



West Lothian
Council

Performance Committee

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

9 August 2016

A meeting of the **Performance Committee** of West Lothian Council will be held within the **Council Chambers, West Lothian Civic Centre** on **Monday 15 August 2016** 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.

Public Items for Decision

4. Confirm Draft Minute of Meeting of Performance Committee held on Monday 30 May 2016 (herewith).
5. Complaint Performance Report 2015/16 - Report by Depute Chief Executive (herewith).
6. Local Government Benchmarking Framework - Report by Depute Chief Executive (herewith).
7. Performance Committee Workplan (herewith).

DATA LABEL: Public

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

MINUTE of MEETING of the PERFORMANCE COMMITTEE of WEST LoTHIAN COUNCIL held within COUNCIL CHAMBERS, WEST LoTHIAN CIVIC CENTRE, on 30 MAY 2016.

Present – Councillors Stuart Borrowman (Chair), Carl John, Greg McCarra, John McGinty, Dave King substituted for Tony Boyle

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 25 February as a correct record. The Minute was thereafter signed by the Chair.

3. CORPORATE COMMUNICATIONS TEAM

The committee considered a report (copies of which had been circulated) by the Head of Corporate Services providing an overview of the performance of Corporate Communications.

The report advised that Corporate Communications aimed to enhance and protect the council's reputation. The team was responsible for delivering a wide range of communications designed to promote the council and its services to communities and the wider public.

The Head of Corporate Services explained that in 2014/15 the team delivered a number of key achievements including increasing the number of customers that follow the council on social media channels, launched the council's Inside News magazine online, increased the number of publications produced via online platforms, continued to lead on the development of the council's website and sub sites, and increased the number of online transactions completed via the council's website.

The report went on to provide a list of the service's main activities and also provided a summary of the key activities for 2016/17.

The performance of Corporate Communications was regularly measured through a suite of performance indicators in line with the council's performance management framework. These indicators were representative of a range of activities delivered by the service and included public performance and management indicators, including measures of customer and staff perception. Appendix 1 to the report provided a sample of the team's performance indicators, including trend chart and associated commentary.

The report further advised that Corporate Communications had its WLAM Assessment in April 2016 and the results were presented to the Chief Executive's performance review panel in May 2016.

The service manager identified the following key areas where the team was aiming to improve performance:-

- Benchmark, where possible, with other councils for media and corporate publications.
- Enhanced suite of indicators, particularly around the website following a service re-design.
- Increase number of customer survey responses

The report recommended that the committee:-

1. Note the performance report for Corporate Communications;
2. Provide feedback on service performance; and
3. Identify any recommendations for performance improvement.

There then followed a number of questions in particular with regard to analysis of users of social media such as facebook, twitter and you tube. There was also a number of questions asked in respect of the council's website in general and the completion of online transactions such as application forms and how these processes could be simplified.

4. RECYCLING & WASTE SERVICES PERFORMANCE

The committee considered a report (copies of which had been circulated) by the Head of Operational Services providing an overview of Recycling & Waste Services together with details of service performance.

The report advised that Recycling & Waste Services were responsible for the collection of all household waste and the environmentally responsible management of waste in line with the government's Zero Waste Plan.

The service provided a weekly uplift to over 78,000 households and a monthly uplift of garden waste during the growing season to the majority of these households. Around 21,000 bulky uplifts were carried out every year. Recycling & Waste Services also provided commercial uplifts from approximately 1,000 trade waste premises and council services.

The service had six Community Recycling Centres strategically located throughout West Lothian where residents brought their own household waste for recycling. In addition there were 182 glass recycling points and 13 public conveniences in various locations.

The Head of Operational Services explained that the service actively worked with partners to plan, design and deliver improved services for

customers. Key partners included Zero Waste Scotland, Scottish Environmental Protection agency (SEPA), CoSLA, The Scottish Government, Homeaid, Her Majesty's Prison Services, Community Payback, Changeworks, Community Resources Network and wide range of council services.

The report went on to advise that in 2015/2016 the service delivered on a number of key improvement actions which included changes to recycling centre operation, developed a communication plan for public awareness and engagement, completed the first roll out of SVQ level 2 qualifications for operatives, developed the service to be able to deliver these in house and implemented a new debrief process to better capture daily feedback from crews to improve complaint handling.

During 2016/17 the service was looking to carry out a number of actions to improve diversion from landfill and increase the quality of the services offered. Such actions included: the roll out of standardised in-house recycling service, a review and update of the service standards to take account of service developments and legislative changes, roll out of sustainable waste collection service, improve access to recycling for those currently outwith the standard collection service and continue to support community events to encourage public participation.

In addition to these actions the service was preparing for the transition to the Whitehill Service Centre. The development would provide the service with the ability to increase the number of materials that could be stored and pre-screened to improve the quality of materials sent to market. In light of this move the service would undergo a restructuring process to ensure that staffing resources matched the requirements of this change to operative practises, the demands of customers and legislative developments.

Recycling & Waste Services performance was regularly measured through a suite of performance indicators in line with the council's performance management framework using the covalent system. These indicators were representative of a range of activities delivered by the services and included statutory, public performance reporting and management indicators, including measures of customer and staff perception.

Recycling & Waste Services had its three year WLAM Assessment in September 2015. The results of the assessment were presented to the Chief Executive's performance review panel.

The report recommended that the committee:-

- Note the contents of the report and appendix 1;
- Provide feedback on service performance; and
- Identify any recommendation for performance improvement.

There then followed a series of questions relating to the progress of the

roll out of the new smaller grey bins and changes to collection schedules and the effect these changes were having on communities. There were also a number of questions in relation to the high number of bin fires in West Lothian, why in particular mainly blue bins being set alight and the issue with the food bins being lightweight and therefore easily blown away.

Decision

To note the contents of the report.

5.. COMPLAINT PERFORMANCE REPORT QUARTERS 3 2015/16

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 3 2015-16.

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 to Quarter 3 over the 5 year period 2011-12 to 2015-16. It was noted that of the 1,522 complaints for Quarter 1 to Quarter 3, 2015-16, 996 of these were attributed to Housing, Construction and Building Services and Operational Services.

The Depute Chief Executive explained there was a reduction in policy complaints and that this was attributable to a fall in Education Services Policy complaints from the equivalent quarters in 2014/15.

The increase in Employee Attitude complaints was driven by Operational Services and Housing, Construction and Building Services which accounted for a combined total of 134 complaints in this category.

The Corporate Complaint Steering Board identified 4 high level indicators that provided a summary of complaint handling performance and detailed 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 3 in 2014/15 and 2015-16.

Appendix 1 to the report provided information on council wide performance against the SPSO defined measures covering the period Quarter 1 - Quarter 3, 2015/16 (1 April 2015 to 31 December 2015).

Table 3 provided indicative ratios for the number of complaints against the specific customer groups for Area Services, Education Services, Housing, Construction and Building Services and Operational Services.

The report concluded that the level of complaints received in Quarter 3; 2015-16 had shown a marginal 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 performance 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.

Decision

To note the terms of the report.



PERFORMANCE COMMITTEE

COMPLAINT PERFORMANCE REPORT 2015/16

REPORT BY DEPUTE CHIEF EXECUTIVE

A. PURPOSE OF REPORT

To report to the Performance Committee the analysis of council-wide complaints closed during 2015/16.

B. RECOMMENDATIONS

It is recommended that the Performance Committee:

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

C. SUMMARY OF IMPLICATIONS

I.	Council Values	• Focusing on customers' needs • Being honest, open and accountable
II.	Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	The Public Services Reform (Scotland) Act 2010
III.	Implications for Scheme of Delegations to Officers	None
IV.	Impact on performance and performance indicators	Will provide a robust approach to monitoring complaints performance information covering all council services
V.	Relevance to Single Outcome Agreement	Indicators support various outcomes in the SOA
VI.	Resources (Financial, Staffing and Property)	From existing resources
VII.	Consideration at PDSP	None
VIII.	Other consultations	None

D. TERMS OF REPORT

D.1 Background

The Scottish Public Services Ombudsman (SPSO) developed and published a model Complaint Handling Procedure (CHP) in 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. The SPSO expect that local authorities will make the best use of complaint information to inform service improvement activity.

The SPSO outlined four elements of the model CHP that that should not be amended to ensure a standardised approach across all local authorities. These are:

- The definition of a complaint
- The number of stages
- Timescales at each stage
- The requirement to record, report and publicise complaints information

D.2 Corporate Complaint Performance

Table 1 provides the council's total complaints close per 1,000 population over the past 5 years. The table shows that there has been an increase in complaints received by the council in 2015/16 when compared to the previous year from 2,113 to 2,330.

Table 1 Complaints closed per 1,000 population

Measure	2011/12	2012/13	2013/14	2014/15	2015/16
West Lothian Population ¹	174,090	175,300	175,990	176,140	177,200
Total number complaints closed	2,323	2,166	2,036	2,113	2,330
Number complaints received per 1,000	13.3	12.4	11.5	12.0	13.1

Table 2 provides a breakdown of complaints closed by service for 2011/12 to 2015/16.

Table 2 Complaints closed by service

Service	2011/12	2012/13	2013/14	2014/15	2015/16
Operational Services	1,071	742	614	794	819
Housing, Construction & Building Services	686	625	725	579	746
Education Services	169	288	201	268	287
Area Services	213	227	224	195	235
Finance and Estates/ Executive Office	79	188	210	178	154
Planning and Economic Development	38	42	48	81	70

¹ Previous years published mid-year estimate used

Corporate Services	25	27	8	11	13
Social Policy	42	27	6	7	6
Total	2,323	2,166	2,036	2,113	2,330

Table 3 breaks down complaints by complaint category over a 5 year period.

Table 3: Complaint category covering period 2011/12 – 2015/16					
Complaint Category	2011/12	2012/13	2013/14	2014/15	2015/16
Standard of Service	1,340	1,088	1,065	1,003	1,008
Policy Related	188	275	272	452	468
Employee Attitude	283	324	299	290	330
Poor Communication	257	264	242	233	295
Waiting Time	236	181	142	127	210
Missed Appointments	19	34	13	8	19
Not Categorised	0	0	3	0	0
Total Complaints	2,323	2,166	2,036	2,113	2,330

The current service level complaint performance varies across the council and is linked to the complexity and quantity of complaints received. Housing, Construction and Building Services (HCBS) and Operational Services are the main complaint generators by service, accounting for 67.2% (1,565) of all recorded complaints (2,330) during 2015/16.

The main contributors in Standard of Service complaints are HCBS (334) and Operational Services (328) which account for 65.7% (662) of all recorded complaints in the category. In 2014/15, HCBS (278) and Operational Services (411) had a combined total of 689 complaints categorised as Standard of Service.

The increase in Policy Related complaints is attributable to an increase in Operational Services Policy complaints from the equivalent quarters in 2014/15. Operational Services received 254 Policy related complaints in 2015/16 against a total of 189 Policy related complaints in 2014/15. The main contributors to Policy related complaints were HCBS (99) and Operational Services (254) accounting for 75.4% of all recorded complaints in this category.

The increase in Employee Attitude complaints have been driven by Operational Services (132) and HCBS (81) which account for 64.6% (213) of all recorded complaints in this category. During 2014/15, Operational Services (120) and HCBS (59) had a combined total of 179 complaints categorised as Employee Attitude.

72.5% (214) of all Poor Communication complaints are generated by HCBS (123), Operational Services (60) and Education Services (31). HCBS had the largest increase in the Poor Communication complaints when compared to the previous year from 84 to 123.

The main contributors of Waiting Time complaints were HCBS (93) and Areas Services (67) which account for 76% (160). The 2014/15, HCBS (50) and Area Services (41) had a combined total of 91 complaints categorised as Waiting Time.

Appendix 1 to the report provides the council wide performance against the SPSO defined measures for 2015/16.

D.3 Summary of Service Complaint Performance

The Corporate Complaint Steering Board identified 4 high level indicators that provided a summary of complaint handling performance.

The 4 indicators are:

1. Total complaints received
2. Complaints closed within 5 working days
3. Complaints closed within 20 working days
4. Complaints part upheld/upheld

Table 4 provides a summary of service performance against these 4 key indicators.

Table 4: Service Performance Summary for 2014/15 and 2015/16								
Service	Total Complaints		Complaints Closed Within 5 Working Days		Complaints Closed Within 20 Working Days		Complaints Part Upheld/Upheld	
	2014/15	2015/16	2014/15	2015/16	2014/15	2015/16	2014/15	2015/16
Area Services	195	235	89.1%	90.6%	91.7%	100%	62.2%	62.6%
Corporate Services	11	13	62.5%	60%	33.3%	100%	72.8%	30.8%
Education Service	268	287	68.5%	82%	81.1%	85.1%	34.9%	38.7%
Executive Office	77	59	100%	-	94.7%	89.9%	15.6%	15.3%
Finance and Estates	101	95	70.8%	88.5%	80%	100%	32.4%	34.7%
HCBS	579	746	60.6%	84.4%	87.7%	89.8%	49.3%	52.9%
Operational Services	794	819	85.1%	83.7%	79.7%	83.0%	64.3%	71.6%
Planning and Economic Dev.	81	70	93.2%	88.3%	85.7%	100%	20.7%	30%
Social Policy	7	6	100%	40%	-	-	28.6%	16.7%
Total	2,113	2,330	78%	84.7%	85.8%	88.5%	51.2%	56.1%

A target of 80% has been set for the percentage of complaints which must be dealt with within timescale. Across the council, 56.1% of all complaints received in 2015/16 have been upheld/ part upheld.

