
Midlothian	4784.62	19	4762.29	17	-0.47	-2
West Lothian	4705.91	17	4826.02	18	2.55	1
Aberdeenshire	4672.92	15	4828.91	19	3.34	4
North Ayrshire	5117.05	25	4830.54	20	-5.60	-5
Perth & Kinross	4751.62	18	4848.63	21	2.04	3
South Ayrshire	4882.10	21	4941.22	22	1.21	1
Stirling	4828.54	20	4966.77	23	2.86	3
Aberdeen City	4958.13	23	4969.09	24	0.22	1
North Lanarkshire	5121.27	26	4981.79	25	-2.72	-1
Highland	5113.73	24	5240.72	26	2.48	2
West Dunbartonshire	5247.64	27	5473.47	27	4.30	0
Dumfries & Galloway	5587.20	28	5707.28	28	2.15	0
Argyll & Bute	5847.84	29	5910.56	29	1.07	0
Shetland Islands	8527.18	32	7423.31	30	-12.95	-2
Orkney Islands	8132.54	30	8305.84	31	2.13	1
Eilean Siar	8516.16	31	9518.77	32	11.77	1
Scotland	4751.59		4733.54		-0.38	
CHN2						
Cost per Secondary School pupil						
	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Local Authority						
Renfrewshire	5425.49	1	5581.78	1	2.88	0
East Lothian	6160.55	9	5868.93	2	-4.73	-7
Moray	5654.34	2	5903.29	3	4.40	1
Fife	5922.77	4	6019.11	4	1.63	0
South Lanarkshire	5810.65	3	6034.53	5	3.85	2
South Ayrshire	6047.53	6	6191.91	6	2.39	0
Edinburgh City	6463.55	16	6257.70	7	-3.18	-9
Falkirk	6131.08	8	6262.27	8	2.14	0
North Lanarkshire	5954.98	5	6295.20	9	5.71	4
Angus	6351.27	12	6302.30	10	-0.77	-2
Glasgow City	6468.54	17	6306.20	11	-2.51	-6
Inverclyde	6252.12	10	6357.92	12	1.69	2
East Renfrewshire	6434.99	14	6358.71	13	-1.19	-1
Midlothian	6274.35	11	6367.07	14	1.48	3
West Lothian	6111.01	7	6422.56	15	5.10	8
Scottish Borders	6568.37	19	6499.69	16	-1.05	-3
Aberdeenshire	6401.42	13	6582.62	17	2.83	4
West Dunbartonshire	7033.84	27	6586.57	18	-6.36	-9
East Dunbartonshire	6505.51	18	6637.89	19	2.03	1
Perth & Kinross	6455.11	15	6676.66	20	3.43	5
Stirling	6610.94	22	6691.63	21	1.22	-1
North Ayrshire	6572.29	20	6719.68	22	2.24	2
East Ayrshire	6599.63	21	6797.17	23	2.99	2
Dundee City	6804.59	23	6828.27	24	0.35	1
Clackmannanshire	7000.73	26	7171.38	25	2.44	-1
Aberdeen City	6858.23	24	7211.43	26	5.15	2
Dumfries & Galloway	6895.22	25	7309.02	27	6.00	2
Highland	7143.15	28	7456.94	28	4.39	0
Argyll & Bute	7757.49	29	7924.08	29	2.15	0
Orkney Islands	9779.84	31	10433.50	30	6.68	-1
Shetland Islands	13657.32	32	10538.78	31	-22.83	-1
Eilean Siar	9758.66	30	12701.88	32	30.16	2
Scotland	6426.89		6532.32		1.64	

CHN3						
Cost per pre-school Education Registration						
Local Authority	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Angus	1999.04	2	1959.19	1	-1.99	-1
Moray	1966.67	1	2009.15	2	2.16	1
Highland	2296.21	4	2259.67	3	-1.59	-1
Edinburgh City	2442.75	6	2278.59	4	-6.72	-2
West Lothian	2174.15	3	2335.35	5	7.41	2
Scottish Borders	2386.36	5	2374.22	6	-0.51	1
Orkney Islands	2455.53	7	2405.76	7	-2.03	0
East Dunbartonshire	2758.11	13	2490.31	8	-9.71	-5
South Lanarkshire	2497.11	8	2498.80	9	0.07	1
Falkirk	2631.19	9	2540.68	10	-3.44	1
Renfrewshire	2699.09	11	2622.26	11	-2.85	0
Aberdeen City	2866.54	15	2725.64	12	-4.92	-3
East Lothian	2663.83	10	2799.61	13	5.10	3
South Ayrshire	3054.69	18	2801.63	14	-8.28	-4
Dundee City	2865.21	14	2841.75	15	-0.82	1
Perth & Kinross	2870.79	16	2863.17	16	-0.27	0
Fife	2726.26	12	2890.65	17	6.03	5
Midlothian	3071.86	19	3003.54	18	-2.22	-1
North Ayrshire	3477.62	23	3102.46	19	-10.79	-4
North Lanarkshire	3301.91	21	3213.27	20	-2.68	-1
Clackmannanshire	3229.57	20	3325.49	21	2.97	1
Aberdeenshire	3053.75	17	3351.99	22	9.77	5
East Ayrshire	3478.95	24	3616.41	23	3.95	-1
Stirling	3545.01	25	3622.82	24	2.19	-1
West Dunbartonshire	4658.27	29	3644.24	25	-21.77	-4
Dumfries & Galloway	3826.44	26	3837.78	26	0.30	0
East Renfrewshire	4248.62	28	3960.13	27	-6.79	-1
Argyll & Bute	3889.76	27	4024.02	28	3.45	1
Glasgow City	4818.71	30	4051.10	29	-15.93	-1
Eilean Siar	3423.36	22	4390.14	30	28.24	8
Inverclyde	4922.71	31	4521.71	31	-8.15	0
Shetland Islands	5062.00	32	4788.70	32	-5.40	0
Scotland	3106.23		3007.71		-3.17	
CHN4						
% pupils gaining 5+ awards at level 5						
Local Authority	2012/13	Rank	Change 2011/12- 2012/13	Change in rank 2011/12-2012/13		
East Renfrewshire	70.71	1	3.71	0		
East Dunbartonshire	61.10	2	5.10	0		
Shetland Islands	50.00	3	-2.00	0		
South Ayrshire	47.04	4	5.04	-2		
Scottish Borders	46.70	5	4.70	-1		
Perth & Kinross	46.67	6	7.67	-4		
Stirling	46.31	7	1.31	3		
Orkney Islands	44.17	8	1.17	3		
Dumfries & Galloway	43.86	9	5.86	-6		
Highland	41.84	10	4.84	-8		
Eilean Siar	41.55	11	3.55	-4		
Moray	40.80	12	0.80	3		
Edinburgh City	40.76	13	1.76	3		
Renfrewshire	40.41	14	1.41	4		
Argyll & Bute	39.92	15	-1.08	7		
West Lothian	39.86	16	0.86	6		
Aberdeenshire	39.14	17	0.14	7		
Falkirk	38.53	18	1.53	0		
Aberdeen City	38.02	19	5.02	-2		
North Lanarkshire	37.94	20	4.94	-1		
East Lothian	37.66	21	-0.34	6		
Inverclyde	37.41	22	4.41	1		
South Lanarkshire	36.95	23	2.95	3		
Fife	35.07	24	2.07	3		
Angus	35.06	25	2.06	4		
East Ayrshire	35.02	26	2.02	5		
North Ayrshire	34.66	27	4.66	-2		
Midlothian	34.15	28	1.15	7		
West Dunbartonshire	32.44	29	0.44	1		
Glasgow City	28.61	30	1.61	-1		
Clackmannanshire	27.95	31	-2.05	2		
Dundee City	27.93	32	1.93	0		
Scotland	39.28		2.28			

CHN5						
5 pupils gaining 5+ awards at level 6						
Local Authority	2012/13	Rank	2013/14	Rank	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
East Renfrewshire	46.05	1	55.42	1	9.37	0
East Dunbartonshire	45.97	2	47.49	2	1.52	0
Stirling	34.64	3	38.34	3	3.70	0
South Ayrshire	28.40	9	31.78	4	3.39	-5
Argyll & Bute	22.98	23	31.25	5	8.27	-18
Shetland Islands	29.45	6	31.07	6	1.62	0
Perth & Kinross	31.09	4	30.55	7	-0.54	3
Scottish Borders	29.30	7	30.52	8	1.22	1
Edinburgh City	29.70	5	30.40	9	0.70	4
Renfrewshire	24.49	18	30.35	10	5.86	-8
Orkney Islands	22.71	25	30.12	11	7.40	-14
East Lothian	28.94	8	29.67	12	0.73	4
West Lothian	25.05	16	29.24	13	4.19	-3
South Lanarkshire	25.54	13	27.86	14	2.33	1
Highland	26.26	12	27.68	15	1.42	3
Moray	23.85	19	27.59	16	3.74	-3
Dumfries & Galloway	27.60	10	27.48	17	-0.12	7
Aberdeenshire	25.33	14	27.25	18	1.92	4
Falkirk	25.10	15	26.90	19	1.80	4
Fife	23.14	22	25.73	20	2.59	-2
Aberdeen City	23.14	21	25.64	21	2.49	0
East Ayrshire	22.93	24	25.54	22	2.62	-2
North Lanarkshire	23.57	20	25.29	23	1.72	3
Eilean Siar	20.85	30	25.00	24	4.15	-6
Angus	24.78	17	24.96	25	0.18	8
West Dunbartonshire	20.54	31	24.49	26	3.95	-5
Midlothian	21.41	28	24.13	27	2.71	-1
Inverclyde	26.28	11	23.95	28	-2.32	17
Clackmannanshire	21.05	29	21.90	29	0.85	0
Dundee City	21.56	27	21.90	30	0.34	3
Glasgow City	17.48	32	21.58	31	4.10	-1
North Ayrshire	22.19	26	21.13	32	-1.07	6
Scotland	25.70		28.08		2.39	
CHN6						
% pupils from deprived areas gaining 5+ awards at level (SIMD)						
Local Authority	2012/13	Rank	Change 2010/11-2012/13	Change in rank 2010/11-2012/13	Change 2011/12-2012/13	Change in rank 2011/12-2012/13
East Dunbartonshire	41.07	1	21.45	-4	7.45	0
East Renfrewshire	32.06	2	6.88	1	-1.04	0
South Ayrshire	26.37	3	9.71	-10	7.66	-8
Inverclyde	23.86	4	3.71	0	4.24	-4
North Lanarkshire	23.41	5	3.22	2	3.20	-2
West Dunbartonshire	22.80	6	4.31	0	-1.25	3
Angus	22.12	7	6.52	-10	8.70	-15
Renfrewshire	21.82	8	4.66	-3	2.23	-1
West Lothian	21.11	9	5.82	-9	7.29	-12
Glasgow City	20.79	10	3.73	-2	2.29	-2
North Ayrshire	20.28	11	3.88	-4	1.82	-2
Highland	19.47	12	1.72	3	7.51	-12
Scottish Borders	19.05	13	7.94	-11	4.18	-6
Perth & Kinross	18.75	14	0.68	6	-2.77	10
Midlothian	17.91	15	6.52	-7	-2.36	9
East Lothian	17.65	16	6.33	-7	8.12	-11
East Ayrshire	17.15	17	-1.13	10	-3.60	12
Fife	16.79	18	0.87	2	0.62	1
South Lanarkshire	16.42	19	2.05	0	-1.00	3
Edinburgh City	16.41	20	5.31	-5	1.87	0
Falkirk	14.35	21	1.49	0	-3.46	6
Argyll & Bute	13.95	22	-2.53	8	-5.43	12
Dumfries & Galloway	13.45	23	-7.53	21	-4.81	9
Dundee City	13.08	24	0.04	4	0.72	1
Stirling	12.70	25	2.98	-2	0.73	1
Aberdeen City	11.46	26	1.06	0	-0.02	0
Clackmannanshire	7.97	27	-9.29	17	-8.05	9
Aberdeenshire						
Eilean Siar						
Moray						
Orkney Islands						
Shetland Islands						
Scotland	19.52		3.52		1.52	

CHN7						
% pupils from deprived areas gaining 5+ awards at level						
Local Authority	2012/13	Rank	2013/14	Rank	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
East Dunbartonshire	17.76	1	25.00	1	7.24	0
East Renfrewshire	13.33	3	18.62	2	5.29	-1
West Dunbartonshire	9.64	13	17.83	3	8.19	-10
Dumfries & Galloway	13.29	4	15.63	4	2.34	0
East Ayrshire	9.45	17	14.79	5	5.33	-12
Renfrewshire	9.53	14	14.17	6	4.64	-8
Argyll & Bute	12.09	7	14.14	7	2.05	0
South Ayrshire	10.22	10	14.14	7	3.93	-3
Glasgow City	10.45	9	13.96	9	3.50	0
Midlothian	11.39	8	13.75	10	2.36	2
North Lanarkshire	15.20	2	13.62	11	-1.58	9
Falkirk	9.52	15	12.84	12	3.32	-3
Angus	10.10	11	12.22	13	2.12	2
Inverclyde	12.53	6	11.89	14	-0.64	8
Fife	7.31	24	11.82	15	4.51	-9
West Lothian	8.56	20	11.78	16	3.22	-4.00
Highland	9.52	15	11.76	17	2.24	2
North Ayrshire	9.70	12	11.21	18	1.51	6
South Lanarkshire	8.71	19	11.10	19	2.39	0
East Lothian	9.43	18	9.84	20	0.40	2
Clackmannanshire	8.33	21	9.64	21	1.31	0
Perth & Kinross	13.25	5	9.41	22	-3.84	17
Dundee City	7.41	23	8.93	23	1.52	0
Edinburgh City	8.14	22	8.66	24	0.52	2
Aberdeen City	5.81	25	7.87	25	2.06	0
Scottish Borders			6.58	26		
Stirling	5.56	26	5.08	27	-0.47	1
Aberdeenshire						
Eilean Siar						
Moray						
Orkney Islands						
Shetland Islands						
Scotland	10.08		12.59		2.51	
CHN8a						
The Gross cost of "Children looked after" in residential based services per Child per Week						
Local Authority	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Scottish Borders	1846.15	1	1723.90	1	-1.91	0
Aberdeenshire	2363.50	5	2283.08	2	-1.20	-3
Inverclyde	2907.41	12	2361.54	3	-8.47	-9
Orkney Islands			2383.14	4	26.38	4
East Lothian	2212.91	3	2503.08	5	5.01	2
Falkirk	2285.48	4	2580.88	6	4.88	2
South Lanarkshire	2403.03	6	2586.67	7	3.31	1
Aberdeen City	2882.87	11	2680.21	8	-2.81	-3
West Lothian	3527.97	22	2683.89	9	-15.07	-13
Stirling	2491.45	8	2886.09	10	5.92	2
Eilean Siar	2814.90	10	2918.27	11	1.05	1
Highland	3581.22	24	2944.74	12	-9.38	-12
West Dunbartonshire	1994.98	2	2946.15	13	13.83	11
East Dunbartonshire	4403.85	28	3008.36	14	-17.96	-14
Clackmannanshire	3008.01	15	3033.65	15	0.40	0
North Lanarkshire	2990.38	14	3040.16	16	0.80	2
Glasgow City	3368.60	20	3275.40	17	-1.39	-3
South Ayrshire	3113.08	16	3341.81	18	3.81	2
Perth & Kinross	3321.79	19	3393.72	19	1.08	0
North Ayrshire	2954.73	13	3631.98	20	10.69	7
Renfrewshire	2425.86	7	3650.64	21	23.02	14
Dundee City	3532.05	23	3653.85	22	1.78	-1
East Ayrshire	3262.65	18	3676.62	23	6.25	5
Dumfries & Galloway	3176.18	17	3738.46	24	8.49	7
Argyll & Bute	4487.18	29	3849.11	25	-8.32	-4
Edinburgh City	3419.01	21	3898.20	26	7.33	5
Midlothian	2758.88	9	4402.47	27	26.67	18
East Renfrewshire	6455.13	30	5148.60	28	-21.25	-2
Angus	3978.21	26	5766.03	29	28.59	3
Fife	4399.13	27	7234.79	30	48.60	3
Moray	3952.80	25	10068.68	31	108.62	6
Shetland Islands						
Scotland	2930.15		3073.76		2.24	