Appendix 2 contains the improvement actions based on complaint analysis covering 2015/16 by Service.

Table 5 provides indicative ratios for the number of complaints against the specific customer groups for Area Services, Education Services, Housing, Construction and Building Services and Operational Services.

Table 5: Ratio of Complaints to Customer Group (for main generators of complaints)			
Service	Base unit (2015/16)	2015/16 complaint volume	Complaint ratio
Area Services	287,285 customer enquiries	235	1 complaint for every 1,222 enquiries
Education Services	30,000 pupils	287	1 complaint for every 105 pupils
HCBS	13,169 council houses	746	1 complaint for 18 council houses
Operational Services	76,659 households	819	1 complaint for every 94 households

E. CONCLUSION

In 2015/16 the council closed 2,330 complaints and this represents an increase of 217 from the 2014/15 figure of 2,113. The council's performance in relation to the processing of complaint across the various key indicators has improved.

Services will continue to monitor complaints on a regular basis and use this information to develop and improve service delivery.

F. BACKGROUND REFERENCES

1. [WLC Complaints Handling Procedure](#)

Appendices/Attachments: 1

Appendix 1 Corporate Complaint Performance Q1- Q4 2015-16

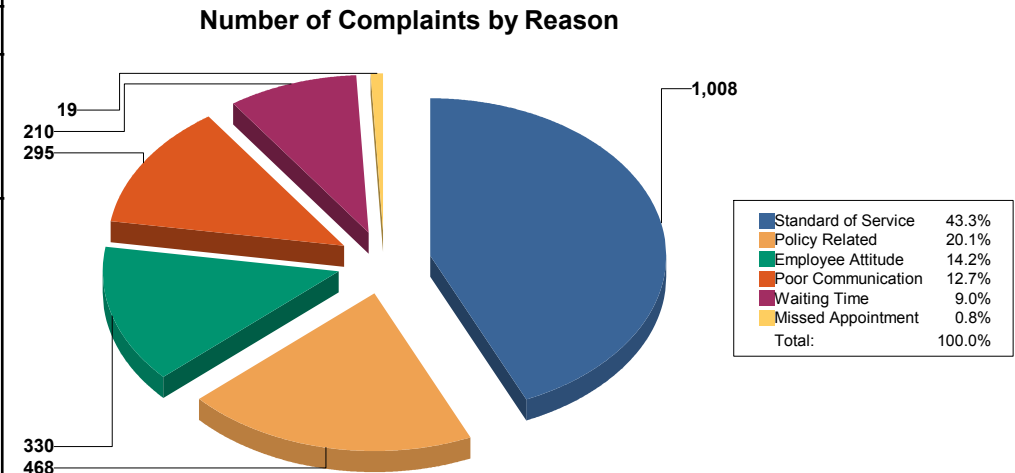
Contact Person: Joe Murray

E mail: joe.murray@westlothian.gov.uk Phone 01506 281893

Graeme Struthers
Depute Chief Executive
15 August 2016

This report summarises complaints closed within the period above for all services within the Council. For the purpose of this report all timescales are based on working days and therefore excludes Saturday, Sunday and Public Holidays in the calculations.

SPSO Performance Indicator		Number	%
1	Total number of complaints	2330	
2	Complaints closed at Stage 1	1718	73.7%
	Complaints closed at Stage 2	572	24.5%
	Complaints closed at Stage 2 after escalation	40	1.7%
3	Complaints UPHELD at Stage 1	564	32.8%
	Complaints NOT UPHELD at Stage 1	670	39.0%
	Complaints PART UPHELD at Stage 1	484	28.2%
	Complaints UPHELD at Stage 2	103	18.0%
	Complaints NOT UPHELD at Stage 2	333	58.2%
	Complaints PART UPHELD at Stage 2	136	23.8%
	Escalated complaints UPHELD at Stage 2	8	20.0%
	Escalated complaints NOT UPHELD at Stage 2	20	50.0%
	Escalated complaints PART UPHELD at Stage 2	12	30.0%
4	Average working days to respond to a Stage 1 complaint	4.0	Days: 6956
	Average working days to respond to a Stage 2 complaint	12.5	Days: 7123
	Average working days to respond to a Stage 2 after escalation	9.1	Days: 364
5	Complaints closed at Stage 1 within 5 working days	1456	84.7%
	Complaints closed at Stage 2 within 20 working days	506	88.5%
	Complaints closed at Stage 2 within 20 working days after escalation	36	90.0%
6	Complaints closed at Stage 1 where an extension has been authorised	23	1.3%
	Complaints closed at Stage 2 where an extension has been authorised	14	2.4%



Percentage of all complaints resolved within timeline: 85.8% (1998)

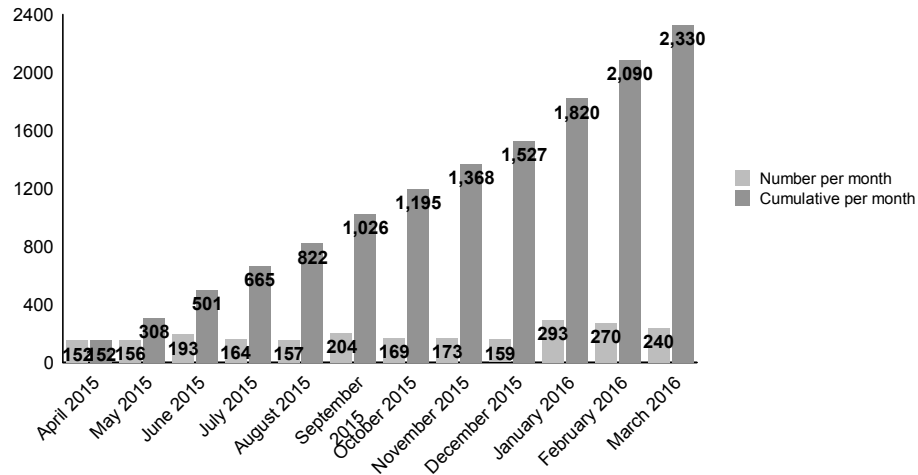
Percentage of all complaints UPHELD: 29.0% (675)

Percentage of all complaints NOT UPHELD: 43.9% (1023)

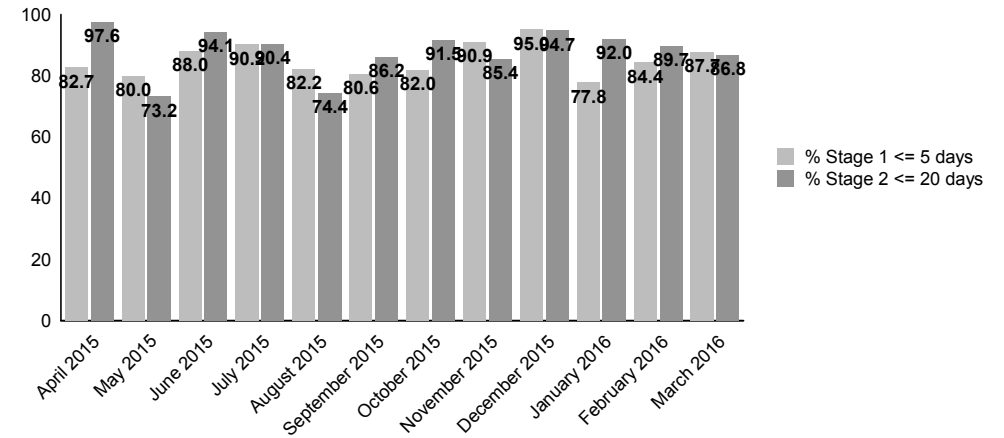
Percentage of all complaints PART UPHELD: 27.1% (632)

Percentage with another or no outcome selected: 0.0% (0)

Complaints Closed 2015/2016
Number and cumulative per month



% Complaints closed within Timeline
% Stage 1 within 5 & Stage 2 within 20 working days by month



Stage 2 figures include complaints escalated from Stage 1 having been closed then re-opened

% of Total complaints Upheld & Part Upheld by month 2015/2016

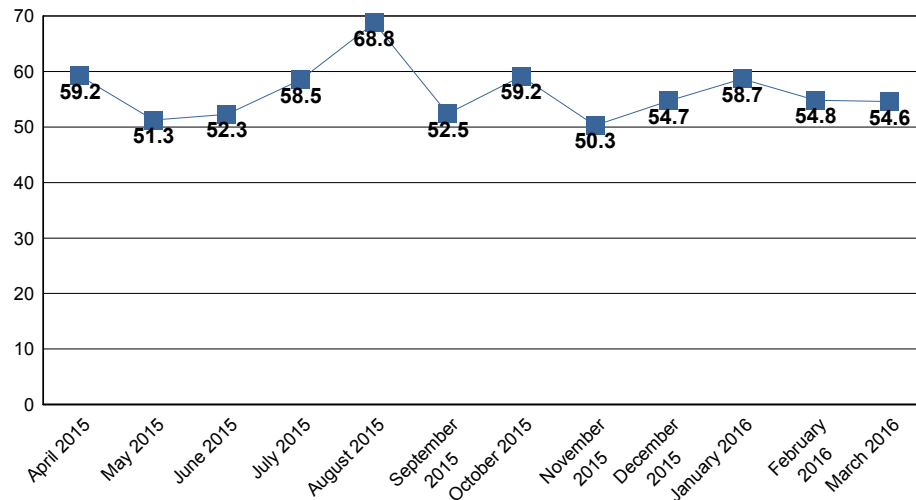


Table showing % of complaints closed within SLA at Stage 1 and Stage 2 cumulative by month

Month/Year	% Stage 1 Closed within 5 Days per month (cumulative)	% Stage 2 Closed within 20 Days per month (cumulative)
April 2015	82.7%	97.6%
May 2015	81.4%	85.7%
June 2015	84.1%	88.6%
July 2015	85.6%	89.1%
August 2015	84.9%	87.1%
September 2015	84.0%	86.9%
October 2015	83.7%	87.5%
November 2015	84.7%	87.3%
December 2015	85.9%	87.9%
January 2016	84.4%	88.6%
February 2016	84.4%	88.7%
March 2016	84.7%	88.6%

NB - the Stage 2 cumulative figure includes escalated complaints (closed at Stage 1 then reopened as Stage 2).

Open Complaint Cases by Service

Data Label: INTERNAL ONLY

The table below provides the number of complaint cases open by Service and month/year created (to the end of the reporting period). Note that month/year is based on the Stage 1 or Stage 2 task creation date.

	Total	2015	2016		
		November	January	February	March
Total	36	1	1	1	33
Corporate Services	2	1	0	0	1
Education	10	0	0	1	9
Executive Office	1	0	0	0	1
Finance & Estates	1	0	0	0	1
Housing Construction & Building Services	14	0	1	0	13
Operational Services	5	0	0	0	5
Planning & Economic Development	3	0	0	0	3

Data Label: INTERNAL ONLY

Service Complaint Improvement Actions Summary

	Complaint Area/ Complaint Theme	Complaints Analysis	Service Improvement Action(s)
1.	Area Services: Standard of Service	Customer complained that the flooring in pool changing area was slippery.	To reduce slipperiness of floor a new cleaning agent, recommended by the flooring manufacturer, was sourced. Training was provided to staff on the use of the new cleaning agent and changes were made to the frequency of the cleaning.
2.	Education Services: Standard of Service	School path and playground flooded.	West Lothian Council Flood Prevention Officer liaised with housing developers to address run-off from site.
3.	Education Services: Standard of Service	Complaint about handling of bullying, failure of Headteacher to meet with parent, agreed strategies not followed up on.	Improvements made to the incident report form process to ensure parents are contacted. Localised process changed to ensure all relevant telephone messages are passed on to the appropriate member of the school senior management.
4.	Education Services: Standard of Service	A complaint was received where the parent as not informed that their child was being referred for Additional Support Needs provision.	More detailed information is now being provided to parents in relation to the Additional Support Needs referral process.
5.	Finance and Estates: Standard of Service	A customer complained that there was a delay in receiving a council tax refund.	Procedures have been reviewed and updated to ensure that refunds are made in a timely manner.
6.	Finance and Estates: Standard of Service	Customer complained that the system to make a payment was not fully operational.	The software supplier investigated and resolved the specific issue after carrying out a full investigation relating to the system performance.
7.	Housing, Construction and Building Services: Standard of Service	Communal repairs were not being carried out in flatted property in a timely manner.	A change in the procedure was implemented to ensure all operatives who maintain stairwells were given access to a Key Fob to enter property.

Service Complaint Improvement Actions Summary

	Complaint Area/ Complaint Theme	Complaints Analysis	Service Improvement Action(s)
8.	Operational Services: Standard of Service	Garden Maintenance account was not effectively transferred to a customer.	The business processes for Garden Maintenance have been reviewed and updated to reduce time to review an application and improve the customer experience.
9.	Operational Services: Standard of Service	Complaints received relate to early morning and weekend bin uplifts from Waste Services.	The service originally operated from 6am – 10am on Saturdays. From March 2016 the Saturday service was changed to 7am – 11am.
10.	Planning and Economic Development: Standard of Service	Customers raised complaints in relation to the lack of response to enquiries from Planning Services.	Officers now have access to Customer Relationship Management system queues to monitor enquiries. A rota system is now in place to ensure enquiries are monitored and responded to on a regular basis.
11.	Social Policy	Social Policy statutory complaint improvement actions are linked to their statutory complaints process and are not covered in this report.	



West Lothian
Council

PERFORMANCE COMMITTEE

LOCAL GOVERNMENT BENCHMARKING FRAMEWORK

REPORT BY DEPUTE CHIEF EXECUTIVE

A. PURPOSE OF REPORT

The council participates in the Local Government Benchmarking Framework (LGBF) Network comparing performance on a number of performance indicators. The data has been collated and analysed by the Improvement Service and published in an annual report.

This report provides a summary comparative analysis of the council's 2014/15 performance against the previous years and other local authorities.

B. RECOMMENDATIONS

The committee is asked to note the contents of the report.

C. SUMMARY OF IMPLICATIONS

I.	Council Values	Focusing on customers' needs Being honest, open and accountable
II.	Policy and Legal	Compliance with the Code of Corporate Governance requirements
III.	Implications for Scheme of Delegations to Officers	None
IV.	Impact on performance and performance indicators	The council is required to publish Specified Performance Indicators in accordance with the Local Government (Scotland) Act 2003
V.	Relevance to Single Outcome Agreement	None
VI.	Resources (Financial, Staffing and Property)	From existing budget
VII.	Consideration at PDSP/Executive Committee required	None
VIII.	Details of consultations	None

D. TERMS OF REPORT

D.1 Local Government Benchmarking Framework Overview

The Local Government Benchmarking Framework (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 comparative performance of the 32 Scottish local authorities is published in an annual report that identifies national trends across eight thematic categories of council activity. The report also highlights local challenges and priorities, how this varies across councils and the subsequent impact on performance.

This report summarises the council's comparative LGBF performance in 2014/15 and represents the fifth year of benchmarking data. The overview report can be viewed via the following [link](#).

D.2 LGBF Annual Report 2014/15

The 2014/15 annual report is published by the Improvement Service. The report compares councils' performance across 56 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 information across the categories generally focuses on how much councils have spent on particular services, the service performance and how satisfied people are with the major services provided by councils.

LGBF Family Groups

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 also serve as a forum for learning and knowledge share across authorities.

The Improvement Service has allocated the council to a family group featuring authorities with similar characteristics. The council are a member of family group 3, with the general characteristics set out in table 1:

Table 1: 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
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D.3 Analysis of LGBF Comparative Performance 2014/15

The council's 2014/15 performance in comparison to 2013/14 performance, and changes in ranking by performance indicator, are summarised in table 2:

Table 2: Summary Position of Performance 2013/14 to 2014/15				
Category	Number of PIs	PIs that have declined in 2014/15	PIs that have improved in 2014/15	No Change
Adult Social Care	5	2	3	0
Children's Services	7	3	4	0
Corporate Services	9	6	3	0
Corporate Assets	2	1	0	1
Environmental Services	17	8	6	3
Housing Services	5	2	2	1
Economic Development	1	0	0	1
Culture and Leisure	8	0	7	1
West Lothian Council	54	22	25	7

The council's performance in each indicator is contained in Appendix 1. This includes corresponding rankings against the 31 local authorities, with family groups also identified (highlighted in blue).

Average Ranking 2014/15

The council's average ranking and the top ranked local authority in the eight categories of LGBF have been analysed and summarised in table 3.

Table 3: Average ranking			
Category	WLC Ranking 2013/14	WLC Ranking 2014/15	Top Ranked Authority
Adult Social Care	25	20	Dumfries & Galloway
Children's Services	13	9	Moray
Corporate Services	2	5	East Ayrshire
Corporate Assets	4	3	North Ayrshire
Environmental Services	4	7	Moray
Housing Services	3	3	Moray
Economic Development	14	14	Inverclyde
Culture and Leisure	10	2	Stirling
Overall	2	2	Moray

The overall average ranking of West Lothian Council in Scotland in 2014/15 is second, as it was in 2013/14. Moray Council is ranked top for the second year running.

Comparative Analysis

Analysis of the 54 performance indicators was carried out with the responsible council services to fully understand the relative changes and fluctuations in performance from 2010/11 to 2014/15.

A new online tool ([Spotfire](#)) has been developed to offer family group comparators in a graphical format. Examples from the tool are included in Appendix 2.

D.4 Statutory Performance Indicator Directive 2015

The Accounts Commission undertakes annual evaluation of local authorities' public performance information to assess compliance with the Statutory Performance Indicator (SPI) Direction and provide a general health check on public performance reporting (PPR) across Scottish authorities.

The 2015 SPI Direction significantly changed the evaluation criteria, moving from 4 indicators, one of which included LGBF requirements, to 2 indicators:

- SPI 1. Achievement of Best Value: each council will report a range of information
- SPI 2. LGBF: each council will report it's performance in accordance with the requirements of the LGBF

All councils are required to publish the LGBF data and comparative analysis annually on their website. Compliance with the LGBF requirements now represents 50% of the total evaluation score for the council in the 2015 assessment of PPR.

D.5 Actions for Council Services

The council must comply with requirements to publish the LGBF data set and comparative analysis. In support of this, services will:

1. Consider how the comparative data can be used to improve performance. Such as undertaking learning and networking opportunities with leading performers in their area or 'family groups' 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 provides the public with comparative analysis of Scottish local authorities' performance in 2014/15. Comparison across the 56 performance indicators shows that the council has areas of strong, sector leading performance and highlights areas where improvement to performance is required.

Overall the council has been ranked second in Scotland in the LGBF, with Moray Council ranked first for performance.

The LGBF is intended to support councils to improve performance in key activities and the development also forms a critical part of the sector's response to requirements for public performance reporting and benchmarking. Committee is

asked to note the findings in the report and the council's performance and rankings in each category.

F. BACKGROUND REFERENCES

None.

Appendices/Attachments:

Appendices: 2

Appendix 1: LGBF PI Rankings 2014/15

Appendix 2: Spotfire

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Graeme Struthers

Depute Chief Executive

15 August 2016

LGBF Category: CHILDREN'S SERVICES

CHN1						
Cost per primary school pupil						
Local Authority	2014/15	Rank	% Value Change 2010/11-2014/15	Change in rank 2010/11-2014/15	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Clackmannanshire	3887.42	1	-12.10	-2	-0.06	0
Renfrewshire	4071.19	2	-4.04	1	-10.71	-10
Edinburgh City	4147.09	3	-6.52	-2	0.64	1
East Lothian	4216.98	4	-8.28	-3	0.75	1
Moray	4257.26	5	-4.17	-1	-0.08	1
Dundee City	4262.90	6	-9.91	-8	-1.62	0
Falkirk	4303.49	7	-7.01	-2	-1.11	0
Glasgow City	4328.01	8	-8.99	-8	-2.19	0
Fife	4387.20	9	-12.19	-12	-3.30	0
Inverclyde	4453.47	10	-6.01	-5	4.09	5
Scottish Borders	4561.87	11	-5.34	-7	-2.70	-5
East Ayrshire	4571.24	12	-3.08	-1	-0.35	-3
East Renfrewshire	4573.49	13	3.36	9	-0.17	0
South Lanarkshire	4607.22	14	6.83	12	1.51	4
East Dunbartonshire	4617.70	15	-4.19	-4	0.80	1
North Ayrshire	4623.73	16	-13.77	-10	-4.28	-4
Angus	4702.59	17	0.52	6	3.27	6
Midlothian	4725.50	18	0.99	6	-0.77	1
West Lothian	4750.03	19	2.42	9	-1.57	1
Perth & Kinross	4763.26	20	3.30	12	-1.76	-1
North Lanarkshire	4800.97	21	-4.36	-1	-3.63	-4
Aberdeenshire	4822.20	22	-1.93	2	-0.14	3
South Ayrshire	4850.56	23	1.36	6	-1.83	1
Highland	4980.89	24	-3.33	0	-4.96	-2
Stirling	5126.04	25	0.88	2	3.21	2
Dumfries & Galloway	5272.85	26	-8.86	-2	-7.61	-2
Aberdeen City	5278.67	27	0.86	2	6.23	3
West Dunbartonshire	5377.23	28	-4.05	1	-2.67	1
Argyll & Bute	5733.10	29	-4.24	0	-3.00	0
Shetland Islands	7568.46	30	-7.33	0	1.96	0
Orkney Islands	8036.99	31	-6.64	-1	-3.24	0
Eilean Siar	8138.64	32	-3.46	1	-14.50	0
Scotland	4653.31		-4.42		-1.69	

CHN2						
Cost per secondary school pupil						
Local Authority	2014/15	Rank	% Value Change 2010/11-2014/15	Change in rank 2010/11-2014/15	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Renfrewshire	5577.60	1	4.83	0	-0.08	0
North Lanarkshire	6093.11	2	-2.31	-9	-3.21	-7
Moray	6124.03	3	8.77	-1	3.74	0
South Lanarkshire	6152.53	4	10.87	2	1.96	-1
Fife	6172.05	5	5.78	-1	2.54	1
East Lothian	6193.04	6	7.01	1	5.52	4
Edinburgh City	6355.00	7	-2.78	-10	1.55	0
South Ayrshire	6380.83	8	6.17	1	3.05	2
Midlothian	6411.56	9	4.02	-1	0.70	-5
Scottish Borders	6415.38	10	0.43	-5	-1.30	-6
East Renfrewshire	6420.72	11	4.42	2	0.96	-2
Glasgow City	6520.89	12	-2.73	-11	3.40	1
West Lothian	6531.40	13	16.60	10	1.69	-2
Angus	6564.96	14	5.00	2	4.17	4
Aberdeenshire	6596.60	15	-1.20	-6	0.21	-2
West Dunbartonshire	6662.61	16	-3.13	-10	1.15	-2
Perth & Kinross	6681.09	17	-0.02	-5	0.07	-3
Falkirk	6704.33	18	10.68	10	7.06	10
Inverclyde	6705.30	19	4.03	3	5.46	7
East Ayrshire	6754.20	20	2.00	2	-0.63	-3
Stirling	6761.82	21	1.44	1	1.05	0
East Dunbartonshire	6837.12	22	-12.01	-7	3.00	3
North Ayrshire	6858.82	23	8.26	10	2.07	1
Dundee City	6916.53	24	1.11	-1	1.29	0
Highland	6955.91	25	2.52	1	-6.72	-3
Dumfries & Galloway	7180.29	26	8.36	7	-1.76	-1
Aberdeen City	7401.13	27	2.63	0	2.63	1
Clackmannanshire	7619.96	28	19.67	14	6.26	3
Argyll & Bute	8191.41	29	6.85	1	3.37	0
Eilean Siar	10282.00	30	4.18	-1	-19.05	-2
Shetland Islands	10507.14	31	-15.16	-1	-0.30	0
Orkney Islands	10920.73	32	20.89	2	4.67	2
Scotland	6593.46		2.67		0.94	

CHN3						
Cost per pre-school Education Registration						
Local Authority	2014/15	Rank	% Value Change 2010/11-2014/15	Change in rank 2010/11-2014/15	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Moray	2165.97	1	-3.58	-2	7.81	-1
West Lothian	2394.35	2	-36.78	-19	2.53	-3
Edinburgh City	2503.87	3	-6.05	-6	9.89	-1
Angus	2588.17	4	14.50	0	32.10	3
South Lanarkshire	2611.18	5	0.29	-3	4.50	-4
Orkney Islands	2677.84	6	14.89	1	11.31	-1
Highland	2864.66	7	29.23	5	26.77	4
Scottish Borders	2886.85	8	11.29	1	21.59	2
Midlothian	2894.24	9	-13.94	-8	-3.64	-9
South Ayrshire	2985.58	10	-8.52	-6	6.57	-4
Fife	2992.55	11	9.27	1	3.53	-6
Falkirk	3070.02	12	-4.28	-3	20.83	2
Dundee City	3094.67	13	-1.58	-1	8.90	-2
Perth & Kinross	3146.64	14	-11.45	-5	9.90	-2
Renfrewshire	3176.60	15	-22.33	-9	21.14	4
East Lothian	3231.49	16	14.16	5	15.43	3
North Lanarkshire	3310.32	17	-4.52	-1	3.02	-3
East Dunbartonshire	3344.01	18	6.95	5	34.28	10
Clackmannanshire	3480.52	19	-5.54	-1	4.66	-2
Dumfries & Galloway	3673.16	20	20.21	8	-4.29	-6
Aberdeenshire	3680.41	21	42.80	15	9.80	-1
East Ayrshire	3818.61	22	-16.35	-5	5.59	-1
Aberdeen City	3884.67	23	88.75	22	42.52	11
East Renfrewshire	3904.36	24	-0.69	2	-1.41	-3
Stirling	4019.60	25	-7.85	-1	10.95	1
North Ayrshire	4047.22	26	1.77	3	30.45	7
Glasgow City	4141.62	27	-18.03	-4	2.23	-2
West Dunbartonshire	4306.04	28	-12.46	-1	18.16	3
Argyll & Bute	4369.73	29	5.71	4	8.59	1
Shetland Islands	4831.86	30	-26.91	-2	0.90	-2
Eilean Siar	4843.14	31	4.20	3	10.32	1
Inverclyde	4866.86	32	-2.84	2	7.63	1
Scotland	3306.44		-1.59		9.93	