CHN8b						
The Gross cost of "Children looked after" in a Communit Setting per Child per Week						
Local Authority	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Inverclyde	99.40	1	103.96	1	0.09	0
North Lanarkshire	113.17	3	117.07	2	0.11	-1
East Renfrewshire	108.00	2	151.82	3	1.11	1
Shetland Islands	529.65	32	162.09	4	-5.56	-28
West Dunbartonshire	143.79	4	176.81	5	0.67	1
South Lanarkshire	165.73	7	178.29	6	0.48	-1
Argyll & Bute	144.51	5	191.40	7	1.13	2
East Dunbartonshire	219.80	13	203.46	8	-0.52	-5
Orkney Islands	282.45	20	212.28	9	-3.01	-11
Dumfries & Galloway	222.69	14	214.85	10	-0.26	-4
Stirling	154.58	6	215.86	11	1.40	5
Falkirk	212.02	10	223.57	12	0.36	2
North Ayrshire	215.11	11	228.95	13	0.35	2
West Lothian	177.12	8	229.33	14	1.38	6
Highland	207.85	9	229.41	15	0.97	6
Moray	231.59	15	241.86	16	0.46	1
East Ayrshire	219.26	12	242.26	17	0.50	5
Glasgow City	241.54	17	244.26	18	0.05	1
Aberdeenshire	234.78	16	245.97	19	0.43	3
Midlothian	270.30	18	254.59	20	-0.47	2
Clackmannanshire	278.90	19	291.42	21	0.34	2
Perth & Kinross	286.99	21	297.36	22	0.29	1
East Lothian	317.59	26	312.60	23	-0.18	-3
Angus	336.32	28	314.36	24	-0.97	-4
Fife	308.13	24	330.58	25	0.82	1
South Ayrshire	298.13	23	330.81	26	1.00	3
Dundee City	311.18	25	347.31	27	1.15	2
Renfrewshire	335.38	27	354.69	28	0.47	1
Eilean Siar	288.46	22	363.78	29	1.62	7
Edinburgh City	353.47	30	364.12	30	0.40	0
Scottish Borders	385.23	31	373.28	31	-0.46	0
Aberdeen City	341.86	29	400.11	32	2.83	3
Scotland	249.84		264.73		0.44	
CHN8b						
The Gross cost of "Children looked after" in a Communit Setting per Child per Week						
Local Authority	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Inverclyde	99.40	1	103.96	1	0.09	0
North Lanarkshire	113.17	3	117.07	2	0.11	-1
East Renfrewshire	108.00	2	151.82	3	1.11	1
Shetland Islands	529.65	32	162.09	4	-5.56	-28
West Dunbartonshire	143.79	4	176.81	5	0.67	1
South Lanarkshire	165.73	7	178.29	6	0.48	-1
Argyll & Bute	144.51	5	191.40	7	1.13	2
East Dunbartonshire	219.80	13	203.46	8	-0.52	-5
Orkney Islands	282.45	20	212.28	9	-3.01	-11
Dumfries & Galloway	222.69	14	214.85	10	-0.26	-4
Stirling	154.58	6	215.86	11	1.40	5
Falkirk	212.02	10	223.57	12	0.36	2
North Ayrshire	215.11	11	228.95	13	0.35	2
West Lothian	177.12	8	229.33	14	1.38	6
Highland	207.85	9	229.41	15	0.97	6
Moray	231.59	15	241.86	16	0.46	1
East Ayrshire	219.26	12	242.26	17	0.50	5
Glasgow City	241.54	17	244.26	18	0.05	1
Aberdeenshire	234.78	16	245.97	19	0.43	3
Midlothian	270.30	18	254.59	20	-0.47	2
Clackmannanshire	278.90	19	291.42	21	0.34	2
Perth & Kinross	286.99	21	297.36	22	0.29	1
East Lothian	317.59	26	312.60	23	-0.18	-3
Angus	336.32	28	314.36	24	-0.97	-4
Fife	308.13	24	330.58	25	0.82	1
South Ayrshire	298.13	23	330.81	26	1.00	3
Dundee City	311.18	25	347.31	27	1.15	2
Renfrewshire	335.38	27	354.69	28	0.47	1
Eilean Siar	288.46	22	363.78	29	1.62	7
Edinburgh City	353.47	30	364.12	30	0.40	0
Scottish Borders	385.23	31	373.28	31	-0.46	0
Aberdeen City	341.86	29	400.11	32	2.83	3
Scotland	249.84		264.73		0.44	

CHN9						
Balance of Care for looked after children: percentage of children being looked after in the community						
Local Authority	2012/13	Rank	2013/14	Rank	Change 2011/12-2012/13	Change in rank 2011/12-2012/13
Dundee City	94	3	95	1	1.0	-2
North Lanarkshire	95	1	95	1	0.0	0
Angus	93	5	94	3	1.0	-2
Edinburgh City	93	5	94	3	1.0	-2
East Renfrewshire	95	1	93	5	-2.0	4
Clackmannanshire	91	10	92	6	1.0	-4
East Ayrshire	93	5	92	6	-1.0	1
Glasgow City	93	5	92	6	-1.0	1
Midlothian	91	10	92	6	1.0	-4
North Ayrshire	89	18	92	6	3.0	-12
Perth & Kinross	94	3	92	6	-2.0	3
Renfrewshire	90	14	92	6	2.0	-8
Dumfries & Galloway	91	10	91	13	0.0	3
South Ayrshire	93	5	91	13	-2.0	8
Shetland Islands	90	14	90	15	0.0	1
Aberdeen City	91	10	89	16	-2.0	6
Fife	90	14	89	16	-1.0	2
West Dunbartonshire	87	24	89	16	2.0	-8
Aberdeenshire	88	22	88	19	0.0	-3
East Lothian	86	26	88	19	2.0	-7
South Lanarkshire	88	22	88	19	0.0	-3
West Lothian	89	18	88	19	-1.0	1
Inverclyde	90	14	87	23	-3.0	9
Stirling	87	24	87	23	0.0	-1
Argyll & Bute	89	18	86	25	-3.0	7
Moray	85	28	86	25	1.0	-3
East Dunbartonshire	86	26	85	27	-2.0	1
Scottish Borders	89	18	84	28	-5.0	10
Falkirk	85	28	82	29	-3.0	1
Highland	84	30	81	30	-3.0	0
Eilean Siar	79	31	76	31	-3.0	0
Orkney Islands	70	32	67	32	-3.0	0
Scotland	91		91		0.0	
CHN10						
% adults satisfied with schools						
Local Authority	2013/14	Rank	Change 2012/13-2013/14	Change in rank 2012/13-2013/14		
Orkney Islands	96	1	4.0	-3		
North Lanarkshire	92	2	-2.0	1		
Shetland Islands	92	2	-2.0	1		
Clackmannanshire	89	4	5.0	-14		
East Ayrshire	89	4	3.0	-11		
East Lothian	89	4	-2.0	-2		
East Dunbartonshire	88	7	-3.0	1		
North Ayrshire	88	7	12.0	-22		
Dumfries & Galloway	87	9	8.0	-15		
East Renfrewshire	86	10	-1.0	-1		
West Dunbartonshire	86	10	-2.0	1		
Perth & Kinross	85	12	1.0	-6		
West Lothian	85	12	-1.0	-3		
Aberdeenshire	84	14	-1.0	-3		
Argyll & Bute	84	14	0.0	-4		
Inverclyde	84	14	-3.0	3		
Renfrewshire	83	17	-9.0	13		
Stirling	83	17	-11.0	16		
Eilean Siar	81	19	-6.0	8		
Glasgow City	80	20	-1.0	-3		
South Ayrshire	80	20	-7.0	9		
Highland	79	22	-9.0	13		
Moray	79	22	-4.0	1		
South Lanarkshire	79	22	3.0	-7		
Falkirk	78	25	-12.0	17		
Fife	78	25	-1.0	1		
Midlothian	78	25	-4.0	3		
Angus	76	28	4.0	-4		
Edinburgh City	74	29	-5.0	5		
Scottish Borders	71	30	-7.0	3		
Aberdeen City	67	31	-9.0	2		
Dundee City	65	32	-12.0	4		
Scotland	81		-2.0			

CHN11						
proportion of pupils entering positive destination						
Local Authority	2012/13	Rank	2013/14	Rank	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
East Dunbartonshire	95.8	2	97.2	1	1.4	-1
Eilean Siar	96.1	1	96.9	2	0.8	1
East Renfrewshire	95.8	2	96.0	3	0.2	1
Scottish Borders	92.0	15	94.2	4	2.2	-11
North Ayrshire	93.8	9	94.1	5	0.3	-4
Inverclyde	94.9	4	94.0	6	-0.9	2
Midlothian	89.2	29	93.9	7	4.7	-22
Moray	94.0	7	93.9	7	-0.1	0
Orkney Islands	93.4	10	93.8	9	0.4	-1
Perth & Kinross	92.3	14	93.8	9	1.5	-5
Aberdeenshire	94.0	7	93.7	11	-0.3	4
Shetland Islands	94.4	6	93.4	12	-1.0	6
East Ayrshire	90.8	23	93.1	13	2.3	-10
West Lothian	92.0	15	93.0	14	1.0	-1
Clackmannanshire	88.3	32	92.8	15	4.5	-17
Highland	93.1	11	92.7	16	-0.4	5
Falkirk	91.1	19	92.4	17	1.3	-2
Fife	89.7	28	92.4	17	2.7	-11
South Lanarkshire	88.6	31	92.3	19	3.7	-12
East Lothian	89.9	26	92.2	20	2.3	-6
South Ayrshire	92.8	12	92.1	21	-0.7	9
Renfrewshire	90.2	24	92.0	22	1.8	-2
Stirling	89.8	27	91.5	23	1.7	-4
Dundee City	91.1	19	91.3	24	0.2	5
North Lanarkshire	90.0	25	91.3	24	1.3	-1
Edinburgh City	91.4	17	91.2	26	-0.2	9
Aberdeen City	91.0	21	91.1	27	0.1	6
Angus	94.7	5	91.0	28	-3.7	23
Argyll & Bute	92.5	13	91.0	28	-1.5	15
Dumfries & Galloway	91.4	17	91.0	28	-0.4	11
West Dunbartonshire	90.9	22	90.1	31	-0.8	9
Glasgow City	89.2	29	89.7	32	0.5	3
Scotland	91.4		92.3		0.9	

CORPORATE SERVICES						
Contents	CORP1					
	support services as a % of total gross expenditure					
	2012/13	Rank	2013/14	Rank	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Local Authority						
North Ayrshire	2.17	2	2.23	1	0.06	-1
Inverclyde	2.76	4	3.09	2	0.33	-2
West Dunbartonshire	2.25	3	3.36	3	1.11	0
South Ayrshire	3.33	5	3.54	4	0.21	-1
West Lothian	3.80	11	3.68	5	-0.13	-6
South Lanarkshire	3.77	9	3.97	6	0.20	-3
East Ayrshire	3.85	12	4.01	7	0.16	-5
Falkirk	3.47	6	4.07	8	0.60	2
East Lothian	4.20	14	4.11	9	-0.09	-5
Dumfries & Galloway	4.58	18	4.27	10	-0.31	-8
North Lanarkshire	3.79	10	4.40	11	0.61	1
Midlothian	3.56	7	4.49	12	0.93	5
Renfrewshire	6.39	29	4.53	13	-1.86	-16
Shetland Islands	2.08	1	4.53	14	2.46	13
Glasgow City	3.93	13	4.58	15	0.65	2
Dundee City	4.48	17	4.59	16	0.11	-1
Moray	4.28	16	4.60	17	0.31	1
Aberdeen City	3.58	8	4.75	18	1.17	10
Aberdeenshire	6.48	30	4.83	19	-1.65	-11
East Dunbartonshire	4.25	15	4.99	20	0.73	5
Angus	4.58	19	5.12	21	0.55	2
Orkney Islands	5.14	21	5.40	22	0.27	1
Perth & Kinross	7.92	32	5.92	23	-2.00	-9
East Renfrewshire	4.96	20	6.19	24	1.23	4
Fife	5.53	23	6.42	25	0.89	2
Argyll & Bute	5.93	25	6.69	26	0.76	1
Highland	7.29	31	6.97	27	-0.31	-4
Edinburgh City	5.79	24	7.15	28	1.36	4
Stirling	5.50	22	7.37	29	1.87	7
Scottish Borders	6.10	26	7.54	30	1.44	4
Eilean Siar	6.24	27	7.55	31	1.30	4
Clackmannanshire	6.26	28	7.56	32	1.30	4
Scotland	4.67		5.07		0.40	
CORP2						
	cost of democratic core per 1,000 population					
	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Local Authority						
North Lanarkshire	15609.55	1	14775.12	1	-5.35	0
Falkirk	18698.98	2	19523.99	2	4.41	0
East Lothian	22478.93	5	20915.55	3	-6.95	-2
West Lothian	20205.69	4	22147.16	4	9.61	0
Edinburgh City	22488.81	6	22373.33	5	-0.51	-1
Perth & Kinross	19723.84	3	25109.98	6	27.31	3
South Lanarkshire	26558.72	7	25729.71	7	-3.12	0
East Dunbartonshire	31970.15	17	25826.56	8	-19.22	-9
Moray	27370.57	8	26210.92	9	-4.24	1
Glasgow City	27777.78	10	26623.08	10	-4.16	0
Fife	27426.14	9	27061.13	11	-1.33	2
South Ayrshire	32193.78	19	27292.87	12	-15.22	-7
Inverclyde	29995.04	14	28003.98	13	-6.64	-1
Aberdeen City	27879.27	11	28877.74	14	3.58	3
East Renfrewshire	29100.30	12	30524.59	15	4.89	3
North Ayrshire	29826.98	13	31485.54	16	5.56	3
Angus	31907.75	16	32149.00	17	0.76	1
Dundee City	30446.55	15	35877.71	18	17.84	3
West Dunbartonshire	32189.51	18	36655.16	19	13.87	1
Scottish Borders	48447.81	29	38069.73	20	-21.42	-9
East Ayrshire	34322.03	20	38745.51	21	12.89	1
Stirling	45912.99	24	38987.51	22	-15.08	-2
Dumfries & Galloway	46356.83	26	40094.50	23	-13.51	-3
Highland	43355.80	22	44176.86	24	1.89	2
Midlothian	48041.31	28	44663.52	25	-7.03	-3
Renfrewshire	46618.09	27	45037.38	26	-3.39	-1
Aberdeenshire	36714.41	21	45801.97	27	24.75	6
Clackmannanshire	43662.25	23	46372.85	28	6.21	5
Argyll & Bute	46317.61	25	46893.81	29	1.24	4
Eilean Siar	106422.35	30	105437.96	30	-0.92	0
Orkney Islands	123966.56	31	131942.51	31	6.43	0
Shetland Islands	241447.65	32	295431.03	32	22.36	0
Scotland	31778.46		32025.26		0.78	