CHN5						
percentage of Pupils Gaining 5+ Awards at level 6						
Local Authority	2014/15	Rank	Change 2010/11- 2014/15	Change in rank 2010/11-2014/15	Change 2013/14- 2014/15	Change in rank 2013/14-2014/15
East Renfrewshire	57.64	1	8.64	0	2.22	0
East Dunbartonshire	50.75	2	10.75	0	3.26	0
Perth & Kinross	36.60	3	9.60	-3	6.06	-4
Stirling	36.23	4	5.23	1	-2.11	1
Scottish Borders	34.35	5	9.35	-3	3.83	-3
Orkney Islands	32.51	6	7.51	-2	2.39	-5
South Ayrshire	32.42	7	4.42	3	0.63	3
Edinburgh City	31.91	8	3.91	4	1.51	-1
Dumfries & Galloway	31.65	9	7.65	-4	4.17	-8
Shetland Islands	31.21	10	4.21	4	0.14	4
Renfrewshire	30.80	11	6.80	-2	0.45	1
Eilean Siar	30.45	12	5.45	4	5.45	-12
East Lothian	29.15	13	4.15	5	-0.52	1
Falkirk	28.87	14	4.87	1	1.97	-5
South Lanarkshire	28.78	15	5.78	-2	0.92	1
Highland	28.72	16	3.72	8	1.04	1
West Lothian	28.13	17	5.13	0	-1.11	4
North Lanarkshire	28.05	18	9.05	-9	2.76	-5
Moray	27.88	19	5.88	0	0.28	3
Aberdeenshire	27.83	20	3.83	7	0.58	2
Aberdeen City	27.78	21	5.78	2	2.14	0
Argyll & Bute	27.55	22	5.55	3	-3.70	17
Angus	27.20	23	6.20	0	2.24	-2
East Ayrshire	26.59	24	5.59	1	1.05	2
Inverclyde	25.84	25	3.84	6	1.88	-3
Fife	25.70	26	4.70	3	-0.04	6
North Ayrshire	24.36	27	5.36	0	3.23	-5
West Dunbartonshire	24.20	28	8.20	-3	-0.29	2
Midlothian	23.01	29	4.01	2	-1.12	2
Dundee City	22.50	30	2.50	4	0.61	0
Clackmannanshire	21.67	31	3.67	1	-0.23	2
Glasgow City	21.08	32	6.08	0	-0.50	1
Scotland	29.26		6.26		1.18	

CHN7						
percentage of Pupils from Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)						
Local Authority	2014/15	Rank	Change 2010/11-2014/15	Change in rank 2010/11-2014/15	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
East Dunbartonshire	26.05	1	-0.55	0	1.05	0
East Renfrewshire	22.14	2	2.79	0	3.52	0
Angus	19.61	3	13.78	-21	7.39	-10
North Lanarkshire	15.60	4	6.86	-7	1.98	-7
Renfrewshire	14.60	5	5.99	-7	0.43	-1
South Ayrshire	14.29	6	6.16	-7	0.14	-1
Glasgow City	13.70	7	6.58	-13	-0.26	-2
West Dunbartonshire	13.66	8	4.23	-1	-4.17	5
East Ayrshire	13.59	9	3.32	4	-1.19	4
North Ayrshire	12.78	10	3.57	0	1.57	-8
Highland	12.77	11	3.26	3	1.00	-6
West Lothian	12.72	12	3.02	5	0.94	-4
Perth & Kinross	12.50	13	6.73	-12	3.09	-9
South Lanarkshire	11.85	14	4.51	-4	0.76	-5
Scottish Borders	11.76	15			5.19	-11
Edinburgh City	11.75	16	4.39	-1	3.09	-8
Inverclyde	11.46	17	1.48	11	-0.43	3
Dundee City	11.09	18	3.68	2	2.16	-5
Fife	10.74	19	3.66	-3	-1.08	4
Dumfries & Galloway	8.66	20	1.06	6	-6.96	16
Argyll & Bute	7.45	21	0.24	2	-6.69	14
Falkirk	7.33	22	-2.95	18	-5.52	10
Midlothian	6.94	23	1.26	-3	-6.81	13
Clackmannanshire	6.71	24	-0.84	9	-2.93	3
Aberdeen City	5.69	25	-0.71	-2	-2.17	0
Stirling	5.65	26	-1.44	5	0.56	-1
Aberdeenshire						
East Lothian						
Eilean Siar						
Moray						
Orkney Islands						
Shetland Islands						
Scotland	12.75		4.75		0.16	

CHN 10						
Percentage of Adults satisfied with Local Schools						
	2014/15	Rank	Change 2010/11- 2014/15	Change in rank 2010/11-2014/15	Change 2013/14- 2014/15	Change in rank 2013/14-2014/15
Stirling	95	1	5.5	-4	12.0	-16
Orkney Islands	93	2	-2.6	1	-3.0	1
Clackmannanshire	92	3	6.2	-11	3.0	-1
East Dunbartonshire	91	4	1.3	0	3.0	-3
Renfrewshire	91	4	8.6	-18	8.0	-13
West Dunbartonshire	89	6	7.2	-17	3.0	-4
East Ayrshire	88	7	4.0	-12	-1.0	3
Inverclyde	88	7	9.0	-23	4.0	-7
North Lanarkshire	88	7	0.4	-4	-4.0	5
Perth & Kinross	87	10	4.1	-11	2.0	-2
South Ayrshire	87	10	2.1	-8	7.0	-10
West Lothian	87	10	-1.1	2	2.0	-2
Dumfries & Galloway	86	13	-0.3	0	-1.0	4
Shetland Islands	86	13	-7.0	11	-6.0	11
East Renfrewshire	85	15	-2.9	6	-1.0	5
Falkirk	85	15	-3.6	8	7.0	-10
Highland	83	17	-2.2	1	4.0	-5
North Ayrshire	83	17	-2.1	0	-5.0	10
East Lothian	82	19	-5.8	9	-7.0	15
Eilean Siar	82	19	-8.1	16	1.0	0
South Lanarkshire	82	19	-2.0	0	3.0	-3
Argyll & Bute	80	22	-1.5	-2	-4.0	8
Midlothian	78	23	-7.8	9	0.0	-2
Dundee City	75	24	-6.2	-1	10.0	-8
Moray	74	25	-7.2	0	-5.0	3
Fife	73	26	-6.3	-3	-5.0	1
Aberdeen City	71	27	-4.1	-4	4.0	-4
Aberdeenshire	70	28	-11.2	3	-14.0	14
Angus	69	29	-18.0	17	-7.0	1
Glasgow City	67	30	-13.0	2	-13.0	10
Scottish Borders	66	31	-23.0	25	-5.0	1
Edinburgh City	65	32	-10.1	1	-9.0	3
Scotland	79		-4.1		-2.0	

CHN 11						
Proportion of pupils entering Positive Destinations						
Local Authority	2014/15	Rank	Change 2010/11-2014/15	Change in rank 2010/11-2014/15	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
East Dunbartonshire	96.7	1	3.6	-1	-0.5	0
East Renfrewshire	96.2	2	2.9	1	0.2	-1
North Ayrshire	96.1	3	5.4	-6	2.0	-2
Aberdeenshire	95.6	4	3.4	-1	1.9	-7
Eilean Siar	95.4	5	2.8	2	-1.5	3
Scottish Borders	95.3	6	3.0	2	1.1	2
Shetland Islands	95.3	6	4.4	-2	1.9	-6
Inverclyde	94.3	8	5.9	-11	0.3	2
Moray	94.3	8	5.9	-11	0.4	1
South Ayrshire	94.3	8	4.6	-4	2.2	-13
Angus	94.0	11	5.0	-5	3.0	-17
Orkney Islands	94.0	11	4.7	-3	0.2	2
East Ayrshire	93.9	13	5.5	-6	0.8	0
Highland	93.7	14	4.3	1	1.0	-2
Dundee City	93.5	15	4.8	-3	2.2	-9
Midlothian	93.5	15	8.3	-16	-0.4	8
West Lothian	93.4	17	4.4	1	0.4	3
Clackmannanshire	93.2	18	8.4	-14	0.4	3
Argyll & Bute	93.1	19	3.3	8	2.1	-9
Dumfries & Galloway	93.0	20	4.7	-2	2.0	-8
South Lanarkshire	93.0	20	5.6	-5	0.7	1
North Lanarkshire	92.9	22	7.0	-7	1.6	-2
Edinburgh City	92.3	23	4.9	-2	1.1	-3
Fife	92.1	24	0.3	18	-0.3	7
East Lothian	91.9	25	5.1	-2	-0.3	5
Perth & Kinross	91.8	26	1.1	17	-2.0	17
Stirling	91.4	27	3.2	4	-0.1	4
Renfrewshire	90.9	28	1.6	14	-1.1	6
Glasgow City	90.3	29	3.9	1	0.6	-3
Aberdeen City	90.0	30	4.4	0	-1.1	3
Falkirk	89.7	31	1.8	7	-2.7	14
West Dunbartonshire	89.4	32	-2.1	25	-0.7	1
Scotland	92.3		3.4		0.9	

LGBF Category: CORPORATE SERVICES

CORP 1						
Support services as a percentage of the total expenditure						
Local Authority	2014/15	Rank	Change 2010/11-2014/15	Change in rank 2010/11-2014/15	Change 2012/13-2014/15	Change in rank 2012/13-2014/15
North Ayrshire	2.46	1	-0.03	-2	0.22	0
Inverclyde	3.02	2	0.54	0	-0.07	0
West Dunbartonshire	3.68	3	0.53	-3	0.46	0
West Lothian	3.72	4	-1.05	-14	0.04	-1
South Ayrshire	3.73	5	0.64	0	0.19	1
Dundee City	3.84	6	-0.75	-10	-0.75	-10
East Lothian	3.85	7	0.39	-1	-0.25	-2
Falkirk	3.90	8	0.46	1	-0.17	0
East Ayrshire	3.99	9	0.43	0	-0.02	2
Aberdeen City	4.00	10	-0.92	-10	-0.76	-8
Moray	4.17	11	-0.17	-3	-0.42	-6
South Lanarkshire	4.18	12	-0.28	-3	0.21	6
Glasgow City	4.24	13	0.42	3	-0.34	-2
Dumfries & Galloway	4.34	14	0.09	2	0.07	4
North Lanarkshire	4.47	15	1.54	11	0.07	4
Angus	4.78	16	2.60	15	-0.34	-5
East Dunbartonshire	4.90	17	-0.34	-4	-0.09	-3
Perth & Kinross	4.93	18	-2.20	-10	-0.99	-5
Aberdeenshire	5.11	19	0.85	6	0.28	0
Midlothian	5.26	20	1.02	9	0.76	8
Shetland Islands	5.26	21	5.26	21	0.73	7
East Renfrewshire	6.91	22	1.34	-1	0.72	-2
Fife	6.23	23	0.79	1	-0.20	-2
Orkney Islands	6.31	24	0.54	-1	0.90	2
Argyll & Bute	6.34	25	-2.15	-4	-0.35	-1
Renfrewshire	6.52	26	-1.98	-4	1.99	13
Stirling	6.61	27	-2.73	-4	-0.76	-2
Edinburgh City	7.13	28	2.27	9	-0.02	0
Highland	7.56	29	2.83	12	0.59	2
Scottish Borders	7.70	30	2.08	6	0.16	0
Clackmannanshire	7.76	31	1.35	5	0.19	-1
Eilean Siar	8.15	32	1.70	5	0.60	1
Scotland	5.08		0.52		0.01	