CORP3b						
The percentage of the highest paid 5% of employees who are woman						
Local Authority	2012/13	Rank	2013/14	Rank	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Aberdeenshire	55.00	3	61.84	1	6.84	-2
Glasgow City	55.52	1	60.20	2	4.67	1
West Dunbartonshire	55.14	2	55.32	3	0.18	1
Renfrewshire	52.40	9	54.52	4	2.13	-5
Edinburgh City	50.81	12	54.37	5	3.56	-7
North Lanarkshire	53.25	6	54.17	6	0.91	0
North Ayrshire	52.96	7	53.75	7	0.79	0
West Lothian	54.92	4	53.42	8	-1.49	4
Clackmannanshire	54.84	5	52.94	9	-1.90	4
South Ayrshire	52.34	10	52.42	10	0.08	0
Falkirk	47.11	19	52.08	11	4.97	-8
East Lothian	52.44	8	51.43	12	-1.01	4
East Renfrewshire	51.22	11	50.89	13	-0.33	2
East Dunbartonshire	49.67	14	50.35	14	0.68	0
Inverclyde	46.99	20	50.00	15	3.01	-5
Fife	48.55	15	49.27	16	0.72	1
Stirling	47.59	17	48.75	17	1.16	0
South Lanarkshire	47.37	18	47.78	18	0.41	0
Dumfries & Galloway	46.42	21	47.52	19	1.11	-2
Aberdeen City	49.69	13	47.06	20	-2.63	7
Perth & Kinross	47.78	16	46.80	21	-0.99	5
Highland	46.01	22	46.72	22	0.71	0
Argyll & Bute	43.23	26	45.65	23	2.42	-3
Midlothian	45.56	23	45.27	24	-0.28	1
Moray	43.73	25	45.09	25	1.35	0
Angus	37.56	29	44.12	26	6.56	-3
East Ayrshire	43.80	24	43.70	27	-0.10	3
Scottish Borders	41.31	27	41.01	28	-0.30	1
Dundee City	40.62	28	40.91	29	0.29	1
Eilean Siar	34.88	30	32.50	30	-2.38	0
Orkney Islands	26.14	31	25.00	31	-1.14	0
Shetland Islands	23.78	32	24.03	32	0.25	0
Scotland	48.71		50.70		1.99	
CORP4						
The cost per dwelling of collecting council tax						
Local Authority	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Fife	4.10	1	5.45	1	32.85	0
East Renfrewshire	7.01	2	6.06	2	-13.60	0
Scottish Borders	7.82	4	6.72	3	-14.09	-1
West Lothian	9.27	8	7.40	4	-20.24	-4
East Dunbartonshire	9.01	7	8.10	5	-10.11	-2
Stirling	8.17	5	8.12	6	-0.70	1
Argyll & Bute	8.61	6	8.25	7	-4.22	1
Shetland Islands	15.75	25	8.67	8	-44.97	-17
Falkirk	11.26	13	9.39	9	-16.58	-4
Dumfries & Galloway	10.30	10	9.58	10	-6.99	0
Aberdeenshire	10.41	11	9.60	11	-7.78	0
Aberdeen City	9.90	9	9.70	12	-2.02	3
North Ayrshire	11.05	12	9.93	13	-10.13	1
Perth & Kinross	12.79	17	9.98	14	-21.95	-3
South Ayrshire	7.52	3	10.10	15	34.21	12
East Ayrshire	12.32	15	10.95	16	-11.11	1
Glasgow City	16.27	26	12.44	17	-23.52	-9
East Lothian	12.40	16	12.48	18	0.61	2
Moray	11.58	14	12.52	19	8.15	5
Angus	13.53	19	12.61	20	-6.77	1
West Dunbartonshire	15.66	24	13.31	21	-15.02	-3
Inverclyde	15.47	22	14.05	22	-9.19	0
Midlothian	14.23	21	14.09	23	-0.97	2
Highland	15.52	23	14.22	24	-8.35	1
South Lanarkshire	16.75	27	14.33	25	-14.46	-2
Clackmannanshire	17.12	28	14.57	26	-14.90	-2
Renfrewshire	13.40	18	14.69	27	9.59	9
Dundee City	22.19	31	16.13	28	-27.33	-3
North Lanarkshire	13.96	20	17.36	29	24.37	9
Edinburgh City	20.50	30	18.43	30	-10.08	0
Orkney Islands	20.14	29	20.46	31	1.58	2
Eilean Siar	29.23	32	23.20	32	-20.64	0
Scotland	13.29		12.13		-8.78	

CORP5b2						
Domestic Noise: Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site						
Local Authority	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
West Dunbartonshire	0.40	2	0.35	1	-12.50	-1
Renfrewshire	0.61	5	0.46	2	-24.59	-3
North Lanarkshire	0.89	9	0.59	3	-33.71	-6
East Ayrshire	0.70	6	0.60	4	-14.29	-2
Clackmannanshire	3.80	12	0.61	5	-83.95	-7
North Ayrshire	0.60	4	0.66	6	10.00	2
Inverclyde	16.60	19	0.70	7	-95.78	-12
South Ayrshire	0.50	3	0.77	8	54.00	5
East Renfrewshire	0.70	6	0.78	9	11.43	3
South Lanarkshire	1.10	10	0.80	10	-27.27	0
Glasgow City			0.85	11		
Stirling	5.95	13	0.88	12	-85.21	-1
East Lothian	1.70	11	1.00	13	-41.18	2
Dumfries & Galloway	0.80	8	1.10	14	37.50	6
Midlothian	25.20	21	1.80	15	-92.86	-6
Aberdeen City	31.60	22	3.10	16	-90.19	-6
West Lothian	48.00	26	4.00	17	-91.67	-9
Edinburgh City	10.40	16	5.80	18	-44.23	2
Dundee City	6.70	14	5.96	19	-11.04	5
Eilean Siar	16.00	18	9.40	20	-41.25	2
Angus	10.00	15	10.50	21	5.00	6
East Dunbartonshire	11.50	17	13.60	22	18.26	5
Falkirk	37.50	24	22.70	23	-39.47	-1
Fife	39.36	25	38.96	24	-1.02	-1
Scottish Borders	34.40	23	46.31	25	34.62	2
Argyll & Bute	122.90	29	52.40	26	-57.36	-3
Moray	95.20	28	56.00	27	-41.18	-1
Highland	19.00	20	119.00	28	526.32	8
Aberdeenshire	150.00	30	120.00	29	-20.00	-1
Orkney Islands	599.00	31	495.00	30	-17.36	-1
Shetland Islands	48.00	26	1488.00	31	3000.00	5
Perth & Kinross	0.38	1				
Scotland	43.21		80.73		86.84	
CORP6						
Sickness absence days per employee						
Local Authority	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Clackmannanshire	19.77	32	7.40	1	-62.56	-31
Highland	8.68	1	7.86	2	-9.51	1
East Ayrshire	9.90	20	7.89	3	-20.29	-17
Aberdeenshire	8.71	3	8.40	4	-3.49	1
Orkney Islands	8.86	6	8.60	5	-2.93	-1
Glasgow City	8.76	4	8.61	6	-1.64	2
East Lothian	9.06	8	8.63	7	-4.78	-1
Midlothian	9.06	7	8.73	8	-3.58	1
Angus	9.73	15	8.76	9	-10.00	-6
Perth & Kinross	9.31	10	8.91	10	-4.30	0
Edinburgh City	8.71	2	8.95	11	2.78	9
Renfrewshire	9.63	13	9.06	12	-5.98	-1
Stirling	8.79	5	9.06	13	3.00	8
North Ayrshire	9.38	11	9.06	14	-3.38	3
Falkirk	9.81	19	9.07	15	-7.53	-4
North Lanarkshire	10.46	23	9.10	16	-13.02	-7
West Lothian	9.10	9	9.32	17	2.38	8
South Lanarkshire	9.76	17	9.35	18	-4.23	1
Moray	9.75	16	9.38	19	-3.81	3
Fife	10.93	27	9.50	20	-13.14	-7
Eilean Siar	9.67	14	9.50	21	-1.82	7
Shetland Islands	11.22	28	9.67	22	-13.78	-6
Scottish Borders	10.55	25	9.88	23	-6.33	-2
Dumfries & Galloway	9.80	18	9.88	24	0.81	6
South Ayrshire	10.63	26	9.91	25	-6.83	-1
Argyll & Bute	10.24	22	9.94	26	-2.92	4
East Renfrewshire	9.50	12	10.31	27	8.56	15
Dundee City	10.47	24	10.41	28	-0.55	4
Inverclyde	10.24	21	10.90	29	6.44	8
East Dunbartonshire	11.62	29	11.19	30	-3.70	1
Aberdeen City	11.84	30	11.22	31	-5.22	1
West Dunbartonshire	12.13	31	11.38	32	-6.19	1
Scotland	9.79		9.24		-5.60	

CORP7						
Percentage of income due from Council Tax received by the end of year						
Local Authority	2012/13	Rank	2013/14	Rank	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Perth & Kinross	97.37	5	98.50	1	1.13	-4
East Renfrewshire	97.62	4	97.85	2	0.23	-2
Orkney Islands	98.08	1	97.72	3	-0.36	2
Stirling	97.71	3	97.67	4	-0.04	1
Angus	97.72	2	97.62	5	-0.10	3
Scottish Borders	96.57	7	96.65	6	0.07	-1
Shetland Islands	96.49	8	96.64	7	0.15	-1
East Lothian	96.45	9	96.40	8	-0.05	-1
Argyll & Bute	96.28	10	96.30	9	0.02	-1
Aberdeenshire	96.25	11	96.19	10	-0.06	-1
East Dunbartonshire	96.58	6	96.19	11	-0.39	5
Dumfries & Galloway	95.78	13	96.04	12	0.26	-1
Renfrewshire	95.94	12	96.02	13	0.08	1
South Lanarkshire	95.69	14	95.65	14	-0.04	0
Falkirk	95.56	17	95.62	15	0.06	-2
Highland	95.59	15	95.49	16	-0.10	1
Fife	95.45	18	95.47	17	0.02	-1
Eilean Siar	95.17	20	95.20	18	0.03	-2
Moray	95.56	16	95.10	19	-0.46	3
South Ayrshire	94.87	21	94.79	20	-0.08	-1
North Ayrshire	93.46	30	94.75	21	1.29	-9
Clackmannanshire	95.32	19	94.73	22	-0.58	3
Edinburgh City	94.49	23	94.69	23	0.20	0
West Dunbartonshire	94.41	24	94.52	24	0.11	0
Inverclyde	94.18	26	94.51	25	0.33	-1
West Lothian	94.73	22	94.42	26	-0.31	4
Aberdeen City	94.19	25	93.67	27	-0.52	2
East Ayrshire	93.83	29	93.66	28	-0.17	-1
North Lanarkshire	93.96	27	93.56	29	-0.40	2
Midlothian	93.91	28	93.48	30	-0.43	2
Glasgow City	93.14	31	93.13	31	-0.01	0
Dundee City	93.11	32	92.66	32	-0.45	0
Scotland	95.16		95.16		0.00	
CORP8						
Percentage of invoices sampled that were paid in 28 days						
Local Authority	2012/13	Rank	2013/14	Rank	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Aberdeen City	98.82	1	99.13	1	0.31	0
Renfrewshire	95.35	4	96.54	2	1.19	-2
Inverclyde	96.03	3	96.30	3	0.27	0
Falkirk	94.86	5	96.25	4	1.39	-1
North Lanarkshire	93.56	7	96.21	5	2.66	-2
West Lothian	93.14	10	95.98	6	2.85	-4
Edinburgh City	96.46	2	95.40	7	-1.06	5
Eilean Siar	93.68	6	94.40	8	0.72	2
Perth & Kinross	93.42	8	94.27	9	0.86	1
Dundee City	92.90	11	93.70	10	0.80	-1
Midlothian	93.26	9	93.38	11	0.12	2
Highland	90.72	14	93.33	12	2.60	-2
East Dunbartonshire	85.67	25	92.64	13	6.97	-12
Argyll & Bute	89.77	19	92.39	14	2.63	-5
South Ayrshire	86.80	23	92.34	15	5.54	-8
Stirling	92.13	12	91.77	16	-0.36	4
Fife	91.57	13	91.75	17	0.17	4
East Lothian	86.52	24	91.66	18	5.14	-6
North Ayrshire	81.57	29	90.66	19	9.09	-10
East Ayrshire	90.60	15	90.63	20	0.04	5
Scottish Borders	90.28	17	90.17	21	-0.11	4
Glasgow City	88.37	20	89.95	22	1.58	2
Dumfries & Galloway	88.21	21	89.33	23	1.12	2
South Lanarkshire	90.36	16	87.25	24	-3.11	8
Aberdeenshire	87.97	22	87.00	25	-0.97	3
Angus	90.00	18	87.00	26	-3.00	8
Moray	81.85	28	86.88	27	5.03	-1
West Dunbartonshire	83.32	27	86.61	28	3.29	1
Shetland Islands	84.86	26	85.02	29	0.16	3
Clackmannanshire	79.22	31	80.40	30	1.18	-1
East Renfrewshire	80.11	30	79.46	31	-0.65	1
Orkney Islands	78.45	32	76.88	32	-1.57	0
Scotland	90.47		91.93		1.46	

ADULT SOCIAL CARE						
Contents	SW1					
	Older persons (over 65) Home Care costs per hour					
	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Local Authority						
Angus	31.07	30	11.48	1	-63.06	-29
East Lothian	9.70	1	13.01	2	34.11	1
Stirling	13.30	4	15.49	3	16.41	-1
Renfrewshire	17.30	8	16.81	4	-2.88	-4
Clackmannanshire	16.47	6	17.00	5	3.19	-1
Inverclyde	15.57	5	17.32	6	11.19	1
Scottish Borders	16.99	7	17.85	7	5.09	0
East Renfrewshire	10.01	2	18.15	8	81.20	6
West Dunbartonshire	17.64	9	18.47	9	4.70	0
North Ayrshire	19.66	14	18.93	10	-3.67	-4
North Lanarkshire	19.79	15	18.98	11	-4.11	-4
South Lanarkshire	17.99	11	19.40	12	7.86	1
East Ayrshire	18.81	12	19.45	13	3.41	1
Dundee City	25.53	25	19.46	14	-23.78	-11
East Dunbartonshire	21.12	17	19.57	15	-7.32	-2
Edinburgh City	22.23	20	20.08	16	-9.65	-4
South Ayrshire	19.11	13	20.62	17	7.87	4
Dumfries & Galloway	17.83	10	20.78	18	16.57	8
Moray	23.58	23	20.97	19	-11.05	-4
Argyll & Bute	24.94	24	20.98	20	-15.88	-4
Falkirk	23.51	22	21.23	21	-9.67	-1
West Lothian	21.13	18	21.70	22	2.69	4
Fife	26.17	26	21.85	23	-16.49	-3
Glasgow City	21.39	19	21.95	24	2.60	5
Perth & Kinross	26.39	27	22.84	25	-13.43	-2
Aberdeenshire	20.10	16	23.65	26	17.67	10
Midlothian	12.46	3	23.81	27	91.06	24
Orkney Islands	31.74	31	23.86	28	-24.83	-3
Eilean Siar	23.27	21	24.28	29	4.35	8
Aberdeen City	26.83	28	24.45	30	-8.86	2
Highland	28.08	29	30.07	31	7.09	2
Shetland Islands	43.11	32	36.68	32	-14.93	0
Scotland	20.53		20.25		-1.36	
SW2						
SDS spend on adults 18+ as a percentage of total Social Work spend on adults 18+						
	2012/13	Rank	2013/14	Rank	Change 2012/13- 2013/14	Change in rank 2012/13-2013/14
Local Authority						
Glasgow City	29.82	1	31.48	1	1.66	0
Edinburgh City	5.61	2	5.99	2	0.38	0
Scottish Borders	3.32	5	4.49	3	1.17	-2
Perth & Kinross	3.94	3	4.34	4	0.40	1
East Lothian	2.93	7	4.13	5	1.19	-2
Argyll & Bute			4.07	6	4.07	6
Dumfries & Galloway	3.53	4	3.79	7	0.26	3
Moray	2.29	12	3.65	8	1.36	-4
Highland	2.95	6	3.15	9	0.20	3
East Dunbartonshire	2.18	15	2.97	10	0.79	-5
East Renfrewshire	2.41	10	2.93	11	0.52	1
Orkney Islands	2.65	8	2.87	12	0.22	4
Midlothian	2.39	11	2.73	13	0.34	2
Aberdeen City	2.20	14	2.64	14	0.44	0
Aberdeenshire	2.22	13	2.59	15	0.37	2
Stirling	2.48	9	2.49	16	0.02	7
Angus	1.62	22	2.19	17	0.58	-5
Shetland Islands	1.89	16	2.18	18	0.29	2
Fife	1.79	18	2.08	19	0.30	1
North Lanarkshire	1.70	20	1.94	20	0.24	0
North Ayrshire	1.88	17	1.94	21	0.06	4
South Ayrshire	1.68	21	1.80	22	0.12	1
South Lanarkshire	1.76	19	1.80	23	0.03	4
East Ayrshire	1.33	24	1.52	24	0.20	0
Eilean Siar	0.77	31	1.44	25	0.67	-6
West Lothian	1.15	25	1.41	26	0.27	1
West Dunbartonshire	1.42	23	1.39	27	-0.03	4
Renfrewshire	1.07	27	1.27	28	0.20	1
Inverclyde	0.95	29	1.15	29	0.20	0
Falkirk	1.05	28	1.04	30	-0.01	2
Clackmannanshire	1.15	26	1.00	31	-0.14	5
Dundee City	0.80	30	0.82	32	0.02	2
Scotland	5.9		6.40		0.48	