CORP 2						
Cost of Democratic core per 1,000 population						
Local Authority	2014/15	Rank	% Value Change 2010/11-2014/15	Change in rank 2010/11-2014/15	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
North Lanarkshire	14839.47	1	-20.04	-1	0.44	0
East Lothian	18069.57	2	-35.98	-9	-13.61	-1
Falkirk	19506.47	3	-7.03	0	-0.09	1
East Dunbartonshire	21530.97	4	-38.02	-14	-16.63	-4
Glasgow City	21731.01	5	-4.53	0	-18.38	-5
West Lothian	23116.00	6	-39.94	-16	4.37	2
East Ayrshire	23855.91	7	-35.04	-13	-38.43	-13
Perth & Kinross	24066.36	8	-4.93	2	-4.16	3
Aberdeen City	25036.03	9	-26.69	-6	-13.30	-4
South Lanarkshire	25865.68	10	-7.87	1	0.53	4
East Renfrewshire	26131.20	11	-28.73	-9	-14.39	-4
Moray	26649.08	12	-4.51	3	1.67	3
Edinburgh City	26928.23	13	1.09	5	20.36	8
Inverclyde	28637.62	14	26.28	10	2.26	1
South Ayrshire	29410.72	15	-5.27	2	7.76	3
Scottish Borders	29983.34	16	-43.35	-12	-21.24	-4
North Ayrshire	30545.99	17	-7.17	2	-2.98	1
Dundee City	30871.44	18	2.14	6	-13.95	0
Stirling	31699.06	19	-30.53	-8	-18.69	-3
Angus	37236.41	20	-6.85	-3	15.82	3
West Dunbartonshire	38437.53	21	11.05	4	4.86	2
Fife	39070.41	22	63.10	16	44.38	11
Dumfries & Galloway	40502.87	23	-4.06	-3	1.02	0
Aberdeenshire	41566.22	24	15.25	5	-9.25	-3
Midlothian	42036.89	25	-0.41	0	-5.88	0
Highland	42432.43	26	34.39	12	-3.95	2
Renfrewshire	46283.65	27	-23.38	-2	2.77	1
Argyll & Bute	47056.81	28	834.85	27	0.35	-1
Clackmannanshire	50771.64	29	26.44	5	9.49	1
Shetland Islands	97675.42	30	-71.79	-2	-66.94	-2
Eilean Siar	102495.41	31	-3.86	1	-2.79	1
Orkney Islands	142843.91	32	-21.78	1	98.09	1
Scotland	30687.79		-8.33		-4.18	

CORP 3b						
The percentage of highest paid 5% of employees who are woman						
Local Authority	2014/15	Rank	Change 2010/11-2014/15	Change in rank 2010/11-2014/15	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Aberdeenshire	61.11	1	3.40	0	-0.73	0
Glasgow City	59.37	2	9.87	-4	-0.83	0
Renfrewshire	56.98	3	9.80	-8	2.46	-1
Stirling	56.36	4	2.61	2	7.61	-13
West Dunbartonshire	56.36	5	7.76	-3	1.04	2
North Ayrshire	55.56	6	9.14	-8	1.80	-1
North Lanarkshire	55.27	7	9.19	-9	1.10	1
Edinburgh City	54.45	8	5.94	-1	0.08	3
South Ayrshire	53.85	9	6.68	-3	1.42	-1
East Dunbartonshire	53.79	10	9.35	-12	3.44	-4
West Lothian	52.86	11	2.53	7	-0.56	3
East Lothian	51.92	12	3.10	5	0.49	0
Inverclyde	50.63	13	3.03	3	0.63	-2
Fife	50.49	14	4.41	-1	1.22	-2
Dumfries & Galloway	50.15	15	4.87	-4	2.62	-4
East Renfrewshire	50.00	16	-1.88	13	-0.89	3
Moray	49.70	17	9.23	-8	4.61	-8
Clackmannanshire	49.60	18	0.08	13	-3.34	9
East Ayrshire	49.59	19	9.17	-7	5.89	-8
Falkirk	48.75	20	6.02	-3	-3.33	9
Aberdeen City	48.45	21	1.80	8	1.39	1
Highland	48.21	22	2.51	4	1.49	0
South Lanarkshire	48.00	23	2.88	3	0.22	5
Perth & Kinross	47.80	24	1.90	7	1.01	3
Midlothian	47.73	25	3.13	4	2.45	1
Angus	47.62	26	9.66	-2	3.50	0
Argyll & Bute	44.68	27	9.71	-2	-0.97	4
Dundee City	44.04	28	5.65	1	3.13	-1
Scottish Borders	43.08	29	2.32	5	2.06	1
Eilean Siar	36.25	30	2.29	0	3.75	0
Orkney Islands	28.26	31	-0.02	0	3.26	0
Shetland Islands	25.00	32	1.19	0	0.97	0
Scotland	51.66		5.40		0.96	

CORP 4						
The cost per dwelling of collecting council tax						
Local Authority	2014/15	Rank	% Value Change 2010/11-2014/15	Change in rank 2010/11-2014/15	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Fife	4.28	1	3.12	0	-21.38	0
East Ayrshire	4.32	2	-66.49	-12	-60.56	-14
East Dunbartonshire	4.65	3	-44.57	1	-42.63	-2
Scottish Borders	6.40	4	-43.55	-5	-4.83	1
West Lothian	6.48	5	-29.39	2	-12.35	1
Argyll & Bute	6.98	6	-41.56	-5	-15.34	-1
Falkirk	7.75	7	-23.31	-1	-17.48	-2
East Renfrewshire	8.11	8	-15.08	3	33.85	6
Stirling	8.21	9	-15.85	3	1.14	3
Aberdeen City	9.06	10	-30.11	-5	-6.58	-2
South Ayrshire	9.66	11	2.77	7	-4.30	-4
Dumfries & Galloway	9.84	12	0.22	5	2.79	2
North Ayrshire	10.19	13	-16.26	0	2.62	0
Aberdeenshire	10.42	14	-8.57	4	8.57	3
Moray	10.44	15	-24.53	-2	-16.60	-4
Angus	10.65	16	-22.66	0	-15.56	-4
Midlothian	10.65	17	-24.33	-1	-24.40	-6
East Lothian	10.90	18	-9.67	6	-12.62	0
Glasgow City	11.16	19	-35.21	-8	-10.28	2
Renfrewshire	11.26	20	-25.48	-4	-23.31	-7
South Lanarkshire	11.35	21	-23.36	-1	-20.77	-4
Inverclyde	11.73	22	-29.36	-4	-16.47	0
West Dunbartonshire	11.79	23	-18.10	2	-11.40	2
Shetland Islands	11.82	24	-17.86	4	36.40	16
Highland	11.83	25	-22.14	0	-16.86	1
North Lanarkshire	13.78	26	-7.42	3	-20.63	-3
Dundee City	15.91	27	-28.56	-4	-1.38	-1
Clackmannanshire	16.69	28	-3.89	0	14.59	2
Perth & Kinross	16.94	29	17.85	10	69.75	15
Edinburgh City	17.63	30	-11.49	1	-4.35	0
Orkney Islands	19.35	31	-27.16	-1	-5.43	0
Eilean Siar	24.57	32	10.95	2	5.93	0
Scotland	10.94		-20.75		-9.74	

CORP 5b2						
(Domestic nose) Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site						
Local Authority	2014/15	Rank	% Value Change 2010/11-2014/15	Change in rank 2010/11-2014/15	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
West Dunbartonshire	0.40	1	-20.00	-1	14.29	0
East Renfrewshire	0.48	2	26.32	1	-38.46	-7
East Lothian	0.50	3	-93.38	-5	-50.00	-10
Renfrewshire	0.50	3			8.70	1
South Lanarkshire	0.50	3	-37.50	-1	-37.50	-7
North Lanarkshire	0.58	6	-27.50	2	-1.69	3
North Ayrshire	0.62	7	-31.11	1	-6.06	1
Midlothian	0.65	8	-98.84	-15	-63.89	-7
Glasgow City	0.66	9			-21.93	-2
Dumfries & Galloway	0.90	10			-18.18	-4
South Ayrshire	1.06	11	112.00	9	37.66	3
Clackmannanshire	1.76	12	-83.55	1	188.52	7
Aberdeen City	1.87	13	-92.18	-2	-39.68	-3
Inverclyde	2.20	14	-95.23	-7	214.29	7
Eilean Siar	4.00	15	-56.99	5	-57.45	-5
Dundee City	6.30	16	-30.00	7	5.70	-3
Edinburgh City	8.80	17	-65.08	1	51.72	-1
Angus	9.00	18	-57.14	5	-14.29	-3
Falkirk	11.80	19	-68.19	0	-48.02	-4
East Dunbartonshire	19.00	20	-57.30	0	39.71	-2
West Lothian	37.40	21	-20.43	-1	835.00	4
Fife	37.90	22	4.99	4	-2.72	-2
Moray	40.50	23	-59.21	-2	-27.68	-4
Scottish Borders	67.50	24	-74.43	-2	45.76	-1
Stirling	78.00	25	208.30	8	8763.64	13
Argyll & Bute	128.20	26	1098.13	15	144.66	0
Highland	146.00	27	563.64	13	22.69	-1
Aberdeenshire	154.60	28	137.85	4	28.83	-1
Orkney Islands	438.00	29	-7.81	2	-11.52	-1
Shetland Islands	567.27	30			-61.88	-1
East Ayrshire						
Perth & Kinross						
Scotland	58.90		86.53		-27.04	

CORP 6a						
Sickness absence Days per Teacher						
Local Authority	2014/15	Rank	% Value Change 2010/11-2014/15	Change in rank 2010/11-2014/15	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
North Ayrshire	3.64	1	-33.49	-6	-36.21	-12
Falkirk	4.76	2	2.31	0	9.73	1
Stirling	5.09	3	7.65	0	-2.01	-1
East Ayrshire	5.26	4	-5.60	-4	2.34	2
Edinburgh City	5.39	5	-14.74	-10	-4.30	-5
Midlothian	5.50	6	12.57	1	4.82	1
Highland	5.56	7	-13.43	-9	8.11	4
Aberdeen City	5.57	8	-19.43	-13	-16.84	-15
Fife	5.70	9	-0.44	0	-1.81	-7
Angus	5.79	10	-2.36	-2	5.92	2
Glasgow City	5.83	11	-12.80	-7	-4.73	-8
Renfrewshire	6.05	12	-29.55	-16	-8.35	-8
West Dunbartonshire	6.11	13	-20.24	-11	15.69	7
East Dunbartonshire	6.14	14	28.62	10	-11.28	-12
West Lothian	6.27	15	22.45	9	14.00	6
East Renfrewshire	6.27	16	39.64	15	2.77	-2
Scottish Borders	6.34	17	10.14	7	-5.17	-5
Inverclyde	6.42	18	-21.05	-9	-15.08	-14
Orkney Islands	6.48	19	-18.35	-7	-2.84	-2
Dumfries & Galloway	6.51	20	-30.21	-12	-6.33	-7
Aberdeenshire	6.64	21	14.95	10	23.66	14
Perth & Kinross	6.88	22	-7.59	-1	-2.38	-7
South Lanarkshire	6.89	23	-6.77	1	-6.33	-8
Dundee City	6.94	24	5.39	7	13.82	7
Moray	7.02	25	-23.71	-6	4.08	0
Shetland Islands	7.56	26	22.94	13	32.66	14
North Lanarkshire	7.81	27	-10.69	-3	11.25	-1
Argyll & Bute	8.07	28	2.86	3	20.33	4
East Lothian	8.27	29	22.31	10	43.53	15
South Ayrshire	8.40	30	36.43	16	18.53	0
Eilean Siar	9.58	31	9.77	2	65.76	16
Clackmannanshire	10.14	32	49.46	12	79.23	21
Scotland	6.28		-4.90		2.99	

CORP 6b						
Sickness absence days per Employee (non-teachers)						
Local Authority	2014/15	Rank	% Value Change 2010/11-2014/15	Change in rank 2010/11-2014/15	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Orkney Islands	8.80	1	-7.91	-3	-1.69	-2
East Ayrshire	9.07	2	-17.19	-19	3.55	0
Perth & Kinross	9.09	3	-11.83	-8	-6.06	-4
Stirling	9.13	4	-12.64	-10	-12.62	-14
South Ayrshire	9.31	5	-20.54	-21	-15.25	-18
North Ayrshire	9.48	6	18.32	5	-6.06	-9
Highland	9.77	7	-6.48	-6	6.75	3
Aberdeenshire	9.84	8	0.49	1	2.79	3
Renfrewshire	9.92	9	-5.93	-6	1.13	-1
Angus	10.00	10	2.17	4	2.65	2
Midlothian	10.11	11	4.91	6	0.61	-3
North Lanarkshire	10.12	12	-9.31	-11	2.18	0
Glasgow City	10.15	13	8.57	10	5.63	7
Edinburgh City	10.74	14	-1.52	-5	8.53	3
Fife	10.95	15	-14.96	-15	3.24	-5
Scottish Borders	11.01	16	-7.70	-12	-0.31	-9
South Lanarkshire	11.07	17	12.29	9	10.34	4
East Lothian	11.11	18	-1.91	-7	13.78	9
Inverclyde	11.11	19	1.70	-1	-6.52	-9
Aberdeen City	11.24	20	-29.34	-12	-11.42	-10
Argyll & Bute	11.32	21	12.82	11	2.63	-3
Falkirk	11.48	22	7.22	5	7.71	1
Moray	11.88	23	19.91	14	16.04	7
Dundee City	11.97	24	9.03	2	1.99	-3
West Lothian	12.16	25	14.30	9	11.89	3
Shetland Islands	12.22	26	-0.05	-3	17.67	9
Eilean Siar	12.58	27	-3.38	-4	19.36	8
Dumfries & Galloway	12.66	28	22.61	16	14.62	2
East Dunbartonshire	12.68	29	6.29	2	-2.99	-3
Clackmannanshire	12.78	30	42.52	28	61.33	29
East Renfrewshire	13.37	31	23.38	13	9.65	2
West Dunbartonshire	14.46	32	28.35	8	12.09	1
Scotland	10.80		0.05		4.47	