SW3						
Percentage of people (65+)with intensive needs receiving care at home						
Local Authority	2012/13	Rank	2013/14	Rank	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Argyll & Bute	45.28	4	49.27	1	4.00	-3
Clackmannanshire	44.67	5	47.30	2	2.64	-3
Shetland Islands	48.89	2	46.11	3	-2.78	1
North Lanarkshire	42.99	6	45.89	4	2.90	-2
Eilean Siar	42.20	8	43.50	5	1.31	-3
Moray	39.81	11	41.53	6	1.72	-5
Angus	12.28	32	40.96	7	28.68	-25
West Dunbartonshire	42.52	7	40.71	8	-1.80	1
North Ayrshire	38.20	13	40.25	9	2.05	-4
Dumfries & Galloway	47.57	3	40.01	10	-7.56	7
East Lothian	39.37	12	39.74	11	0.36	-1
Stirling	40.96	9	39.24	12	-1.72	3
Midlothian	53.57	1	38.80	13	-14.77	12
East Dunbartonshire	31.14	22	38.32	14	7.19	-8
West Lothian	34.72	18	37.98	15	3.26	-3
Dundee City	29.94	24	37.28	16	7.34	-8
Orkney Islands	33.11	19	36.59	17	3.48	-2
South Lanarkshire	36.46	16	36.05	18	-0.41	2
Glasgow City	37.17	14	35.82	19	-1.34	5
Edinburgh City	31.48	21	34.55	20	3.07	-1
South Ayrshire	36.54	15	34.48	21	-2.05	6
Inverclyde	35.53	17	32.60	22	-2.93	5
Falkirk	30.35	23	31.71	23	1.36	0
East Ayrshire	31.71	20	30.04	24	-1.66	4
Aberdeenshire	26.83	27	29.08	25	2.26	-2
Perth & Kinross	25.12	29	28.88	26	3.77	-3
Renfrewshire	26.21	28	28.21	27	2.01	-1
East Renfrewshire	40.85	10	27.68	28	-13.17	18
Scottish Borders	29.35	25	26.18	29	-3.17	4
Aberdeen City	27.59	26	25.63	30	-1.96	4
Fife	22.91	30	23.28	31	0.37	1
Highland	19.22	31	21.03	32	1.82	1
Scotland	34.07		34.74		0.68	
SW4						
Percentage adults satisfied with social care or social work services						
Local Authority	2013/14	Rank	Change 2012/13-2013/14	Change in rank 2012/13-2013/14		
Clackmannanshire	85	1	16.0	-5		
Shetland Islands	81	2	-1.0	1		
East Lothian	78	3	13.0	-7		
Orkney Islands	77	4	-5.0	3		
Inverclyde	73	5	7.0	-3		
Eilean Siar	71	6	-7.0	3		
East Renfrewshire	69	7	6.0	-6		
Falkirk	69	7	-7.0	3		
North Lanarkshire	68	9	5.0	-4		
West Dunbartonshire	68	9	1.0	2		
Angus	67	11	16.0	-16		
North Ayrshire	62	12	-4.0	4		
Dumfries & Galloway	60	13	-1.0	-2		
East Dunbartonshire	60	13	4.0	-8		
Renfrewshire	58	15	-6.0	4		
Argyll & Bute	57	16	1.0	-5		
Perth & Kinross	57	16	11.0	-14		
Aberdeenshire	56	18	2.0	-5		
South Ayrshire	56	18	16.0	-14		
West Lothian	56	18	-18.0	13		
Glasgow City	55	21	-4.0	4		
Highland	54	22	0.0	-1		
Fife	52	23	-7.0	6		
Stirling	52	23	-5.0	4		
Moray	50	25	-10.0	9		
Scottish Borders	50	25	-2.0	-1		
Dundee City	48	27	-1.0	-2		
South Lanarkshire	43	28	-11.0	5		
Aberdeen City	42	29	1.0	-2		
Midlothian	42	29	-15.0	10		
Edinburgh City	41	31	-10.0	4		
East Ayrshire						
Scotland	55		-2.00			

SW5						
Average cost per resident						
Local Authority	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
East Dunbartonshire	182.41	1	194.05	1	6.38	0
Dumfries & Galloway	198.98	2	226.34	2	13.75	0
Moray	295.38	3	285.15	3	-3.46	0
Falkirk	335.91	6	302.40	4	-9.98	-2
East Ayrshire	377.87	20	315.07	5	-16.62	-15
Edinburgh City	311.04	4	336.08	6	8.05	2
North Ayrshire	359.44	11	337.66	7	-6.06	-4
Glasgow City	375.35	16	339.20	8	-9.63	-8
Scottish Borders	363.21	13	347.06	9	-4.45	-4
Inverclyde	355.67	9	351.73	10	-1.11	1
Perth & Kinross	358.82	10	357.17	11	-0.46	1
Aberdeenshire	374.68	15	361.99	12	-3.39	-3
East Renfrewshire	376.82	18	370.41	13	-1.70	-5
West Lothian	346.91	7	372.97	14	7.51	7
South Ayrshire	375.36	17	377.50	15	0.57	-2
Aberdeen City	430.91	27	379.19	16	-12.00	-11
Renfrewshire	335.00	5	381.90	17	14.00	12
Angus	377.42	19	384.06	18	1.76	-1
North Lanarkshire	406.38	25	392.01	19	-3.54	-6
Midlothian	390.84	21	392.51	20	0.43	-1
South Lanarkshire	405.56	24	402.08	21	-0.86	-3
Stirling	392.14	23	404.39	22	3.12	-1
Highland	353.60	8	406.94	23	15.09	15
East Lothian	546.49	29	410.13	24	-24.95	-5
Argyll & Bute	445.74	28	412.44	25	-7.47	-3
West Dunbartonshire	430.41	26	415.97	26	-3.35	0
Clackmannanshire	360.84	12	416.39	27	15.40	15
Fife	372.84	14	427.02	28	14.53	14
Dundee City	392.05	22	466.62	29	19.02	7
Eilean Siar	621.96	30	625.43	30	0.56	0
Orkney Islands	948.65	31	833.65	31	-12.12	0
Shetland Islands	1484.40	32	1056.62	32	-28.82	0
Scotland	371.40		368.35		-0.82	

CULTURE AND LEISURE						
Contents	C&L1					
	cost per attendance at sport facilities					
	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Local Authority						
East Ayrshire	2.12	3	1.11	1	-47.61	-2
Shetland Islands	1.83	2	1.51	2	-17.58	0
Highland	2.57	10	1.64	3	-36.18	-7
Orkney Islands	2.57	11	1.90	4	-26.07	-7
East Dunbartonshire	2.68	12	2.08	5	-22.41	-7
Stirling	1.82	1	2.20	6	21.14	5
North Ayrshire	2.69	13	2.25	7	-16.63	-6
North Lanarkshire	2.55	9	2.29	8	-10.12	-1
South Lanarkshire	2.35	6	2.34	9	-0.32	3
Dundee City	2.73	14	2.53	10	-7.28	-4
Edinburgh City	2.26	4	2.53	11	12.13	7
Inverclyde	2.33	5	2.66	12	14.26	7
Fife	2.49	8	2.78	13	11.63	5
Renfrewshire	2.49	7	3.11	14	25.06	7
Moray	3.67	16	3.45	15	-5.88	-1
Clackmannanshire	4.12	18	3.63	16	-11.89	-2
Scottish Borders	3.05	15	3.67	17	20.43	2
Aberdeen City	3.68	17	3.81	18	3.50	1
West Lothian	4.30	20	3.95	19	-8.08	-1
East Lothian	4.56	23	4.15	20	-9.04	-3
Angus	4.50	22	4.20	21	-6.81	-1
Perth & Kinross	4.16	19	4.20	22	0.89	3
Argyll & Bute	4.36	21	4.42	23	1.40	2
Aberdeenshire	5.04	25	5.29	24	4.82	-1
West Dunbartonshire	4.83	24	6.30	25	30.43	1
Glasgow City	5.65	26	6.34	26	12.28	0
Midlothian	7.00	28	7.01	27	0.10	-1
Eilean Siar	6.98	27	7.41	28	6.12	1
East Renfrewshire	7.44	29	8.33	29	11.87	0
Dumfries & Galloway	8.42	30	9.22	30	9.49	0
Falkirk	9.42	31	9.25	31	-1.77	0
South Ayrshire	9.92	32	10.43	32	5.18	0
Scotland	3.82		3.88		1.58	
C&L2						
cost per library visit						
	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Local Authority						
Edinburgh City	3.67	16	1.37	1	-62.58	-15
Clackmannanshire	2.09	3	1.49	2	-28.81	-1
West Lothian	2.03	2	1.51	3	-25.58	1
North Ayrshire	2.46	6	1.54	4	-37.21	-2
Moray	3.18	11	1.89	5	-40.44	-6
Glasgow City	2.46	5	2.18	6	-11.47	1
Highland	2.00	1	2.44	7	22.08	6
East Lothian	2.44	4	2.48	8	1.88	4
Eilean Siar	3.25	12	2.63	9	-19.06	-3
Aberdeen City	3.14	10	2.67	10	-14.95	0
Midlothian	2.81	8	2.81	11	-0.08	3
Dumfries & Galloway	2.56	7	2.86	12	11.58	5
West Dunbartonshire	3.91	22	2.87	13	-26.67	-9
Aberdeenshire	3.74	19	3.08	14	-17.63	-5
Stirling	3.09	9	3.14	15	1.61	6
East Dunbartonshire	3.34	14	3.22	16	-3.54	2
Dundee City	3.66	15	3.36	17	-8.08	2
South Ayrshire	3.34	13	3.38	18	1.38	5
Inverclyde	3.89	21	3.55	19	-8.85	-2
South Lanarkshire	3.73	18	3.71	20	-0.70	2
North Lanarkshire	3.67	17	3.92	21	7.01	4
East Renfrewshire	3.88	20	3.97	22	2.32	2
Shetland Islands	4.77	26	4.05	23	-14.95	-3
Angus	3.94	23	4.12	24	4.48	1
Scottish Borders	4.96	28	4.45	25	-10.30	-3
Renfrewshire	4.35	24	4.45	26	2.16	2
Fife	4.50	25	4.49	27	-0.09	2
Falkirk	5.02	29	4.89	28	-2.66	-1
Argyll & Bute	5.63	31	5.07	29	-9.87	-2
East Ayrshire	5.04	30	5.54	30	9.99	0
Perth & Kinross	4.79	27	5.58	31	16.43	4
Orkney Islands	6.42	32	6.95	32	8.32	0
Scotland	3.31		2.70		-18.40	

C&L3						
Cost of Museums per visit						
Local Authority	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
North Ayrshire	0.57	3	0.16	1	-72.43	-2
Argyll & Bute	0.34	1	0.36	2	4.78	1
West Lothian	0.46	2	0.56	3	21.53	1
Edinburgh City	1.59	6	1.61	4	1.56	-2
Fife	4.49	15	2.07	5	-53.89	-10
West Dunbartonshire	0.96	5	2.10	6	118.85	1
Highland	0.95	4	2.32	7	143.57	3
East Lothian	2.98	7	2.74	8	-8.01	1
South Lanarkshire	3.12	8	2.75	9	-11.66	1
Moray	3.98	14	2.86	10	-28.07	-4
Falkirk	3.45	10	2.95	11	-14.48	1
East Ayrshire	3.49	11	3.00	12	-14.16	1
Aberdeen City	5.14	20	3.00	13	-41.65	-7
Eilean Siar	3.33	9	3.69	14	10.70	5
Stirling	3.86	12	3.76	15	-2.52	3
Dumfries & Galloway	3.87	13	4.19	16	8.37	3
Glasgow City	4.55	16	4.63	17	1.71	1
Shetland Islands	4.95	18	4.75	18	-3.96	0
Angus	5.38	21	5.01	19	-6.85	-2
Inverclyde	5.44	22	5.12	20	-5.88	-2
Dundee City	5.10	19	5.15	21	0.91	2
Clackmannanshire	4.72	17	5.39	22	14.02	5
Scottish Borders	5.84	23	5.78	23	-0.96	0
Aberdeenshire	12.49	29	8.10	24	-35.15	-5
East Dunbartonshire	10.47	27	8.87	25	-15.23	-2
North Lanarkshire	9.45	25	9.46	26	0.11	1
Renfrewshire	18.92	30	10.05	27	-46.85	-3
Orkney Islands	9.93	26	10.40	28	4.80	2
South Ayrshire	11.86	28	12.26	29	3.33	1
Perth & Kinross	7.87	24	15.31	30	94.67	6
East Renfrewshire						
Midlothian						
Scotland	3.94		3.72		-5.67	
C&L4						
Cost of Parks and Open Spaces per 1,000 population						
Local Authority	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Eilean Siar	1850.51	1	583.94	1	-68.44	0
Shetland Islands	14993.54	3	12543.10	2	-16.34	-1
Orkney Islands	13794.71	2	13954.57	3	1.16	1
Edinburgh City	17246.81	4	15474.87	4	-10.27	0
Moray	20245.40	6	15654.48	5	-22.68	-1
Highland	26572.50	11	16119.34	6	-39.34	-5
Aberdeenshire	17304.53	5	17083.11	7	-1.28	2
East Ayrshire	22457.63	8	20115.98	8	-10.43	0
Stirling	26763.35	12	21323.69	9	-20.33	-3
North Lanarkshire	24251.93	9	23009.50	10	-5.12	1
East Renfrewshire	20960.12	7	26207.65	11	25.04	4
Argyll & Bute	26098.96	10	26371.38	12	1.04	2
West Lothian	28995.97	14	27614.40	13	-4.76	-1
Scottish Borders	30357.93	16	28541.32	14	-5.98	-2
Aberdeen City	28408.23	13	28648.79	15	0.85	2
Midlothian	34271.13	20	31074.38	16	-9.33	-4
Dundee City	34776.73	21	31544.85	17	-9.29	-4
Renfrewshire	30847.34	18	31736.63	18	2.88	0
East Dunbartonshire	29193.43	15	31976.19	19	9.53	4
South Lanarkshire	30633.67	17	32285.22	20	5.39	3
Dumfries & Galloway	35059.34	23	33107.07	21	-5.57	-2
South Ayrshire	35010.19	22	33761.63	22	-3.57	0
Clackmannanshire	36524.96	25	34243.37	23	-6.25	-2
Perth & Kinross	35833.22	24	37245.35	24	3.94	0
Falkirk	32704.08	19	40034.36	25	22.41	6
Inverclyde	45624.69	28	40555.35	26	-11.11	-2
Fife	46002.40	29	41173.58	27	-10.50	-2
Angus	42492.04	27	43117.69	28	1.47	1
Glasgow City	47430.60	30	44192.44	29	-6.83	-1
North Ayrshire	40331.49	26	44777.97	30	11.02	4
West Dunbartonshire	52944.43	31	50695.91	31	-4.25	0
East Lothian	56440.26	32	52486.19	32	-7.01	0
Scotland	32255.91		30737.65		-4.71	

C&L5a						
Percentage of adults satisfied with libraries						
Local Authority	2012/13	Rank	2013/14	Rank	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Orkney Islands	93	4	96	1	3.0	-3
North Ayrshire	95	1	93	2	-2.0	1
Stirling	90	7	93	2	3.0	-5
North Lanarkshire	86	12	91	4	5.0	-8
East Lothian	94	3	90	5	-4.0	2
Shetland Islands	93	4	90	5	-3.0	1
East Ayrshire	81	22	89	7	8.0	-15
Falkirk	89	8	89	7	0.0	-1
Eilean Siar	92	6	87	9	-5.0	3
Glasgow City	85	13	87	9	2.0	-4
Inverclyde	82	19	87	9	5.0	-10
Edinburgh City	87	10	86	12	-1.0	2
East Renfrewshire	87	10	85	13	-2.0	3
West Dunbartonshire	84	15	85	13	1.0	-2
East Dunbartonshire	83	18	84	15	1.0	-3
South Ayrshire	80	23	84	15	4.0	-8
Perth & Kinross	82	19	83	17	1.0	-2
Argyll & Bute	61	32	81	18	20.0	-14
Midlothian	78	24	81	18	3.0	-6
Renfrewshire	84	15	81	18	-3.0	3
West Lothian	85	13	81	18	-4.0	5
Clackmannanshire	77	27	79	22	2.0	-5
Dumfries & Galloway	78	24	79	22	1.0	-2
Moray	89	8	78	24	-11.0	16
South Lanarkshire	82	19	78	24	-4.0	5
Aberdeenshire	84	15	74	26	-10.0	11
Angus	72	31	74	26	2.0	-5
Dundee City	95	1	73	28	-22.0	27
Highland	78	24	72	29	-6.0	5
Fife	76	28	71	30	-5.0	2
Aberdeen City	73	30	70	31	-3.0	1
Scottish Borders	76	28	67	32	-9.0	4
Scotland	83		81		-2.0	
C&L5b						
Percentage of adults satisfied with Parks and Open spaces						
Local Authority	2012/13	Rank	2013/14	Rank	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Shetland Islands	95	3	96	1	1.0	-2
East Lothian	96	1	93	2	-3.0	1
Edinburgh City	94	4	92	3	-2.0	-1
Moray	93	6	92	3	-1.0	-3
Orkney Islands	94	4	92	3	-2.0	-1
Angus	86	17	91	6	5.0	-11
Dundee City	93	6	91	6	-2.0	0
Midlothian	81	26	91	6	10.0	-20
North Ayrshire	90	9	91	6	1.0	-3
Perth & Kinross	91	8	91	6	0.0	-2
South Ayrshire	89	10	91	6	2.0	-4
Stirling	96	1	91	6	-5.0	5
East Renfrewshire	88	12	90	13	2.0	1
Aberdeenshire	87	14	89	14	2.0	0
West Dunbartonshire	83	21	88	15	5.0	-6
East Ayrshire	87	14	87	16	0.0	2
Falkirk	74	30	86	17	12.0	-13
Glasgow City	87	14	86	17	-1.0	3
Highland	86	17	86	17	0.0	0
Argyll & Bute	65	32	84	20	19.0	-12
Fife	82	25	84	20	2.0	-5
Renfrewshire	83	21	84	20	1.0	-1
West Lothian	88	12	84	20	-4.0	8
Aberdeen City	89	10	83	24	-6.0	14
East Dunbartonshire	83	21	83	24	0.0	3
Inverclyde	86	17	83	24	-3.0	7
North Lanarkshire	80	27	83	24	3.0	-3
Clackmannanshire	86	17	81	28	-5.0	11
Dumfries & Galloway	77	29	78	29	1.0	0
Scottish Borders	80	27	78	29	-2.0	2
Eilean Siar	83	21	77	31	-6.0	10
South Lanarkshire	74	30	73	32	-1.0	2
Scotland	86		86		0.0	

c&L5c						
Percentage of adults satisfied with museums and galleries						
Local Authority	2012/13	Rank	2013/14	Rank	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Edinburgh City	95	2	94	1	-1.0	-1
Glasgow City	92	4	94	1	2.0	-3
Shetland Islands	96	1	94	1	-2.0	0
Orkney Islands	92	4	93	4	1.0	0
Stirling	86	7	88	5	2.0	-2
East Lothian	88	6	87	6	-1.0	0
Inverclyde	81	9	85	7	4.0	-2
North Ayrshire	94	3	85	7	-9.0	4
Renfrewshire	79	15	83	9	4.0	-6
Dundee City	81	9	82	10	1.0	1
East Renfrewshire	80	11	81	11	1.0	0
East Ayrshire	70	20	80	12	10.0	-8
South Ayrshire	65	24	76	13	11.0	-11
Perth & Kinross	80	11	75	14	-5.0	3
Midlothian	75	17	74	15	-1.0	-2
Falkirk	60	29	73	16	13.0	-13
North Lanarkshire	80	11	73	16	-7.0	5
Aberdeen City	75	17	71	18	-4.0	1
East Dunbartonshire	80	11	71	18	-9.0	7
West Dunbartonshire	79	15	71	18	-8.0	3
Highland	68	21	69	21	1.0	0
West Lothian	57	31	68	22	11.0	-9
Eilean Siar	84	8	67	23	-17.0	15
Dumfries & Galloway	61	28	66	24	5.0	-4
South Lanarkshire	73	19	65	25	-8.0	6
Angus	58	30	62	26	4.0	-4
Fife	66	22	60	27	-6.0	5
Aberdeenshire	66	22	58	28	-8.0	6
Moray	62	27	58	28	-4.0	1
Scottish Borders	64	25	58	28	-6.0	3
Clackmannanshire	64	25	49	31	-15.0	6
Argyll & Bute	39	32	42	32	3.0	0
Scotland	78		76		-2.0	
C&L5d						
Percentage of adults satisfied with leisure facilities						
Local Authority	2012/13	Rank	2013/14	Rank	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Shetland Islands	98	1	93	1	-5.0	0
Orkney Islands	93	2	93	1	0.0	-1
Stirling	89	6	89	3	0.0	-3
East Lothian	93	2	88	4	-5.0	2
Eilean Siar	89	6	88	4	-1.0	-2
Highland	80	16	87	6	7.0	-10
Inverclyde	93	2	86	7	-7.0	5
North Lanarkshire	86	10	85	8	-1.0	-2
Glasgow City	85	11	85	8	0.0	-3
Falkirk	75	22	85	8	10.0	-14
North Ayrshire	90	5	83	11	-7.0	6
Edinburgh City	85	11	82	12	-3.0	1
West Lothian	85	11	82	12	-3.0	1
Renfrewshire	83	14	81	14	-2.0	0
Perth & Kinross	81	15	81	14	0.0	-1
East Ayrshire	79	18	81	14	2.0	-4
East Renfrewshire	87	8	80	17	-7.0	9
Moray	80	16	77	18	-3.0	2
Midlothian	77	20	77	18	0.0	-2
Angus	70	28	77	18	7.0	-10
South Lanarkshire	78	19	75	21	-3.0	2
East Dunbartonshire	87	8	74	22	-13.0	14
Dundee City	74	25	73	23	-1.0	-2
South Ayrshire	69	29	72	24	3.0	-5
Scottish Borders	77	20	70	25	-7.0	5
Aberdeenshire	73	26	70	25	-3.0	-1
Fife	75	22	69	27	-6.0	5
Aberdeen City	71	27	69	27	-2.0	0
West Dunbartonshire	65	30	69	27	4.0	-3
Clackmannanshire	75	22	68	30	-7.0	8
Dumfries & Galloway	64	31	67	31	3.0	0
Argyll & Bute	52	32	65	32	13.0	0
Scotland	80		78		-2.0	

ENVIRONMENT						
Contents	ENV1					
	Gross cost of waste collection per premises					
	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Local Authority						
North Lanarkshire	47.31	2	48.55	1	2.62	-1
West Dunbartonshire	57.86	4	54.96	2	-5.01	-2
Inverclyde	67.20	7	58.43	3	-13.05	-4
Dumfries & Galloway	62.02	6	62.61	4	0.95	-2
South Lanarkshire	67.81	8	65.27	5	-3.74	-3
Dundee City	78.25	17	67.79	6	-13.37	-11
Renfrewshire	57.39	3	67.91	7	18.33	4
Moray	76.92	16	70.25	8	-8.67	-8
Clackmannanshire	73.15	10	70.48	9	-3.65	-1
East Lothian	73.32	11	70.68	10	-3.61	-1
Scottish Borders	76.48	15	70.74	11	-7.49	-4
Aberdeenshire	73.44	12	75.11	12	2.27	0
West Lothian	73.76	13	75.27	13	2.04	0
Aberdeen City	45.45	1	76.04	14	67.30	13
Glasgow City	59.95	5	78.56	15	31.05	10
East Renfrewshire	82.44	19	80.50	16	-2.36	-3
North Ayrshire	75.83	14	80.84	17	6.60	3
Fife	83.18	20	81.43	18	-2.11	-2
East Ayrshire	67.82	9	82.91	19	22.25	10
Falkirk	86.10	22	83.50	20	-3.01	-2
Edinburgh City	97.32	28	84.22	21	-13.46	-7
Midlothian	95.18	27	85.63	22	-10.03	-5
Perth & Kinross	84.18	21	86.13	23	2.31	2
South Ayrshire	90.92	25	87.06	24	-4.25	-1
Argyll & Bute	86.60	23	87.18	25	0.66	2
Orkney Islands	89.21	24	93.50	26	4.81	2
Eilean Siar	81.00	18	108.27	27	33.67	9
East Dunbartonshire	90.96	26	108.65	28	19.45	2
Angus	98.99	29	111.26	29	12.39	0
Highland	130.87	30	125.40	30	-4.18	0
Stirling	162.93	31	142.37	31	-12.62	0
Shetland Islands	176.72	32	146.66	32	-17.01	0
Scotland	77.78		79.94		2.78	
ENV1a						
Net cost per Waste collection per premises						
	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Local Authority						
West Dunbartonshire	41.01	4	35.62	1	-13.15	-3
Inverclyde	42.97	6	37.14	2	-13.58	-4
North Lanarkshire	37.11	3	37.44	3	0.88	0
Renfrewshire	42.85	5	43.81	4	2.24	-1
Argyll & Bute	45.38	8	45.30	5	-0.17	-3
East Ayrshire	47.89	11	45.62	6	-4.74	-5
Dundee City	46.12	9	46.04	7	-0.19	-2
Dumfries & Galloway	44.79	7	46.09	8	2.89	1
Aberdeen City	21.21	1	47.08	9	121.99	8
Clackmannanshire	30.82	2	47.78	10	55.03	8
Moray	58.98	15	53.69	11	-8.96	-4
North Ayrshire	50.35	12	55.36	12	9.94	0
Orkney Islands	53.90	13	55.71	13	3.35	0
Edinburgh City	70.01	24	57.68	14	-17.61	-10
Midlothian	76.47	27	60.56	15	-20.81	-12
Fife	63.57	18	60.73	16	-4.47	-2
Scottish Borders	65.24	20	61.26	17	-6.11	-3
South Ayrshire	63.74	19	62.74	18	-1.57	-1
South Lanarkshire	66.25	22	62.85	19	-5.13	-3
West Lothian	63.51	17	64.17	20	1.04	3
East Renfrewshire	65.61	21	64.96	21	-1.00	0
Glasgow City	47.69	10	67.65	22	41.85	12
Falkirk	71.13	25	68.81	23	-3.26	-2
East Lothian	63.24	16	70.68	24	11.75	8
Perth & Kinross	69.22	23	71.41	25	3.18	2
Aberdeenshire	72.50	26	72.27	26	-0.33	0
Eilean Siar	55.30	14	83.15	27	50.35	13
Highland	101.87	31	90.93	28	-10.74	-3
Angus	79.53	28	93.47	29	17.53	1
Stirling	88.63	30	95.91	30	8.21	0
East Dunbartonshire	81.69	29	97.65	31	19.53	2
Shetland Islands	144.16	32	128.72	32	-10.71	0
Scotland	59.12		61.32		3.71	

ENV2						
Gross cost per waste disposal per premises						
Local Authority	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Falkirk	66.29	1	67.41	1	1.70	0
East Lothian	86.26	8	71.10	2	-17.57	-6
Edinburgh City	79.63	4	74.57	3	-6.35	-1
South Ayrshire	76.50	2	77.16	4	0.86	2
Inverclyde	78.62	3	81.14	5	3.20	2
Renfrewshire	80.93	5	82.04	6	1.37	1
Midlothian	85.59	6	83.29	7	-2.68	1
East Renfrewshire	85.86	7	84.20	8	-1.93	1
East Ayrshire	93.12	12	85.86	9	-7.80	-3
Scottish Borders	92.05	11	90.52	10	-1.66	-1
Clackmannanshire	90.01	10	91.13	11	1.24	1
South Lanarkshire	88.78	9	96.56	12	8.77	3
Dundee City	104.32	15	97.28	13	-6.75	-2
North Ayrshire	104.36	16	97.56	14	-6.52	-2
Angus	98.52	13	101.09	15	2.60	2
East Dunbartonshire	114.87	20	102.47	16	-10.80	-4
Glasgow City	126.04	26	113.09	17	-10.27	-9
Aberdeen City	110.56	18	114.34	18	3.42	0
West Lothian	119.01	22	116.07	19	-2.47	-3
Perth & Kinross	100.92	14	116.66	20	15.60	6
Moray	122.68	25	116.80	21	-4.79	-4
Highland	107.53	17	116.89	22	8.71	5
West Dunbartonshire	111.78	19	120.26	23	7.59	4
Aberdeenshire	120.90	24	125.24	24	3.58	0
Fife	119.97	23	129.78	25	8.18	2
North Lanarkshire	139.06	27	130.72	26	-6.00	-1
Orkney Islands	141.59	28	149.03	27	5.25	-1
Stirling	159.30	30	158.54	28	-0.48	-2
Argyll & Bute	155.77	29	164.77	29	5.77	0
Shetland Islands	325.69	32	172.37	30	-47.08	-2
Dumfries & Galloway	115.83	21	180.28	31	55.64	10
Eilean Siar	242.45	31	242.49	32	0.02	1
Scotland	108.65		108.72		0.07	
ENV2a						
Net cost per Waste disposal per premises						
Local Authority	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Shetland Islands	58.35	2	16.83	1	-71.16	-1
Midlothian	72.52	5	56.61	2	-21.94	-3
East Lothian	76.65	10	56.75	3	-25.96	-7
Falkirk	57.64	1	58.68	4	1.81	3
Scottish Borders	69.20	3	69.90	5	1.01	2
Edinburgh City	75.41	9	71.16	6	-5.64	-3
Inverclyde	72.37	4	72.81	7	0.61	3
East Ayrshire	77.68	12	73.12	8	-5.87	-4
East Renfrewshire	73.94	6	74.02	9	0.11	3
Angus	74.08	7	74.17	10	0.11	3
South Ayrshire	74.65	8	75.67	11	1.37	3
Fife	76.82	11	76.24	12	-0.75	1
Renfrewshire	78.20	13	77.09	13	-1.42	0
Stirling	83.23	16	79.83	14	-4.09	-2
Clackmannanshire	79.85	14	81.48	15	2.04	1
North Ayrshire	88.97	19	82.10	16	-7.72	-3
Aberdeenshire	82.65	15	86.19	17	4.28	2
Moray	96.59	21	87.76	18	-9.14	-3
Dundee City	92.76	20	90.34	19	-2.60	-1
East Dunbartonshire	105.45	24	90.81	20	-13.88	-4
South Lanarkshire	85.72	18	94.59	21	10.35	3
Glasgow City	110.27	28	96.33	22	-12.64	-6
Perth & Kinross	85.55	17	98.46	23	15.10	6
West Lothian	106.23	25	104.03	24	-2.07	-1
Aberdeen City	107.76	26	107.43	25	-0.30	-1
West Dunbartonshire	108.36	27	109.66	26	1.20	-1
Highland	102.94	23	112.16	27	8.96	4
Orkney Islands	115.76	29	112.84	28	-2.53	-1
North Lanarkshire	129.89	30	126.93	29	-2.28	-1
Argyll & Bute	148.55	31	158.03	30	6.38	-1
Dumfries & Galloway	97.87	22	159.98	31	63.46	9
Eilean Siar	155.37	32	166.72	32	7.30	0
Scotland	92.28		91.75		-0.57	