CORP 7						
Percentage of income due from Council Tax received by the end of the year						
Local Authority	2014/15	Rank	Change 2010/11-2014/15	Change in rank 2010/11-2014/15	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Perth & Kinross	98.27	1	1.07	-3	-0.23	0
East Renfrewshire	97.98	2	1.21	-4	0.13	0
Orkney Islands	97.82	3	0.26	2	0.10	0
Angus	97.59	4	0.14	2	-0.03	-1
Stirling	97.40	5	0.02	2	-0.27	1
Shetland Islands	96.95	6	0.52	-3	0.31	-1
East Lothian	96.63	7	1.29	-8	0.23	-1
East Dunbartonshire	96.58	8	-0.01	1	0.40	-3
Scottish Borders	96.52	9	0.07	1	-0.13	3
Aberdeenshire	96.37	10	0.56	-2	0.18	0
Renfrewshire	96.00	11	0.90	-6	-0.02	-2
Dumfries & Galloway	95.96	12	0.43	-1	-0.08	0
South Lanarkshire	95.79	13	1.13	-5	0.14	-1
Falkirk	95.65	14	-0.46	3	0.03	-1
Eilean Siar	95.62	15	1.02	-4	0.43	-3
Argyll & Bute	95.51	16	-0.64	6	-0.79	7
Highland	95.48	17	0.08	3	-0.01	1
Fife	95.38	18	1.60	-8	-0.09	1
Edinburgh City	95.36	19	1.09	-3	0.67	-4
West Dunbartonshire	95.00	20	0.93	-4	0.48	-4
West Lothian	94.92	21	0.56	0	0.50	-5
Inverclyde	94.80	22	0.77	-3	0.30	-3
South Ayrshire	94.80	23	-0.36	7	0.01	3
North Ayrshire	94.63	24	1.07	-3	-0.12	3
Glasgow City	94.61	25	2.34	-7	0.69	-2
Aberdeen City	94.50	26	1.16	-2	0.83	-2
Clackmannanshire	94.44	27	1.14	-2	-0.30	5
Moray	94.41	28	-2.54	23	-0.69	9
East Ayrshire	94.00	29	-0.15	6	0.33	0
North Lanarkshire	93.89	30	-0.64	10	0.33	0
Midlothian	93.82	31	0.85	1	0.34	0
Dundee City	93.29	32	0.36	1	0.63	0
Scotland	95.46		0.76		0.23	

CORP 8						
Percentage of invoices sampled that were paid within 30 days						
Local Authority	2014/15	Rank	Change 2010/11-2014/15	Change in rank 2010/11-2014/15	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Aberdeen City	98.80	1	14.80	-25	-0.33	0
Renfrewshire	97.29	2	1.66	1	0.75	0
Inverclyde	96.59	3	2.22	-1	0.29	0
Falkirk	96.32	4	3.77	-1	0.07	0
West Lothian	96.09	5	4.98	-5	0.11	-1
Edinburgh City	95.31	6	0.14	4	-0.09	-1
North Lanarkshire	94.91	7	4.88	-6	-1.31	2
Eilean Siar	94.77	8	6.34	-12	0.37	0
South Lanarkshire	94.76	9	2.66	3	7.50	-15
Highland	94.34	10	4.63	-5	1.01	-2
Dundee City	94.16	11	-0.89	8	0.46	1
Fife	93.79	12	2.17	4	2.04	-5
Perth & Kinross	93.75	13	4.16	-3	-0.53	4
North Ayrshire	93.64	14	5.56	-7	2.98	-5
Midlothian	92.98	15	11.73	-14	-0.41	4
Scottish Borders	92.96	16	1.79	7	2.79	-5
East Ayrshire	92.27	17	7.07	-8	1.63	-3
East Dunbartonshire	91.81	18	17.86	-14	-0.82	5
Argyll & Bute	91.76	19	2.77	2	-0.63	5
Stirling	91.67	20	0.73	9	-0.10	4
Glasgow City	91.63	21	1.63	7	1.68	-1
Dumfries & Galloway	91.44	22	-0.24	15	2.11	-1
West Dunbartonshire	90.28	23	-0.01	11	3.67	-5
East Lothian	89.39	24	1.54	2	-2.27	6
South Ayrshire	88.16	25	7.48	-5	-4.19	10
Moray	88.02	26	-0.96	8	1.14	-1
Angus	86.00	27	2.38	0	-1.00	1
Shetland Islands	84.86	28	-0.60	4	-0.16	-1
East Renfrewshire	84.56	29	-3.99	10	5.10	-2
Aberdeenshire	84.30	30	-3.03	7	-2.70	5
Clackmannanshire	82.00	31	0.31	3	1.61	1
Orkney Islands	77.16	32	-0.53	1	0.28	0
Scotland	92.52		3.02		0.59	

LGBF Category: ADULT SOCIAL CARE

SW1						
Older persons (over 65) home care costs per hour						
Local Authority	2014/15	Rank	% Value Change 2010/11-2014/15	Change in rank 2010/11-2014/15	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Inverclyde	12.79	1	-33.98	-12	-26.14	-5
Clackmannanshire	13.77	2	0.23	0	-18.97	-3
East Dunbartonshire	14.07	3	-40.82	-24	-28.14	-12
Stirling	14.10	4	-19.94	-5	-8.97	1
East Lothian	14.25	5	-10.77	0	9.59	3
Dumfries & Galloway	14.51	6	-7.55	2	-30.19	-12
Angus	14.53	7	-36.40	-16	26.56	6
Renfrewshire	14.95	8	-33.06	-14	-11.01	4
Falkirk	15.57	9	-26.69	-8	-26.68	-12
North Ayrshire	17.94	10	-23.86	-15	-5.26	0
Glasgow City	18.50	11	-13.47	-8	-15.71	-13
Scottish Borders	19.33	12	-2.39	-2	8.29	5
South Lanarkshire	19.66	13	25.57	10	1.35	1
North Lanarkshire	19.88	14	6.02	2	4.73	3
East Ayrshire	20.67	15	-2.02	-1	6.24	2
West Dunbartonshire	20.91	16	23.70	9	13.24	7
South Ayrshire	21.47	17	25.53	9	4.14	0
East Renfrewshire	21.84	18	156.19	17	20.35	10
Moray	21.98	19	19.34	8	4.80	0
Argyll & Bute	22.21	20	-27.44	-12	5.88	0
Dundee City	22.46	21	-4.60	-3	15.42	7
Fife	23.40	22	9.76	4	7.09	-1
Edinburgh City	23.58	23	31.49	13	17.41	7
West Lothian	24.08	24	1.42	-2	10.95	2
Perth & Kinross	24.72	25	13.74	4	8.23	0
Aberdeenshire	25.16	26	-11.14	-4	6.37	0
Orkney Islands	23.28	27	-14.09	-2	-2.42	-1
Aberdeen City	26.29	28	30.70	13	7.52	-2
Eilean Siar	26.62	29	5.84	1	9.64	0
Midlothian	28.22	30	73.95	24	18.54	3
Shetland Islands	28.38	31	30.91	11	-22.63	-1
Highland	31.18	32	3.40	1	3.68	1
Scotland	20.01		-0.65		-1.21	

SW2						
SDS spend on adults 18+ as a percentage of total social work spend on adults 18+						
Local Authority	2014/15	Rank	Change 2010/11-2014/15	Change in rank 2010/11-2014/15	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Glasgow City	32.27	1	30.97	-12	0.79	0
Edinburgh City	6.38	2	1.18	1	0.39	0
Scottish Borders	5.97	3	2.37	1	1.48	0
East Renfrewshire	5.37	4	4.17	-10	2.44	-7
Aberdeenshire	4.93	5	4.63	-25	2.34	-10
Dumfries & Galloway	4.47	6	3.47	-11	0.68	-1
Highland	4.16	7	2.06	0	1.01	-2
Perth & Kinross	4.15	8	3.55	-18	-0.19	4
Moray	4.03	9	1.13	5	0.38	1
Argyll & Bute	3.94	10			-0.13	4
East Lothian	3.65	11	0.25	8	-0.47	6
Orkney Islands	3.44	12	1.84	3	0.57	0
East Dunbartonshire	3.11	13	0.31	8	0.14	3
Angus	2.91	14	1.31	5	0.71	-3
Aberdeen City	2.87	15	1.77	0	0.23	1
Eilean Siar	2.71	16	2.31	-12	1.27	-9
Stirling	2.68	17	1.08	8	0.19	1
Midlothian	2.62	18	-0.18	13	-0.11	5
North Lanarkshire	2.38	19			0.44	-1
North Ayrshire	2.35	20	1.45	0	0.41	-1
East Ayrshire	2.33	21	1.43	1	0.80	-3
Fife	2.30	22	0.80	10	0.22	3
Shetland Islands	2.19	23	1.19	6	0.01	5
West Lothian	2.08	24	1.28	0	0.67	-2
South Ayrshire	2.04	25	1.14	5	0.24	3
Renfrewshire	2.01	26	1.61	-2	0.74	-2
South Lanarkshire	1.87	27	0.07	19	0.07	4
West Dunbartonshire	1.77	28	0.67	13	0.38	1
Clackmannanshire	1.11	29	0.11	12	0.11	-2
Falkirk	1.09	30	0.19	10	0.05	0
Inverclyde	1.04	31	0.44	5	-0.11	2
Dundee City	0.83	32	0.13	7	0.01	0
Scotland	6.86		5.28		0.46	

SW3						
Percentage of people 65+ with intensive needs receiving care at home						
Local Authority	2014/15	Rank	Change 2010/11-2014/15	Change in rank 2010/11-2014/15	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Dumfries & Galloway	51.44	1	2.08	-1	11.43	-9
North Lanarkshire	49.66	2	10.35	-5	3.77	-2
Argyll & Bute	49.33	3	12.72	-10	0.05	2
East Dunbartonshire	49.08	4	27.39	-23	10.76	-11
Clackmannanshire	48.04	5	10.43	-6	0.74	3
Moray	43.39	6	4.95	-2	1.86	0
Shetland Islands	43.09	7	-11.36	6	-3.01	4
Stirling	42.13	8	7.61	-9	2.89	-4
Eilean Siar	41.72	9	1.11	4	-1.79	4
North Ayrshire	40.98	10	10.07	-10	0.73	1
Orkney Islands	40.70	11	8.95	-8	2.24	-3
Glasgow City	40.70	12	2.58	3	4.87	-6
East Lothian	39.59	13	4.12	-3	-0.14	2
West Lothian	39.46	14	3.89	-1	1.48	-2
West Dunbartonshire	39.32	15	-3.96	12	-1.39	7
Edinburgh City	36.16	16	7.62	-7	1.60	-3
South Lanarkshire	35.78	17	-1.80	5	-0.27	0
Angus	35.05	18	23.96	-14	-5.92	11
Inverclyde	34.40	19	-3.47	9	1.80	-2
South Ayrshire	31.53	20	-9.77	16	-2.95	0
Renfrewshire	30.82	21	10.17	-7	2.60	-5
Midlothian	30.72	22	-5.62	8	-8.08	9
Dundee City	30.12	23	-0.41	2	-2.24	1
East Ayrshire	29.95	24	2.00	-1	-0.09	0
Aberdeenshire	29.20	25	12.50	-6	0.12	0
Falkirk	28.83	26	-5.13	8	-2.88	3
Scottish Borders	25.25	27	-3.85	5	-0.93	-1
Aberdeen City	24.93	28	-0.63	2	-0.70	-1
Perth & Kinross	23.35	29	-4.62	5	-1.92	-1
East Renfrewshire	22.01	30	-18.16	24	-5.68	3
Highland	21.57	31	1.99	1	0.54	-1
Fife	20.20	32	-0.25	3	-0.95	1
Scotland	35.56		3.33		1.27	

SW4						
Percentage of Adults satisfied with social care or social work services						
Local Authority	2014/15	Rank	Change 2010/11-2014/15	Change in rank 2010/11-2014/15	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
West Lothian	78	1	4.5	-2	22.0	-17
Falkirk	78	1	9.6	-6	9.0	-6
West Dunbartonshire	74	3	6.3	-6	6.0	-6
Clackmannanshire	74	3	18.4	-23	-11.0	2
Orkney Islands	69	5	4.2	-8	-8.0	1
Eilean Siar	69	5	-15.4	4	-2.0	-1
Renfrewshire	66	7	4.4	-12	8.0	-8
Shetland Islands	64	8	-14.2	6	-17.0	6
Perth & Kinross	61	9	-12.0	5	4.0	-7
Dumfries & Galloway	59	10	-11.4	4	-1.0	-3
North Lanarkshire	58	11	-12.5	6	-10.0	2
Inverclyde	58	11	-9.1	0	-15.0	6
East Lothian	56	13	-9.8	1	-22.0	10
Dundee City	56	13	-5.3	-8	8.0	-14
Highland	52	15	-9.4	-5	-2.0	-7
Angus	52	15	-12.4	1	-15.0	4
Moray	49	17	2.1	-15	-1.0	-8
East Renfrewshire	49	17	-0.9	-13	-20.0	10
Fife	47	19	-13.0	-4	-5.0	-4
East Dunbartonshire	47	19	-20.5	9	-13.0	6
South Lanarkshire	44	21	-19.4	4	1.0	-7
Midlothian	43	22	-8.7	-7	1.0	-7
Scottish Borders	42	23	-20.5	5	-8.0	-2
Aberdeen City	42	23	-7.1	-8	0.0	-6
Argyll & Bute	41	25	-18.3	1	-16.0	9
Aberdeenshire	41	25	-12.1	-2	-15.0	7
Edinburgh City	40	27	-12.5	-1	-1.0	-4
Glasgow City	39	28	-25.0	13	-16.0	7
Stirling						
South Ayrshire						
North Ayrshire						
East Ayrshire						
Scotland	51		-11.1		-4.0	