ENV3a						
Net cost of street cleaning per 1000 population						
Local Authority	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Moray	7867.83	2	7270.80	1	-7.59	-1
East Renfrewshire	7327.25	1	7289.62	2	-0.51	1
East Dunbartonshire	17529.28	23	7651.62	3	-56.35	-20
Aberdeen City	9756.86	4	8550.17	4	-12.37	0
Aberdeenshire	9458.40	3	9028.48	5	-4.55	2
Midlothian	9829.06	5	10165.29	6	3.42	1
Dumfries & Galloway	12709.67	7	10933.65	7	-13.97	0
Argyll & Bute	15132.34	16	11005.11	8	-27.27	-8
Highland	15061.61	15	11607.64	9	-22.93	-6
Scottish Borders	10148.62	6	12672.35	10	24.87	4
Clackmannanshire	12753.51	8	13007.02	11	1.99	3
Orkney Islands	14305.62	12	13769.12	12	-3.75	0
West Lothian	13188.25	10	13824.23	13	4.82	3
East Ayrshire	14683.83	14	14031.36	14	-4.44	0
Angus	14611.48	13	14616.31	15	0.03	2
Falkirk	16014.03	17	15133.00	16	-5.50	-1
Renfrewshire	22224.77	29	15520.41	17	-30.17	-12
Shetland Islands	16587.68	19	15689.66	18	-5.41	-1
North Ayrshire	14291.95	11	15739.12	19	10.13	8
Eilean Siar	16872.28	20	15766.42	20	-6.55	0
South Lanarkshire	16372.95	18	15794.82	21	-3.53	3
East Lothian	13009.42	9	16041.83	22	23.31	13
Inverclyde	17030.24	22	16735.15	23	-1.73	1
South Ayrshire	20423.35	28	16739.03	24	-18.04	-4
Perth & Kinross	19019.90	25	16791.88	25	-11.71	0
Edinburgh City	18949.94	24	17035.90	26	-10.10	2
Fife	16976.13	21	18271.51	27	7.63	6
North Lanarkshire	19418.71	26	19850.18	28	2.22	2
Dundee City	27286.87	30	21468.58	29	-21.32	-1
Stirling	19940.67	27	21860.62	30	9.63	3
Glasgow City	28903.68	31	26752.16	31	-7.44	0
West Dunbartonshire	29621.43	32	28638.24	32	-3.32	0
Scotland	17534.06		16260.11		-7.27	
ENV3c						
Cleanliness score (Percentage acceptable)						
Local Authority	2012/13	Rank	2013/14	Rank	Change 2012/13- 2013/14	Change in rank 2012/13-2013/14
Eilean Siar	99.0	1	100.0	1	1.0	0
Orkney Islands	98.4	6	100.0	1	1.6	-5
Aberdeenshire	98.0	8	99.6	3	1.6	-5
Highland	98.7	5	99.1	4	0.4	-1
South Lanarkshire	97.1	13	98.9	5	1.8	-8
Shetland Islands	96.5	15	98.3	6	1.8	-9
Dundee City	96.8	14	98.1	7	1.3	-7
West Lothian	94.7	20	98.0	8	3.3	-12
Dumfries & Galloway	98.9	3	97.9	9	-1.0	6
Argyll & Bute	98.4	6	97.8	10	-0.6	4
West Dunbartonshire	94.1	23	97.8	10	3.7	-13
Fife	98.9	3	97.7	12	-1.2	9
East Ayrshire	97.2	11	97.1	13	-0.1	2
North Lanarkshire	96.5	15	97.0	14	0.5	-1
North Ayrshire	95.3	18	96.9	15	1.6	-3
Scottish Borders	97.2	11	96.9	15	-0.3	4
East Lothian	93.5	27	96.3	17	2.8	-10
Perth & Kinross	97.7	9	96.0	18	-1.7	9
East Dunbartonshire	96.0	17	95.9	19	-0.1	2
Inverclyde	92.6	30	95.8	20	3.2	-10
Angus	94.7	20	95.3	21	0.6	1
Falkirk	93.7	25	95.1	22	1.4	-3
Clackmannanshire	93.6	26	95.0	23	1.4	-3
Midlothian	94.9	19	94.9	24	0.0	5
Stirling	97.4	10	94.7	25	-2.7	15
East Renfrewshire	94.2	22	94.5	26	0.3	4
Glasgow City	93.2	28	94.4	27	1.2	-1
South Ayrshire	93.2	28	92.1	28	-1.1	0
Aberdeen City	91.9	31	90.1	29	-1.8	-2
Edinburgh City	90.4	32	90.1	29	-0.3	-3
Renfrewshire	94.0	24	87.4	31	-6.6	7
Moray	99.0	1				
Scotland	95.80		96.1		0.28	

ENV4a						
Cost of maintenance per kilometre						
Local Authority	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Dumfries & Galloway	2959.72	3	2392.10	1	-19.18	-2
Orkney Islands	2619.61	1	2635.39	2	0.60	1
Highland	3414.10	5	2839.43	3	-16.83	-2
Perth & Kinross	3367.26	4	2842.12	4	-15.60	0
Angus	4573.29	10	3046.66	5	-33.38	-5
Eilean Siar	2709.44	2	3081.01	6	13.71	4
Scottish Borders	3586.87	7	3545.62	7	-1.15	0
Shetland Islands	3831.93	8	3634.58	8	-5.15	0
Aberdeenshire	4835.84	11	3999.69	9	-17.29	-2
South Ayrshire	6069.27	12	4858.47	10	-19.95	-2
Argyll & Bute	3447.77	6	5283.72	11	53.25	5
Stirling	8602.51	17	5941.05	12	-30.94	-5
East Ayrshire	6791.66	14	5998.28	13	-11.68	-1
Moray	4153.27	9	6222.39	14	49.82	5
Renfrewshire	6690.71	13	6548.94	15	-2.12	2
East Dunbartonshire	8712.56	18	6606.59	16	-24.17	-2
Dundee City	9767.11	20	7644.25	17	-21.73	-3
Clackmannanshire	12453.95	26	8013.48	18	-35.66	-8
Glasgow City	12065.46	25	8365.82	19	-30.66	-6
South Lanarkshire	10023.14	21	8372.45	20	-16.47	-1
West Lothian	9260.02	19	8580.21	21	-7.34	2
North Lanarkshire	10278.95	23	8972.44	22	-12.71	-1
North Ayrshire	7377.05	15	9067.65	23	22.92	8
Fife	10056.94	22	9449.92	24	-6.04	2
Midlothian	14854.35	27	11281.74	25	-24.05	-2
East Lothian	11911.31	24	11632.27	26	-2.34	2
Falkirk	7966.65	16	12521.65	27	57.18	11
Edinburgh City	17447.64	29	14158.17	28	-18.85	-1
Aberdeen City	14917.85	28	14309.97	29	-4.07	1
East Renfrewshire	18646.36	31	16418.01	30	-11.95	-1
West Dunbartonshire	25598.40	32	21090.72	31	-17.61	-1
Inverclyde	17618.79	30	25959.71	32	47.34	2
Scotland	6654.81		6082.13		-8.61	
ENV4b						
Percentage of A class roads that should be considered for maintenance						
Local Authority	2011/13	Rank	2012/14	Rank	Change 2011/13- 2012/14	Change in rank 2011/13-2012/14
Aberdeen City	21.18	6	14.70	1	-6.5	-5
Dundee City	19.50	5	16.54	2	-3.0	-3
West Lothian	18.80	4	16.60	3	-2.2	-1
Orkney Islands	18.55	3	16.83	4	-1.7	1
Angus	17.90	1	18.50	5	0.6	4
Moray	22.30	8	19.29	6	-3.0	-2
Shetland Islands	25.20	15	21.08	7	-4.1	-8
East Renfrewshire	18.20	2	21.60	8	3.4	6
Midlothian	24.10	11	22.09	9	-2.0	-2
North Lanarkshire	22.80	9	22.20	10	-0.6	1
Aberdeenshire	23.10	10	22.70	11	-0.4	1
South Lanarkshire	25.90	16	22.70	11	-3.2	-5
West Dunbartonshire	24.20	12	24.75	13	0.6	1
Highland	24.60	13	25.33	14	0.7	1
Falkirk	25.00	14	25.49	15	0.5	1
Renfrewshire	26.00	17	25.79	16	-0.2	-1
East Ayrshire	29.70	23	26.20	17	-3.5	-6
Clackmannanshire	21.80	7	26.40	18	4.6	11
East Lothian	26.20	18	28.00	19	1.8	1
Edinburgh City	28.60	20	28.22	20	-0.4	0
Glasgow City	28.10	19	28.23	21	0.1	2
Stirling	29.10	22	28.36	22	-0.7	0
Scottish Borders	28.90	21	29.37	23	0.5	2
Fife	33.90	25	31.30	24	-2.6	-1
Eilean Siar	45.80	31	31.65	25	-14.2	-6
East Dunbartonshire	38.30	29	33.97	26	-4.3	-3
Dumfries & Galloway	35.40	26	34.80	27	-0.6	1
North Ayrshire	36.30	27	35.50	28	-0.8	1
Perth & Kinross	36.50	28	37.41	29	0.9	1
Inverclyde	32.70	24	37.81	30	5.1	6
South Ayrshire	38.40	30	41.60	31	3.2	1
Argyll & Bute	46.80	32	44.50	32	-2.3	0
Scotland	29.40		28.70		-0.70	

ENV4c						
Percentage of B class roads that should be considered for maintenance						
Local Authority	2011/13	Rank	2012/14	Rank	Change 2011/13-2012/14	Change in rank 2011/13-2012/14
Moray	18.90	1	15.87	1	-3.0	0
Orkney Islands	21.90	5	20.95	2	-0.9	-3
Dundee City	19.10	2	21.88	3	2.8	1
Aberdeenshire	21.80	3	22.08	4	0.3	1
Edinburgh City	22.60	7	24.26	5	1.7	-2
Clackmannanshire	21.80	3	24.50	6	2.7	3
South Lanarkshire	30.40	14	25.00	7	-5.4	-7
Aberdeen City	22.46	6	25.30	8	2.8	2
Glasgow City	25.80	9	26.26	9	0.5	0
West Lothian	28.20	12	26.40	10	-1.8	-2
North Lanarkshire	27.20	11	27.32	11	0.1	0
East Renfrewshire	28.20	12	28.00	12	-0.2	0
Midlothian	30.40	14	28.18	13	-2.2	-1
Renfrewshire	26.70	10	28.89	14	2.2	4
East Dunbartonshire	33.40	19	29.33	15	-4.1	-4
West Dunbartonshire	25.00	8	29.43	16	4.4	8
Fife	31.30	17	33.60	17	2.3	0
East Lothian	33.34	18	34.07	18	0.7	0
Perth & Kinross	36.00	21	34.80	19	-1.2	-2
Eilean Siar	47.40	30	34.96	20	-12.4	-10
Dumfries & Galloway	36.00	21	35.20	21	-0.8	0
Angus	31.20	16	35.30	22	4.1	6
Highland	33.50	20	35.90	23	2.4	3
East Ayrshire	37.80	24	37.80	24	0.0	0
Shetland Islands	39.60	28	38.01	25	-1.6	-3
Falkirk	36.10	23	38.20	26	2.1	3
Scottish Borders	38.10	25	38.89	27	0.8	2
Stirling	38.70	26	39.55	28	0.9	2
North Ayrshire	38.80	27	39.80	29	1.0	2
Inverclyde	44.30	29	43.37	30	-0.9	1
South Ayrshire	47.90	31	49.70	31	1.8	0
Argyll & Bute	65.10	32	65.00	32	-0.1	0
Scotland	35.00		35.20		0.20	
ENV4d						
Percentage of C class roads that should be considered for maintenance						
Local Authority	2011/13	Rank	2012/14	Rank	Change 2011/13-2012/14	Change in rank 2011/13-2012/14
Orkney Islands	12.24	1	11.52	1	-0.7	0
Dundee City	17.00	2	16.23	2	-0.8	0
Aberdeen City	25.76	6	20.10	3	-5.7	-3
Moray	23.30	4	21.48	4	-1.8	0
Aberdeenshire	20.80	3	23.31	5	2.5	2
Glasgow City	23.50	5	24.86	6	1.4	1
North Lanarkshire	28.10	9	28.31	7	0.2	-2
East Lothian	29.65	13	28.69	8	-1.0	-5
Fife	28.80	11	28.70	9	-0.1	-2
Midlothian	28.70	10	29.80	10	1.1	0
Edinburgh City	27.60	7	31.40	11	3.8	4
Angus	28.00	8	31.60	12	3.6	4
Perth & Kinross	33.60	15	33.04	13	-0.6	-2
Clackmannanshire	29.10	12	34.40	14	5.3	2
East Dunbartonshire	36.40	19	34.57	15	-1.8	-4
East Renfrewshire	34.50	16	36.70	16	2.2	0
Shetland Islands	39.90	23	38.18	17	-1.7	-6
Falkirk	37.30	20	38.56	18	1.3	-2
Scottish Borders	37.70	21	38.77	19	1.1	-2
West Lothian	39.00	22	39.00	20	0.0	-2
Renfrewshire	35.80	18	39.19	21	3.4	3
South Lanarkshire	41.10	24	40.00	22	-1.1	-2
Highland	34.60	17	41.89	23	7.3	6
West Dunbartonshire	32.60	14	42.39	24	9.8	10
Stirling	41.10	24	42.73	25	1.6	1
Eilean Siar	55.10	31	44.08	26	-11.0	-5
East Ayrshire	42.10	26	46.50	27	4.4	1
Dumfries & Galloway	48.00	29	47.60	28	-0.4	-1
South Ayrshire	43.20	27	48.00	29	4.8	2
Inverclyde	47.40	28	49.12	30	1.7	2
North Ayrshire	49.70	30	51.20	31	1.5	1
Argyll & Bute	62.30	32	62.60	32	0.3	0
Scotland	34.80		36.60		1.80	

ENV4e						
Percentage of unclassified roads that should be considered for maintenance						
Local Authority	2009/13	Rank	2010/14	Rank	Change 2009/13-2010/14	Change in rank 2009/13-2010/14
Orkney Islands	23.37	1	23.90	1	0.5	0
West Lothian	26.40	2	26.30	2	-0.1	0
East Lothian	33.15	9	29.57	3	-3.6	-6
Angus	29.40	4	30.50	4	1.1	0
Aberdeen City	32.60	6	30.74	5	-1.9	-1
Aberdeenshire	27.80	3	30.74	5	2.9	2
Moray	31.30	5	32.08	7	0.8	2
Dundee City	32.70	7	32.61	8	-0.1	1
Falkirk	33.10	8	34.08	9	1.0	1
Fife	36.10	13	34.40	10	-1.7	-3
Midlothian	36.10	13	34.47	11	-1.6	-2
North Lanarkshire	35.20	11	34.85	12	-0.4	1
Glasgow City	35.10	10	35.55	13	0.4	3
Edinburgh City	36.00	12	35.87	14	-0.1	2
Perth & Kinross	36.30	15	36.23	15	-0.1	0
Highland	36.40	16	37.23	16	0.8	0
West Dunbartonshire	36.50	17	37.37	17	0.9	0
Eilean Siar	51.10	26	37.79	18	-13.3	-8
North Ayrshire	42.30	21	38.20	19	-4.1	-2
South Lanarkshire	39.00	18	39.50	20	0.5	2
Clackmannanshire	40.20	20	39.70	21	-0.5	1
Renfrewshire	39.40	19	41.48	22	2.1	3
East Dunbartonshire	46.50	24	44.47	23	-2.0	-1
East Ayrshire	43.60	22	45.00	24	1.4	2
South Ayrshire	44.90	23	46.20	25	1.3	2
East Renfrewshire	51.60	28	50.30	26	-1.3	-2
Stirling	46.70	25	50.42	27	3.7	2
Inverclyde	51.10	26	50.77	28	-0.3	2
Shetland Islands	53.20	30	53.99	29	0.8	-1
Scottish Borders	51.60	28	54.92	30	3.3	2
Argyll & Bute	56.80	31	58.60	31	1.8	0
Dumfries & Galloway	58.00	32	60.40	32	2.4	0
Scotland	39.00		39.40		0.40	
ENV5						
Cost of Trading Standards and Environmental Health per 1000 population						
Local Authority	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
East Renfrewshire	14105.24	2	14874.32	1	5.45	-1
Scottish Borders	14932.72	3	14911.74	2	-0.14	-1
Midlothian	13129.15	1	17650.53	3	34.44	2
West Lothian	18489.69	6	17775.63	4	-3.86	-2
East Ayrshire	17503.26	4	18654.03	5	6.57	1
South Lanarkshire	18039.83	5	18713.67	6	3.74	1
Dundee City	20351.83	14	19119.93	7	-6.05	-7
North Ayrshire	19707.76	10	19295.94	8	-2.09	-2
North Lanarkshire	19794.60	12	19814.64	9	0.10	-3
East Lothian	22597.92	21	19820.44	10	-12.29	-11
East Dunbartonshire	19418.21	8	20375.97	11	4.93	3
Clackmannanshire	21470.36	18	20378.32	12	-5.09	-6
Fife	21077.49	15	20825.27	13	-1.20	-2
Highland	21098.28	16	21107.53	14	0.04	-2
West Dunbartonshire	19127.74	7	21300.52	15	11.36	8
Perth & Kinross	19717.07	11	21475.47	16	8.92	5
South Ayrshire	22938.62	22	21674.79	17	-5.51	-5
Aberdeenshire	21828.29	19	22068.75	18	1.10	-1
Dumfries & Galloway	20068.95	13	22326.48	19	11.25	6
Inverclyde	38225.09	31	22400.70	20	-41.40	-11
Falkirk	22053.57	20	23310.42	21	5.70	1
Moray	23355.94	23	23370.43	22	0.06	-1
Renfrewshire	19631.69	9	25014.38	23	27.42	14
Angus	32131.49	27	28165.86	24	-12.34	-3
Stirling	26807.30	25	29037.91	25	8.32	0
Aberdeen City	25652.31	24	29450.09	26	14.80	2
Glasgow City	21417.29	17	32366.11	27	51.12	10
Edinburgh City	29549.98	26	32441.03	28	9.78	2
Orkney Islands	32698.56	28	32545.20	29	-0.47	1
Argyll & Bute	34510.93	30	33083.48	30	-4.14	0
Shetland Islands	88711.76	32	33965.52	31	-61.71	-1
Eilean Siar	33345.43	29	35437.96	32	6.28	3
Scotland	22440.53		23931.34		6.64	

ENV5a						
Cost of trading standards per 1,000 population						
Local Authority	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Falkirk	1913.27	3	1934.58	1	1.11	-2
Inverclyde	1908.78	2	1992.28	2	4.37	0
Renfrewshire	1566.18	1	2645.20	3	68.90	2
Dundee City	3768.61	11	3313.76	4	-12.07	-7
Scottish Borders	3719.99	10	3512.78	5	-5.57	-5
Clackmannanshire	3100.62	6	3724.65	6	20.13	0
West Dunbartonshire	3675.01	9	3741.23	7	1.80	-2
Stirling	3922.21	12	3747.53	8	-4.45	-4
Highland	3662.36	7	3790.51	9	3.50	2
South Lanarkshire	3674.13	8	3808.16	10	3.65	2
Perth & Kinross	2274.27	4	3891.71	11	71.12	7
Aberdeenshire	4809.42	16	4178.63	12	-13.12	-4
Midlothian	4273.50	13	4368.36	13	2.22	0
Edinburgh City	2896.57	5	4715.90	14	62.81	9
Glasgow City	6592.39	22	5298.80	15	-19.62	-7
North Ayrshire	5968.30	19	5433.83	16	-8.96	-3
East Lothian	5919.68	18	6018.15	17	1.66	-1
Argyll & Bute	5891.83	17	6325.95	18	7.37	1
Aberdeen City	4733.96	15	6480.87	19	36.90	4
East Ayrshire	6241.85	21	6787.00	20	8.73	-1
South Ayrshire	8564.34	29	6902.97	21	-19.40	-8
East Dunbartonshire	4495.66	14	7339.88	22	63.27	8
East Renfrewshire	6206.75	20	7693.99	23	23.96	3
Orkney Islands	7988.85	27	7834.96	24	-1.93	-3
Fife	8036.15	28	7873.87	25	-2.02	-3
Angus	6677.57	23	8086.72	26	21.10	3
North Lanarkshire	7724.86	25	8110.03	27	4.99	2
Moray	7749.43	26	8129.31	28	4.90	2
West Lothian	9750.55	30	9384.58	29	-3.75	-1
Dumfries & Galloway	6941.59	24	9456.31	30	36.23	6
Shetland Islands	14002.59	32	10431.03	31	-25.51	-1
Eilean Siar	11901.31	31	12518.25	32	5.18	1
Scotland	5309.96		5609.36		5.64	
ENV5b						
Cost of environmental health per 1,000 population						
Local Authority	2012/13	Rank	2013/14	Rank	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
East Renfrewshire	7898.50	1	7180.33	1	-9.09	0
West Lothian	8739.13	2	8391.05	2	-3.98	0
Scottish Borders	11212.73	4	11398.96	3	1.66	-1
North Lanarkshire	12069.73	6	11704.62	4	-3.03	-2
East Ayrshire	11261.41	5	11867.04	5	5.38	0
Dumfries & Galloway	13127.36	8	12870.17	6	-1.96	-2
Fife	13041.34	7	12951.40	7	-0.69	0
East Dunbartonshire	14922.55	13	13036.09	8	-12.64	-5
Midlothian	8855.65	3	13282.17	9	49.99	6
East Lothian	16678.24	17	13802.29	10	-17.24	-7
North Ayrshire	13739.46	9	13862.11	11	0.89	2
South Ayrshire	14374.28	11	14771.82	12	2.77	1
South Lanarkshire	14365.70	10	14905.51	13	3.76	3
Moray	15606.50	15	15241.12	14	-2.34	-1
Dundee City	16583.22	16	15806.17	15	-4.69	-1
Clackmannanshire	18369.73	22	16653.67	16	-9.34	-6
Highland	17435.92	19	17317.02	17	-0.68	-2
West Dunbartonshire	15452.73	14	17559.29	18	13.63	4
Perth & Kinross	17442.80	20	17583.76	19	0.81	-1
Aberdeenshire	17018.86	18	17890.12	20	5.12	2
Angus	25453.92	28	20079.15	21	-21.12	-7
Inverclyde	36316.31	31	20408.42	22	-43.80	-9
Falkirk	20140.31	23	21375.84	23	6.13	0
Renfrewshire	18065.52	21	22369.18	24	23.82	3
Eilean Siar	21444.12	25	22919.71	25	6.88	0
Aberdeen City	20918.34	24	22969.22	26	9.80	2
Shetland Islands	74709.18	32	23534.48	27	-68.50	-5
Orkney Islands	24709.71	27	24710.25	28	0.00	1
Stirling	22885.08	26	25290.38	29	10.51	3
Argyll & Bute	28619.10	30	26757.52	30	-6.50	0
Glasgow City	14824.90	12	27067.30	31	82.58	19
Edinburgh City	26653.41	29	27725.13	32	4.02	3
Scotland	17130.57		18321.98		6.95	

ENV6						
The percentage of total waste arising that is recycled						
Local Authority	2012/13	Rank	2013/14	Rank	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Clackmannanshire	57.00	1	59.87	1	2.9	0
East Renfrewshire	52.80	7	56.33	2	3.5	-5
North Ayrshire	53.30	6	56.06	3	2.8	-3
Fife	52.10	9	55.88	4	3.8	-5
Inverclyde	54.10	5	55.46	5	1.4	0
Perth & Kinross	55.10	4	53.98	6	-1.1	2
Stirling	55.70	2	53.72	7	-2.0	5
Falkirk	55.30	3	53.04	8	-2.3	5
Moray	52.70	8	51.38	9	-1.3	1
East Ayrshire	44.50	13	48.82	10	4.3	-3
Highland	44.00	15	45.03	11	1.0	-4
East Dunbartonshire	44.33	14	44.93	12	0.6	-2
South Ayrshire	48.10	10	44.34	13	-3.8	3
West Lothian	42.50	17	44.32	14	1.8	-3
Renfrewshire	40.11	20	44.30	15	4.2	-5
West Dunbartonshire	43.18	16	44.01	16	0.8	0
Angus	39.81	21	43.16	17	3.3	-4
Midlothian	45.10	11	42.34	18	-2.8	7
East Lothian	45.10	11	42.32	19	-2.8	8
North Lanarkshire	41.40	19	42.28	20	0.9	1
Scottish Borders	42.30	18	41.33	21	-1.0	3
South Lanarkshire	37.70	23	39.06	22	1.4	-1
Edinburgh City	37.78	22	38.07	23	0.3	1
Aberdeen City	37.32	24	37.14	24	-0.2	0
Argyll & Bute	33.50	26	36.09	25	2.6	-1
Aberdeenshire	33.70	25	35.82	26	2.1	1
Eilean Siar	30.20	27	33.61	27	3.4	0
Dundee City	27.76	29	31.08	28	3.3	-1
Orkney Islands	22.80	30	30.77	29	8.0	-1
Glasgow City	28.90	28	26.90	30	-2.0	2
Dumfries & Galloway	22.10	31	23.95	31	1.8	0
Shetland Islands	14.11	32	12.18	32	-1.9	0
Scotland	41.70		42.20		0.50	
ENV7a						
Percentage of adults satisfied with refuse collection						
Local Authority	2012/13	Rank	2013/14	Rank	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Inverclyde	87	15	95	1	8.0	-14
Shetland Islands	95	1	94	2	-1.0	1
West Lothian	86	17	94	2	8.0	-15
Dumfries & Galloway	92	4	92	4	0.0	0
East Lothian	94	2	92	4	-2.0	2
Falkirk	86	17	92	4	6.0	-13
North Lanarkshire	89	8	92	4	3.0	-4
Perth & Kinross	89	8	92	4	3.0	-4
South Ayrshire	88	11	91	9	3.0	-2
Argyll & Bute	90	5	90	10	0.0	5
North Ayrshire	90	5	90	10	0.0	5
Clackmannanshire	87	15	87	12	0.0	-3
Dundee City	90	5	87	12	-3.0	7
Eilean Siar	89	8	86	14	-3.0	6
Moray	88	11	86	14	-2.0	3
Renfrewshire	82	23	85	16	3.0	-7
Scottish Borders	88	11	85	16	-3.0	5
South Lanarkshire	86	17	85	16	-1.0	-1
East Dunbartonshire	93	3	84	19	-9.0	16
East Ayrshire	85	21	83	20	-2.0	-1
Highland	86	17	83	20	-3.0	3
Angus	79	26	82	22	3.0	-4
West Dunbartonshire	80	25	82	22	2.0	-3
Fife	79	26	81	24	2.0	-2
Glasgow City	75	30	78	25	3.0	-5
Aberdeen City	79	26	81	26	2.0	0
Aberdeenshire	75	30	76	26	1.0	-4
East Renfrewshire	77	29	76	26	-1.0	-3
Midlothian	83	22	76	26	-7.0	4
Stirling	82	23	74	29	-8.0	6
Edinburgh City	73	32	66	30	-7.0	-2
Orkney Islands	88	11	66	30	-22.0	19
Scotland	83		83		0.00	

ENV7b						
Percentage of adults satisfied with street cleaning						
Local Authority	2012/13	Rank	2013/14	Rank	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Stirling	79	8	85	1	6.0	-7
East Lothian	87	2	84	2	-3.0	0
Fife	77	14	84	2	7.0	-12
Inverclyde	77	14	83	4	6.0	-10
West Lothian	78	11	83	4	5.0	-7
Perth & Kinross	78	11	82	6	4.0	-5
Shetland Islands	84	5	81	7	-3.0	2
West Dunbartonshire	68	29	81	7	13.0	-22
Angus	75	18	80	9	5.0	-9
Clackmannanshire	70	26	80	9	10.0	-17
Dumfries & Galloway	81	7	80	9	-1.0	2
North Ayrshire	76	16	80	9	4.0	-7
Orkney Islands	89	1	80	9	-9.0	8
East Dunbartonshire	82	6	79	14	-3.0	8
Dundee City	85	3	78	15	-7.0	12
North Lanarkshire	76	16	78	15	2.0	-1
Argyll & Bute	79	8	77	17	-2.0	9
Moray	79	8	77	17	-2.0	9
East Renfrewshire	85	3	75	19	-10.0	16
Falkirk	74	20	74	20	0.0	0
Scottish Borders	75	18	74	20	-1.0	2
South Lanarkshire	74	20	73	22	-1.0	2
Aberdeenshire	74	20	72	23	-2.0	3
Midlothian	78	11	71	24	-7.0	13
Renfrewshire	74	20	71	24	-3.0	4
South Ayrshire	70	26	71	24	1.0	-2
East Ayrshire	67	31	69	27	2.0	-4
Edinburgh City	74	20	67	28	-7.0	8
Glasgow City	70	26	67	28	-3.0	2
Highland	74	20	67	28	-7.0	8
Aberdeen City	68	29	63	31	-5.0	2
Eilean Siar	65	32	58	32	-7.0	0
Scotland	75		74		-1.00	

HOUSING					
Contents		HSN1a			
Current tenant arrears as a percentage of net rent due					
	2012/13	Rank	Change 2011/12-2012/13	Change in rank 2011/12-2012/13	
Local Authority					
Moray	3.34	1	-0.29	-5	
North Ayrshire	3.59	2	0.14	-1	
Shetland Islands	3.67	3	0.87	2	
Aberdeenshire	4.05	4	0.59	0	
North Lanarkshire	4.07	5	0.61	0	
South Lanarkshire	4.68	6	0.86	-3	
East Ayrshire	4.69	7	1.84	5	
West Lothian	5.03	8	1.22	0	
Clackmannanshire	5.41	9	0.15	-2	
Orkney Islands	5.74	10	1.98	3	
South Ayrshire	5.92	11	1.06	1	
Highland	6.10	12	0.79	0	
East Dunbartonshire	6.61	13	1.29	0	
Midlothian	6.91	14	0.47	-1	
Angus	7.30	15	0.39	-1	
Edinburgh City	7.39	16	1.55	2	
Falkirk	7.42	17	-0.44	-3	
Perth & Kinross	8.41	18	0.91	-1	
Aberdeen City	8.73	19	1.29	1	
Renfrewshire	8.87	20	-1.34	-5	
West Dunbartonshire	9.16	21	-0.62	-2	
East Renfrewshire	9.52	22	2.40	5	
Fife	9.92	23	0.71	1	
Dundee City	9.94	24	-0.07	0	
Stirling	10.81	25	-0.34	-1	
East Lothian	11.00	26	1.79	5	
Argyll & Bute					
Dumfries & Galloway					
Eilean Siar					
Glasgow City					
Inverclyde					
Scottish Borders					
Scotland	6.81		0.71		
HSN1b					
Gross rent arrears (all tenants) as at 31 March each year as a					
	2013/14	Rank			
Local Authority					
Moray	2.60	1			
North Ayrshire	3.20	2			
South Ayrshire	3.59	3			
Dundee City	3.86	4			
East Ayrshire	4.24	5			
Midlothian	4.30	6			
Highland	4.36	7			
South Lanarkshire	4.38	8			
Aberdeenshire	4.47	9			
Perth & Kinross	4.69	10			
Shetland Islands	5.04	11			
Edinburgh City	5.14	12			
North Lanarkshire	5.60	13			
West Lothian	5.78	14			
Orkney Islands	5.81	15			
East Dunbartonshire	5.83	16			
Aberdeen City	5.98	17			
Fife	6.06	18			
Clackmannanshire	6.64	19			
Angus	6.67	20			
Renfrewshire	6.73	21			
Falkirk	7.65	22			
Stirling	8.20	23			
West Dunbartonshire	8.60	24			
East Lothian	9.26	25			
East Renfrewshire	9.39	26			
Argyll & Bute					
Dumfries & Galloway					
Eilean Siar					
Glasgow City					
Inverclyde					
Scottish Borders					
Scotland	5.50				