SW5						
Average weekly cost per resident						
Local Authority	2014/15	Rank	% Value Change 2010/11-2014/15	Change in rank 2010/11-2014/15	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
East Dunbartonshire	224.40	1	5.52	-1	15.64	0
Dumfries & Galloway	243.00	2	19.57	1	7.36	0
Perth & Kinross	295.17	3	-26.84	-19	-17.36	-8
Moray	298.63	4	5.24	1	4.73	1
Inverclyde	316.52	5	-9.80	-2	-10.01	-5
Falkirk	324.60	6	0.69	1	7.34	2
Edinburgh City	327.45	7	-10.08	-4	-2.57	1
North Ayrshire	344.52	8	-10.78	-10	2.03	1
South Ayrshire	353.50	9	-3.79	-4	-6.36	-7
East Ayrshire	355.42	10	-16.25	-13	12.81	5
East Renfrewshire	363.66	11	3.15	2	-1.82	-3
Aberdeenshire	366.79	12	-4.71	-5	1.33	0
Aberdeen City	374.72	13	5.00	3	-1.18	-4
Midlothian	377.86	14	7.56	6	-3.73	-7
Fife	378.57	15	3.75	3	-11.35	-14
Glasgow City	380.70	16	-1.69	-3	12.23	8
Dundee City	385.84	17	1.37	2	4.35	4
Renfrewshire	389.18	18	11.38	12	1.91	0
Scottish Borders	389.36	19	21.67	15	12.19	10
Stirling	396.07	20	-11.06	-5	-2.06	-3
Angus	399.19	21	8.35	7	3.94	2
West Lothian	399.60	22	-12.04	-5	7.14	7
Clackmannanshire	400.48	23	-5.66	-1	-3.82	-5
Highland	406.39	24	6.47	8	-0.14	0
North Lanarkshire	407.72	25	-27.96	-3	4.01	5
South Lanarkshire	410.83	26	4.70	6	2.18	4
East Lothian	432.66	27	7.62	6	5.49	2
Argyll & Bute	438.50	28	-1.73	2	6.32	2
West Dunbartonshire	460.43	29	-23.25	0	10.69	2
Eilean Siar	612.61	30	1.42	0	-2.05	0
Shetland Islands	870.77	31	-45.30	-1	-17.59	-1
Orkney Islands	908.46	32	-0.06	1	8.97	1
Scotland	372.07		-4.25		1.78	

LGBF Category: CULTURE AND LEISURE

C&L1						
Cost per attendance at Sports Facilities						
Local Authority	2014/15	Rank	% Value Change 2010/11-2014/15	Change in rank 2010/11-2014/15	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
East Ayrshire	0.73	1	-81.95	-13	-34.55	0
Shetland Islands	1.50	2	22.88	1	-0.11	0
Highland	1.87	3	-64.22	-19	13.85	0
Inverclyde	1.89	4	9.66	2	-28.92	-8
Orkney Islands	2.13	5	-50.04	-12	11.69	1
Stirling	2.13	6	-10.53	2	-3.31	0
East Dunbartonshire	2.13	7	-64.51	-18	2.52	2
North Ayrshire	2.15	8	-47.14	-7	-4.18	1
Renfrewshire	2.20	9	-9.16	4	-29.33	-5
South Lanarkshire	2.23	10	-40.78	1	-4.83	1
Dundee City	2.52	11	33.00	8	-0.47	1
North Lanarkshire	2.60	12	-35.26	-1	13.51	4
Fife	2.69	13	-31.27	3	-3.47	0
Edinburgh City	2.73	14	12.50	8	7.81	3
Clackmannanshire	3.13	15	-35.64	-5	-13.73	-1
Moray	3.44	16	24.32	9	-0.32	1
Aberdeen City	3.44	17	-24.47	-2	-9.61	-1
West Lothian	3.70	18	-14.09	0	-6.29	-1
Scottish Borders	3.72	19	7.19	11	1.23	2
East Lothian	4.35	20	-23.34	-4	4.87	0
Angus	4.39	21	10.14	9	4.63	0
Glasgow City	4.62	22	-38.02	-7	-27.15	-4
Argyll & Bute	4.62	23	16.88	12	4.55	0
Perth & Kinross	5.04	24	23.75	8	20.00	2
Aberdeenshire	5.80	25	-21.93	-3	9.68	2
West Dunbartonshire	6.03	26	-7.42	-1	-4.30	1
Midlothian	7.61	27	38.48	4	8.65	1
East Renfrewshire	7.74	28	-7.66	-2	-7.07	-1
Eilean Siar	8.69	29	71.85	8	17.26	1
Falkirk	9.68	30	-4.72	-2	4.56	-1
Dumfries & Galloway	10.11	31	60.31	5	9.60	1
South Ayrshire	10.17	32	6.37	1	-2.53	0
Scotland	3.68		-20.53		-5.09	

C&L2						
Cost per Library Visit						
Local Authority	2014/15	Rank	% Value Change 2010/11-2014/15	Change in rank 2010/11-2014/15	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Edinburgh City	1.26	1	-69.13	-18	-8.27	0
West Lothian	1.32	2	-61.03	-10	-12.71	-1
Clackmannanshire	1.43	3	-7.97	2	-3.80	1
North Ayrshire	1.52	4	-48.89	0	-1.38	0
Dumfries & Galloway	1.83	5	-33.38	2	-35.93	-6
East Lothian	2.09	6	-53.93	-16	-15.83	-2
Moray	2.15	7	-28.76	2	13.66	2
Glasgow City	2.45	8	-21.06	-1	12.47	2
Highland	2.48	9	9.62	7	1.39	2
Dundee City	2.49	10	-31.10	-5	-26.06	-7
West Dunbartonshire	2.53	11	-34.74	-6	-11.70	-1
Midlothian	2.70	12	-12.25	5	-3.76	2
Perth & Kinross	2.72	13	-43.23	-15	-36.09	-12
Aberdeen City	2.91	14	-20.59	-2	8.91	5
Stirling	2.96	15	-4.39	7	-5.83	0
Aberdeenshire	3.01	16	-10.20	5	-2.55	3
Eilean Siar	3.34	17	-29.45	-10	7.58	3
Inverclyde	3.50	18	-24.62	-7	-1.18	-1
South Lanarkshire	3.54	19	0.21	5	-4.55	-1
South Ayrshire	3.61	20	13.66	10	6.72	2
East Renfrewshire	3.65	21	-21.76	-5	-7.87	-1
North Lanarkshire	4.00	22	31.14	16	2.03	1
Angus	4.25	23	21.95	10	3.06	-1
Renfrewshire	4.29	24	-5.63	1	-3.52	-3
Fife	4.31	25	-3.72	4	-3.97	-3
East Dunbartonshire	4.37	26	-33.74	-4	35.72	10
Falkirk	4.47	27	10.51	9	-8.50	-2
Scottish Borders	4.60	28	0.36	4	3.54	2
Shetland Islands	4.71	29	-33.09	-2	16.30	6
Argyll & Bute	5.01	30	-16.29	1	-1.12	0
East Ayrshire	5.22	31	21.41	11	-5.89	0
Orkney Islands	7.66	32	8.07	0	10.20	0
Scotland	2.57		-28.70		-4.58	

C&L3						
Cost of Museums per Visit						
Local Authority	2014/15	Rank	% Value Change 2010/11-2014/15	Change in rank 2010/11-2014/15	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Argyll & Bute	0.20	1	-21.87	0	-43.85	-1
North Ayrshire	0.38	2	-65.44	-2	137.38	1
West Lothian	0.54	3	20.05	1	-4.40	0
East Lothian	1.55	4	47.40	1	-43.26	-4
Edinburgh City	1.69	5	-39.42	-3	4.87	1
Fife	1.83	6	-49.89	-5	-11.36	1
East Ayrshire	1.93	7	-50.77	-6	-35.51	-5
West Dunbartonshire	2.02	8	50.37	3	-3.75	2
Highland	2.10	9	-21.62	2	-9.42	2
Moray	2.17	10	-36.39	1	-24.12	0
South Lanarkshire	2.90	11	-19.14	1	5.33	2
Aberdeen City	3.09	12	-59.71	-10	3.10	-1
Angus	3.17	13	-83.58	-15	-36.66	-6
Stirling	3.52	14	-6.76	2	-6.53	-1
Glasgow City	4.23	15	-21.87	-3	-8.59	-2
Dumfries & Galloway	4.32	16	62.05	10	3.13	0
Inverclyde	4.72	17	14.23	3	-7.97	-3
Falkirk	4.73	18	-33.88	-3	60.68	7
Dundee City	4.91	19	-15.83	0	-4.51	-2
Shetland Islands	5.00	20	-25.15	0	5.11	2
East Dunbartonshire	5.69	21	-71.32	-8	-35.82	-4
Scottish Borders	6.02	22	15.69	6	4.14	-1
Eilean Siar	6.90	23	55.61	8	86.90	9
Orkney Islands	7.02	24	-26.33	-1	-32.50	-4
Aberdeenshire	7.22	25	-52.30	-2	-10.79	1
North Lanarkshire	7.51	26	-19.34	3	-20.57	0
Perth & Kinross	9.72	27	81.12	10	-13.47	-2
Renfrewshire	15.55	28	-34.79	-2	54.70	1
South Ayrshire	19.58	29	95.68	3	59.79	-1
Clackmannanshire						
East Renfrewshire						
Midlothian						
Scotland	3.53		-27.06		-4.86	

C&L4						
Cost of Parks and Open Spaces per 1,000 population						
Local Authority	2014/15	Rank	% Value Change 2010/11-2014/15	Change in rank 2010/11-2014/15	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Eilean Siar	1027.52	1	-70.10	0	75.96	0
Shetland Islands	12785.19	2	-42.03	-3	1.93	0
Moray	13751.98	3	-38.70	-3	-12.15	-2
Edinburgh City	13753.35	4	-3.61	2	-11.12	0
Highland	15474.05	5	-38.67	-4	-4.00	-1
Aberdeenshire	17086.37	6	-19.69	2	0.02	-1
East Ayrshire	18501.84	7	-35.80	-4	-8.02	-1
Stirling	19982.53	8	-31.24	-4	-6.29	-1
Orkney Islands	20333.49	9	3.78	6	45.71	6
East Renfrewshire	23630.66	10	5.11	3	-9.83	-1
Argyll & Bute	23967.60	11	-1.02	3	-9.12	-1
West Lothian	24346.60	12	-26.67	-2	-11.83	-1
North Lanarkshire	25231.54	13	-26.24	-4	9.66	3
Midlothian	29103.35	14	-29.80	-8	-6.34	-2
Scottish Borders	29904.41	15	-11.94	-1	4.78	1
East Dunbartonshire	30844.19	16	12.35	6	-3.54	-3
Aberdeen City	31114.90	17	-21.30	-2	8.61	2
Dumfries & Galloway	32406.30	18	-20.94	-3	-2.12	-3
South Lanarkshire	33346.02	19	0.40	4	3.29	-1
North Ayrshire	33770.61	20	-19.77	-3	-24.58	-10
Renfrewshire	33897.72	21	-25.22	-4	6.81	3
Dundee City	34257.39	22	-15.89	2	8.60	5
South Ayrshire	34805.80	23	-38.31	-9	3.09	1
Clackmannanshire	36647.78	24	-16.83	0	7.02	1
West Dunbartonshire	37456.81	25	-33.13	-6	-26.11	-6
Falkirk	38606.95	26	20.28	13	-3.57	1
East Lothian	41420.87	27	-22.17	-2	-21.08	-5
Inverclyde	43638.87	28	-4.78	2	7.60	2
Perth & Kinross	44727.30	29	15.58	11	20.09	5
Angus	44925.42	30	-15.36	2	4.19	2
Fife	45970.16	31	0.18	4	11.65	4
Glasgow City	50442.76	32	-6.17	2	14.14	3
Scotland	31303.95		-14.11		1.84	