HSN2						
Percentage of rent due in the year that was lost due to voids						
Local Authority	2012/13	Rank	2013/14	Rank	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
North Ayrshire	0.35	1	0.38	1	0.0	0
West Lothian	0.40	2	0.57	2	0.2	0
Stirling	0.46	3	0.63	3	0.2	0
Moray	0.76	7	0.63	4	-0.1	-3
Perth & Kinross	0.93	10	0.70	5	-0.2	-5
Edinburgh City	0.48	4	0.71	6	0.2	2
East Dunbartonshire	0.65	5	0.82	7	0.2	2
Clackmannanshire	0.71	6	0.85	8	0.1	2
South Lanarkshire	0.86	8	0.88	9	0.0	1
North Lanarkshire	0.89	9	0.89	10	0.0	1
Aberdeenshire	1.21	15	0.91	11	-0.3	-4
East Lothian	1.00	12	1.06	12	0.1	0
Highland	2.01	22	1.19	13	-0.8	-9
Falkirk	1.06	14	1.22	14	0.2	0
East Renfrewshire	1.78	20	1.31	15	-0.5	-5
West Dunbartonshire	2.19	23	1.45	16	-0.7	-7
South Ayrshire	1.67	19	1.56	17	-0.1	-2
Midlothian	1.63	18	1.61	18	0.0	0
Fife	1.57	16	1.62	19	0.1	3
Aberdeen City	1.01	13	1.73	20	0.7	7
East Ayrshire	2.21	24	2.01	21	-0.2	-3
Dundee City	1.78	21	2.40	22	0.6	1
Angus	0.99	11	2.56	23	1.6	12
Renfrewshire	3.13	25	2.57	24	-0.6	-1
Shetland Islands	1.60	17	2.72	25	1.1	8
Orkney Islands	4.15	26	3.48	26	-0.7	0
Argyll & Bute						
Dumfries & Galloway						
Eilean Siar						
Glasgow City						
Inverclyde						
Scottish Borders						
Scotland	1.23		1.29		0.05	
HSN3						
Percentage of dwellings meeting SHQS						
Local Authority	2012/13	Rank	2013/14	Rank	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
North Ayrshire	90.52	2	96.32	1	5.8	-1
Midlothian	86.39	5	94.37	2	8.0	-3
West Lothian	85.25	8	94.23	3	9.0	-5
East Renfrewshire	84.11	9	92.89	4	8.8	-5
East Ayrshire	86.08	7	91.70	5	5.6	-2
Clackmannanshire	92.32	1	90.76	6	-1.6	5
Moray	89.07	4	90.33	7	1.3	3
Aberdeen City	89.12	3	89.28	8	0.2	5
South Ayrshire	80.75	12	87.67	9	6.9	-3
Edinburgh City	82.27	10	87.65	10	5.4	0
Falkirk	80.92	11	87.30	11	6.4	0
Dundee City	74.09	18	84.97	12	10.9	-6
Perth & Kinross	75.94	17	83.59	13	7.7	-4
West Dunbartonshire	62.00	25	83.49	14	21.5	-11
South Lanarkshire	71.96	20	82.80	15	10.8	-5
North Lanarkshire	80.60	13	82.48	16	1.9	3
East Dunbartonshire	78.74	14	81.66	17	2.9	3
Fife	67.90	23	80.68	18	12.8	-5
Orkney Islands	71.16	21	80.35	19	9.2	-2
Stirling	62.91	24	79.37	20	16.5	-4
Angus	72.00	19	78.70	21	6.7	2
Aberdeenshire	78.55	15	76.39	22	-2.2	7
Shetland Islands	86.22	6	75.98	23	-10.2	17
East Lothian	76.68	16	71.39	24	-5.3	8
Highland	70.22	22	70.21	25	0.0	3
Renfrewshire	32.30	26	62.10	26	29.8	0
Argyll & Bute						
Dumfries & Galloway						
Eilean Siar						
Glasgow City						
Inverclyde						
Scottish Borders						
Scotland	76.65		83.67		7.02	

HSN4a				
Percentage of repairs completed within target times				
Local Authority	2012/13	Rank	Change 2011/12-2012/13	Change in rank 2011/12-2012/13
Angus	99.20	1	0.96	0
South Lanarkshire	98.58	2	1.46	-1
East Dunbartonshire	97.57	3	0.72	-1
North Ayrshire	97.52	4	-0.13	2
North Lanarkshire	97.16	5	1.28	-2
West Lothian	96.42	6	1.22	-2
Perth & Kinross	95.51	7	1.35	-5
West Dunbartonshire	95.00	8	-1.72	3
Aberdeen City	93.13	9	-0.90	-4
Clackmannanshire	92.72	10	-1.80	0
Moray	92.61	11	-3.47	5
Stirling	92.46	12	1.20	-7
Edinburgh City	92.30	13	-1.60	-1
Fife	92.12	14	-1.63	-1
Highland	91.99	15	1.29	-5
East Ayrshire	91.26	16	2.65	-7
Aberdeenshire	90.56	17	-3.70	6
Falkirk	89.92	18	-4.76	9
Orkney Islands	89.11	19	-2.22	1
South Ayrshire	88.64	20	1.72	-5
Renfrewshire	88.13	21	-0.71	-1
Midlothian	87.65	22	-0.27	-2
East Renfrewshire	87.42	23	-4.92	7
East Lothian	86.60	24	4.27	-2
Dundee City	86.45	25	-4.17	4
Shetland Islands	84.71	26	-7.41	9
Argyll & Bute				
Dumfries & Galloway				
Eilean Siar				
Glasgow City				
Inverclyde				
Scottish Borders				
Scotland	93.13		-0.47	
HSN4b				
Average time taken to complete non-emergency repairs				
Local Authority	2013/14	Rank		
East Ayrshire	2.89	1		
Moray	6.16	2		
Angus	6.20	3		
Edinburgh City	6.37	4		
Clackmannanshire	6.74	5		
Midlothian	7.00	6		
Stirling	7.60	7		
Renfrewshire	8.46	8		
East Renfrewshire	8.48	9		
West Dunbartonshire	8.67	10		
Highland	8.74	11		
North Ayrshire	9.03	12		
North Lanarkshire	9.06	13		
Aberdeen City	10.10	14		
West Lothian	10.28	15		
Orkney Islands	10.66	16		
Fife	10.97	17		
Shetland Islands	12.32	18		
South Lanarkshire	12.88	19		
South Ayrshire	12.92	20		
Perth & Kinross	13.73	21		
Falkirk	14.06	22		
Aberdeenshire	14.16	23		
East Dunbartonshire	15.05	24		
Dundee City	15.64	25		
East Lothian	17.41	26		
Argyll & Bute				
Dumfries & Galloway				
Eilean Siar				
Glasgow City				
Inverclyde				
Scottish Borders				
Scotland	10.17			

HSN5						
Percentage of council dwellings that are energy efficient						
Local Authority	2012/13	Rank	2013/14	Rank	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Aberdeen City	99.97	1	100.00	1	0.0	0
East Renfrewshire	95.11	6	100.00	1	4.9	-5
Clackmannanshire	99.96	2	99.98	3	0.0	1
South Ayrshire	99.12	3	99.47	4	0.3	1
West Lothian	91.49	11	99.39	5	7.9	-6
East Ayrshire	89.94	14	99.21	6	9.3	-8
Edinburgh City	93.73	9	99.15	7	5.4	-2
Midlothian	93.54	10	99.05	8	5.5	-2
North Ayrshire	96.31	5	98.17	9	1.9	4
North Lanarkshire	96.31	4	97.36	10	1.0	6
Fife	86.65	18	96.86	11	10.2	-7
West Dunbartonshire	74.89	24	95.48	12	20.6	-12
East Lothian	88.13	15	94.63	13	6.5	-2
Perth & Kinross	87.22	16	93.59	14	6.4	-2
Stirling	79.31	21	93.16	15	13.8	-6
Moray	94.32	8	92.41	16	-1.9	8
Dundee City	91.14	12	91.74	17	0.6	5
Aberdeenshire	90.35	13	91.34	18	1.0	5
South Lanarkshire	78.72	22	90.53	19	11.8	-3
Orkney Islands	74.52	25	89.07	20	14.5	-5
Falkirk	83.42	19	88.12	21	4.7	2
Renfrewshire	72.86	26	85.07	22	12.2	-4
Angus	77.12	23	78.35	23	1.2	0
Shetland Islands	86.96	17	76.53	24	-10.4	7
Highland	79.96	20	75.66	25	-4.3	5
East Dunbartonshire	94.82	7				
Argyll & Bute						
Dumfries & Galloway						
Eilean Siar						
Glasgow City						
Inverclyde						
Scottish Borders						
Scotland	88.83		94.01		5.18	

CORPORATE ASSET						
Contents	Corp-Asset 1					
Proportion of operational buildings that are suitable for their current use						
	2012/13	Rank	2013/14	Rank	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Local Authority						
South Lanarkshire	94.21	1	94.35	1	0.1	0
Moray	87.45	9	93.66	2	6.2	-7
Renfrewshire	90.79	3	91.91	3	1.1	0
Falkirk	87.65	6	90.42	4	2.8	-2
Stirling	89.94	4	89.39	5	-0.6	1
West Lothian	87.64	7	89.30	6	1.7	-1
Glasgow City	91.80	2	89.01	7	-2.8	5
Midlothian	88.27	5	88.89	8	0.6	3
East Ayrshire	82.34	18	88.71	9	6.4	-9
North Ayrshire	87.54	8	88.59	10	1.1	2
Angus	86.41	11	87.78	11	1.4	0
Inverclyde	80.26	21	87.23	12	7.0	-9
West Dunbartonshire	86.47	10	87.06	13	0.6	3
Perth & Kinross	85.71	13	85.12	14	-0.6	1
Clackmannanshire	84.34	14	84.62	15	0.3	1
East Lothian	83.25	16	83.84	16	0.6	0
Orkney Islands	86.14	12	83.66	17	-2.5	5
Scottish Borders	83.66	15	83.57	18	-0.1	3
Dundee City	82.49	17	82.63	19	0.1	2
South Ayrshire	82.08	19	81.68	20	-0.4	1
Shetland Islands	77.08	25	81.55	21	4.5	-4
Eilean Siar	75.24	26	80.20	22	5.0	-4
Aberdeen City	80.91	20	79.61	23	-1.3	3
East Renfrewshire	78.57	23	79.51	24	0.9	1
North Lanarkshire	79.79	22	79.35	25	-0.4	3
Dumfries & Galloway	77.58	24	75.40	26	-2.2	2
East Dunbartonshire	63.92	29	70.21	27	6.3	-2
Argyll & Bute	67.16	27	69.07	28	1.9	1
Fife	66.16	28	68.12	29	2.0	1
Aberdeenshire	58.15	31	60.19	30	2.0	-1
Highland	59.25	30	58.06	31	-1.2	1
Edinburgh City	46.02	32	57.02	32	11.0	0
Scotland	75.90		78.21		2.31	
Corp-Asset 2						
Proportion of internal floor area of operational buildings in satisfactory condition						
	2012/13	Rank	2013/14	Rank	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Local Authority						
North Ayrshire	71.94	28	99.40	1	27.5	-27
East Ayrshire	97.54	3	97.81	2	0.3	-1
Stirling	96.56	4	96.37	3	-0.2	-1
East Lothian	96.13	5	95.97	4	-0.2	-1
Orkney Islands	80.29	23	95.79	5	15.5	-18
West Lothian	95.64	6	95.70	6	0.1	0
East Dunbartonshire	97.72	2	95.53	7	-2.2	5
Eilean Siar	94.19	7	95.08	8	0.9	1
Perth & Kinross	93.71	8	93.97	9	0.3	1
Clackmannanshire	91.93	10	92.80	10	0.9	0
Aberdeen City	91.71	11	92.69	11	1.0	0
Scottish Borders	84.28	18	91.60	12	7.3	-6
Renfrewshire	87.22	13	88.52	13	1.3	0
Shetland Islands	97.93	1	87.44	14	-10.5	13
Argyll & Bute	86.09	14	86.59	15	0.5	1
South Lanarkshire	85.95	15	86.49	16	0.5	1
Falkirk	84.41	17	85.97	17	1.6	0
Dundee City	80.96	22	85.83	18	4.9	-4
Fife	81.25	21	84.63	19	3.4	-2
Angus	85.02	16	84.39	20	-0.6	4
Edinburgh City	88.10	12	84.04	21	-4.1	9
Inverclyde	82.32	20	83.53	22	1.2	2
Aberdeenshire	76.71	24	83.18	23	6.5	-1
Dumfries & Galloway	92.42	9	81.55	24	-10.9	15
Midlothian	72.15	27	81.49	25	9.3	-2
East Renfrewshire	75.66	26	79.66	26	4.0	0
North Lanarkshire	82.85	19	71.74	27	-11.1	8
Glasgow City	76.44	25	62.65	28	-13.8	3
Highland	60.40	30	58.01	29	-2.4	-1
South Ayrshire	60.84	29	56.35	30	-4.5	1
West Dunbartonshire	50.54	32	55.24	31	4.7	-1
Moray	53.46	31	32.31	32	-21.1	1
Scotland	82.64		80.92		-1.73	

ECONOMIC						
Contents	ECON1					
	% Unemployed People Assisted into work from Council operated / funded Employability Programmes					
	2012/13	Rank	2013/14	Rank	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Local Authority						
Argyll & Bute	18.65	1	34.78	1	16.1	0
West Dunbartonshire	9.69	8	22.49	2	12.8	-6
Inverclyde	16.69	2	22.31	3	5.6	1
Glasgow City	16.55	3	21.49	4	4.9	1
North Ayrshire	13.77	6	19.73	5	6.0	-1
Dundee City	16.16	4	16.44	6	0.3	2
Perth & Kinross	4.89	23	14.44	7	9.5	-16
Renfrewshire	6.91	17	14.23	8	7.3	-9
North Lanarkshire	8.64	11	13.76	9	5.1	-2
South Lanarkshire	14.75	5	12.99	10	-1.8	5
Clackmannanshire	9.55	10	12.70	11	3.2	1
Moray	4.61	24	11.76	12	7.2	-12
East Dunbartonshire	7.36	15	11.31	13	4.0	-2
West Lothian	12.60	7	10.63	14	-2.0	7
East Renfrewshire	9.68	9	10.50	15	0.8	6
Eilean Siar	6.75	18	10.38	16	3.6	-2
Falkirk	7.95	14	9.79	17	1.8	3
South Ayrshire	8.52	12	9.74	18	1.2	6
Edinburgh City	4.98	22	8.64	19	3.7	-3
Angus	7.14	16	8.48	20	1.3	4
Dumfries & Galloway	5.50	21	7.83	21	2.3	0
Highland	2.65	26	7.66	22	5.0	-4
Midlothian	8.31	13	7.07	23	-1.2	10
Fife	5.91	19	6.89	24	1.0	5
East Ayrshire	5.71	20	6.83	25	1.1	5
Orkney Islands			6.00	26		
Aberdeen City			4.63	27		
Aberdeenshire	3.76	25	4.40	28	0.6	3
Scottish Borders	0.56	29	3.21	29	2.6	0
East Lothian			2.29	30		
Stirling	2.00	28	2.29	30	0.3	2
Shetland Islands	2.25	27				
Scotland	9.60		12.58		2.98	

**Performance Committee Workplan
2015-16**

Covering the period August 2015 to May 2016

Month	Focus Area	Service	Officer	Head of Service	Papers to committee services		Performance Committee	
					Date	Time	Date	Time
Aug-15	LGBF comparative data 2013/14	Performance and Improvement	Rebecca Kelly	Julie Whitelaw	24-Aug-15	12:00	31-Aug-15	14:00
	Economic Development	Economic Development	Alice Mitchell	Craig McCorriston				
	Performance committee workplan			Graeme Struthers				
Oct-15	Corporate complaints: Q1 2015/16	Performance and Improvement	Joe Murray	Graeme Struthers	28-Sep-15	12:00	05-Oct-15	14:00
	Environmental Health & Trading Standards	Environmental Health & Trading Standards	Andrew Blake	Craig McCorriston				
	Revenues and Benefits	Revenues and Benefits	Scott Reid	Donald Forrest				
Nov-15	Education: Customer & Performance Services & Central Resources	Education: Customer & Performance Services & Central Resources	Jim Cameron	Jim Cameron	16-Nov-15	12:00	23-Nov-15	14:00
	Education: Quality Assurance, Active Schools & Instrumental Music	Education: Quality Assurance, Active Schools & Instrumental Music	Elaine Cook	Elaine Cook				
Jan-16	Corporate complaints: Q1-2 2015/16	Performance and Improvement	Joe Murray	Graeme Struthers	30-Dec-15	12:00	11-Jan-16	14:00
	NETs and Land Services	Nets and Land Services	Andy Johnston	Jim Jack				
Mar-16	Corporate complaints: Q1-3 2015/16	Performance and Improvement	Joe Murray	Graeme Struthers	29-Feb-16	12:00	07-Mar-16	14:00
	IT Services	IT Services	Jennifer Milne	Julie Whitelaw				
	Community Care	Community Care	Alan Bell and Pamela Main	Jane Kellock				
May-16	Corporate Communications	Corporate Communications	Gary Herron	Julie Whitelaw	23-May-16	12:00	30-May-16	14:00
	Waste Services	Waste Services	David Goodenough	Jim Jack				
	Performance committee workplan			Graeme Struthers				