C&L5a						
Percentage of adults satisfied with Libraries						
Local Authority	2014/15	Rank	Change 2010/11-2014/15	Change in rank 2010/11-2014/15	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Orkney Islands	94	1	3.2	-3	-2.0	0
Stirling	94	1	3.1	-2	1.0	-1
North Ayrshire	93	3	2.8	-3	0.0	1
Shetland Islands	92	4	-1.3	3	2.0	-1
South Ayrshire	90	5	7.7	-16	6.0	-10
West Lothian	88	6	7.0	-19	7.0	-12
East Dunbartonshire	86	7	-1.1	-4	2.0	-8
Perth & Kinross	85	8	3.7	-16	2.0	-9
Falkirk	84	9	-4.3	0	-5.0	2
West Dunbartonshire	84	9	-3.1	-2	-1.0	-4
Eilean Siar	82	11	-9.3	9	-5.0	2
North Lanarkshire	82	11	-3.3	-5	-9.0	7
Argyll & Bute	81	13	5.7	-19	0.0	-5
Clackmannanshire	81	13	1.7	-15	2.0	-9
Dundee City	80	15	-7.3	5	7.0	-13
East Ayrshire	80	15	-9.3	8	-9.0	8
Dumfries & Galloway	79	17	-7.6	3	0.0	-5
Edinburgh City	79	17	-3.3	-4	-7.0	5
Renfrewshire	79	17	-3.1	-6	-2.0	-1
East Lothian	78	20	-5.0	1	-12.0	15
East Renfrewshire	77	21	-9.3	6	-8.0	8
Angus	76	22	-13.1	14	2.0	-4
Highland	75	23	-6.0	-2	3.0	-6
Moray	75	23	-11.9	10	-3.0	-1
Glasgow City	74	25	-11.1	8	-13.0	16
Inverclyde	74	25	-16.3	20	-13.0	16
South Lanarkshire	73	27	-10.6	9	-5.0	3
Aberdeenshire	72	28	-4.9	-2	-2.0	2
Midlothian	72	28	-10.8	8	-9.0	10
Aberdeen City	71	30	-6.1	1	1.0	-1
Fife	69	31	-11.3	4	-2.0	1
Scottish Borders	56	32	-19.8	1	-11.0	0
Scotland	77		-6.5		-4.0	

C&L5b						
Percentage of adults satisfied with Parks and Open spaces						
Local Authority	2014/15	Rank	Change 2010/11-2014/15	Change in rank 2010/11-2014/15	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
West Lothian	95	1	10.7	-15	11.0	-19
Moray	94	2	7.7	-9	2.0	-1
Shetland Islands	94	2	4.4	-1	-2.0	1
Stirling	94	2	7.8	-10	3.0	-4
Perth & Kinross	93	5	6.0	-5	2.0	-1
Angus	92	6	4.0	-1	1.0	0
Edinburgh City	92	6	5.9	-7	0.0	3
Falkirk	91	8	6.8	-9	5.0	-9
Highland	91	8	9.2	-11	5.0	-9
Clackmannanshire	89	10	6.5	-8	8.0	-18
Dundee City	89	10	0.7	5	-2.0	4
East Renfrewshire	89	10	-2.2	9	-1.0	-3
Aberdeenshire	88	13	-1.6	10	-1.0	-1
North Ayrshire	88	13	12.5	-16	-3.0	7
Orkney Islands	88	13	-0.2	7	-4.0	10
West Dunbartonshire	88	13	11.4	-15	0.0	-2
Argyll & Bute	86	17	15.7	-15	2.0	-3
Dumfries & Galloway	86	17	6.7	-6	8.0	-12
Fife	86	17	0.7	2	2.0	-3
Renfrewshire	86	17	11.5	-14	2.0	-3
East Lothian	85	21	-5.4	19	-8.0	19
South Ayrshire	85	21	4.7	-1	-6.0	15
East Dunbartonshire	84	23	3.0	3	1.0	-1
Inverclyde	84	23	5.6	-1	1.0	-1
East Ayrshire	83	25	5.8	-2	-4.0	9
Aberdeen City	81	26	-7.0	19	-2.0	2
Midlothian	80	27	1.7	2	-11.0	21
North Lanarkshire	80	27	5.2	-3	-3.0	3
Glasgow City	79	29	-6.6	15	-7.0	12
South Lanarkshire	77	30	-0.6	4	4.0	-2
Eilean Siar	75	31	-12.2	22	-2.0	0
Scottish Borders	74	32	-6.8	11	-4.0	3
Scotland	86		2.9		0.0	

C&L5c						
Percentage of adults satisfied with museums & galleries						
Local Authority	2014/15	Rank	Change 2010/11-2014/15	Change in rank 2010/11-2014/15	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Shetland Islands	96	1	-0.55	0	2.0	0
Orkney Islands	94	2	16.58	-7	1.0	-2
Edinburgh City	91	3	1.81	0	-3.0	2
Stirling	88	4	7.57	-3	0.0	-1
Dundee City	85	5	11.92	-10	3.0	-5
Glasgow City	84	6	-8.65	4	-10.0	5
Perth & Kinross	84	6	5.82	-2	9.0	-8
Falkirk	81	8	26.71	-22	8.0	-8
Inverclyde	81	8	6.00	-3	-4.0	1
Renfrewshire	81	8	6.00	-4	-2.0	-1
North Lanarkshire	80	11	9.55	-7	7.0	-5
West Dunbartonshire	80	11	-0.56	5	9.0	-7
North Ayrshire	79	13	12.33	-7	-6.0	6
South Ayrshire	78	14	19.67	-14	2.0	1
West Lothian	78	14	13.56	-9	10.0	-8
East Ayrshire	77	16	5.57	0	-3.0	4
East Dunbartonshire	74	17	-8.93	12	3.0	-1
South Lanarkshire	72	18	-3.93	8	7.0	-7
Angus	69	19	3.69	-3	7.0	-7
Dumfries & Galloway	69	19	-4.58	5	3.0	-5
Aberdeen City	68	21	-5.85	8	-3.0	3
Clackmannanshire	67	22	20.13	-10	18.0	-9
East Lothian	67	22	8.38	-5	-20.0	16
East Renfrewshire	66	24	-2.63	5	-15.0	13
Highland	65	25	2.25	1	-4.0	4
Fife	63	26	-7.91	9	3.0	-1
Eilean Siar	62	27	-21.93	23	-5.0	4
Moray	57	28	0.55	-1	-1.0	0
Midlothian	56	29	-6.22	4	-18.0	14
Aberdeenshire	53	30	-7.38	4	-5.0	2
Scottish Borders	52	31	-14.67	10	-6.0	3
Argyll & Bute	49	32	-1.00	1	7.0	0
Scotland	75		-0.50		-1.0	

C&L5d						
Percentage of adults satisfied with leisure facilities						
Local Authority	2014/15	Rank	Change 2010/11-2014/15	Change in rank 2010/11-2014/15	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Orkney Islands	96	1	11.6	-3	3	0
Shetland Islands	94	2	-2.8	1	1	1
Inverclyde	89	3	4.0	0	3	-4
Stirling	88	4	15.2	-19	-1	1
West Lothian	88	4	8.0	-8	6	-8
Renfrewshire	87	6	14.6	-18	6	-8
East Dunbartonshire	86	7	5.3	-1	12	-15
East Lothian	86	7	5.2	0	-2	3
Eilean Siar	82	9	-4.0	7	-6	5
Falkirk	82	9	8.1	-12	-3	1
Clackmannanshire	81	11	10.3	-15	13	-19
North Lanarkshire	81	11	4.3	-6	-4	3
Perth & Kinross	81	11	0.7	1	0	-3
Dundee City	79	14	-1.2	3	6	-9
South Lanarkshire	79	14	2.5	-4	4	-7
Fife	78	16	6.0	-9	9	-11
Highland	77	17	1.2	-2	-10	11
Moray	77	17	-3.6	8	0	-1
Edinburgh City	76	19	2.2	-3	-6	7
South Ayrshire	76	19	11.6	-10	4	-5
Angus	74	21	-7.9	16	-3	3
East Ayrshire	74	21	7.2	-7	-7	7
West Dunbartonshire	74	21	-3.2	7	5	-6
Midlothian	72	24	-7.8	11	-5	6
North Ayrshire	72	24	3.9	-3	-11	13
Aberdeen City	69	26	12.8	-6	0	-1
East Renfrewshire	69	26	-8.2	12	-11	9
Glasgow City	68	28	-13.3	22	-17	20
Aberdeenshire	66	29	3.5	-1	-4	4
Argyll & Bute	66	29	6.1	-2	1	-3
Scottish Borders	59	31	-17.9	15	-11	6
Dumfries & Galloway	58	32	-16.2	12	-9	1
Scotland	76		1.4		-2	

LGBF Category: ENVIRONMENTAL SERVICES

ENV1						
Gross cost of waste collection per premises						
Local Authority	2014/15	Rank	% Value Change 2010/11-2014/15	Change in rank 2010/11-2014/15	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
West Dunbartonshire	57.99	1	-35.18	-18	5.51	-1
Inverclyde	58.74	2	11.29	1	0.54	-1
Shetland Islands	59.37	3	-65.44	-29	-59.52	-29
Renfrewshire	65.20	4	19.09	2	-3.99	-3
Moray	65.55	5	-10.40	-5	-6.69	-3
Clackmannanshire	66.30	6	6.59	1	-5.92	-3
Scottish Borders	67.59	7	-28.35	-17	-4.45	-4
Dundee City	67.77	8	0.84	2	-0.03	2
South Lanarkshire	69.93	9	-1.78	0	7.15	4
Midlothian	73.44	10	-21.95	-13	-14.23	-12
Aberdeen City	74.52	11	-4.98	-3	-2.00	-3
Fife	75.54	12	-2.48	-1	-7.24	-6
Dumfries & Galloway	75.71	13	9.26	6	20.91	9
East Lothian	76.32	14	-3.06	-1	7.99	4
West Lothian	77.05	15	-11.17	-3	2.37	2
Glasgow City	79.14	16	37.97	13	0.74	1
Aberdeenshire	79.26	17	7.31	6	5.53	5
East Renfrewshire	80.37	18	-13.81	-4	-0.16	2
East Ayrshire	81.37	19	-11.59	-1	-1.86	0
North Ayrshire	81.81	20	16.72	12	1.21	3
Eilean Siar	82.43	21	-21.28	-5	-23.87	-6
Perth & Kinross	84.59	22	-16.04	-3	-1.79	-1
North Lanarkshire	85.14	23	42.82	19	75.36	22
East Dunbartonshire	85.73	24	-24.96	-3	-21.09	-4
Orkney Islands	90.18	25	21.21	13	-3.55	-1
Edinburgh City	96.18	26	-18.78	-3	14.20	5
Angus	100.50	27	26.82	11	-9.67	-2
Falkirk	104.26	28	29.08	11	24.86	8
South Ayrshire	104.88	29	-9.59	1	20.47	5
Argyll & Bute	105.95	30	14.38	9	21.54	5
Stirling	123.20	31	-23.34	0	-13.46	0
Highland	132.03	32	-9.06	2	5.29	2
Scotland	83.49		-1.01		4.44	

ENV1a						
Net cost per Waste collection per premises						
Local Authority	2014/15	Rank	% Value Change 2012/13-2014/15	Change in rank 2012/13-2013/14	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Midlothian	29.85	1	-60.96	-26	-50.71	-14
Inverclyde	37.91	2	-11.79	-4	2.08	0
West Dunbartonshire	40.73	3	-0.69	-1	14.35	2
Clackmannanshire	43.33	4	40.60	2	-9.31	-6
Shetland Islands	44.18	5	-69.36	-27	-65.68	-27
Renfrewshire	44.97	6	4.95	1	2.66	2
Dundee City	45.15	7	-2.12	-2	-1.93	0
Aberdeen City	47.30	8	123.03	7	0.47	-1
Orkney Islands	47.71	9	-11.48	-4	-14.35	-4
Dumfries & Galloway	47.77	10	6.65	3	3.66	2
North Ayrshire	52.25	11	3.78	-1	-5.61	-1
Moray	54.22	12	-8.07	-3	0.98	1
Scottish Borders	55.37	13	-15.14	-7	-9.61	-4
Fife	55.44	14	-12.79	-4	-8.71	-2
East Ayrshire	56.32	15	17.60	4	23.45	9
Eilean Siar	58.16	16	5.17	2	-30.05	-11
Argyll & Bute	61.35	17	35.21	9	35.45	12
East Renfrewshire	62.39	18	-4.92	-3	-3.96	-3
West Lothian	62.83	19	-1.07	2	-2.08	-1
Aberdeenshire	65.96	20	-9.03	-6	-8.73	-6
Glasgow City	66.55	21	39.56	11	-1.62	-1
South Lanarkshire	67.37	22	1.69	0	7.19	3
Perth & Kinross	68.96	23	-0.37	0	-3.44	-2
North Lanarkshire	73.16	24	97.16	21	95.44	21
East Lothian	76.32	25	20.68	9	7.99	1
Edinburgh City	78.00	26	11.41	2	35.22	12
South Ayrshire	79.86	27	25.29	8	27.29	9
East Dunbartonshire	81.12	28	-0.71	-1	-16.93	-3
Angus	87.18	29	9.62	1	-6.73	0
Falkirk	88.84	30	24.89	5	29.11	7
Highland	97.95	31	-3.85	0	7.71	3
Stirling	100.28	32	13.14	2	4.55	2
Scotland	65.17		10.22		6.28	

ENV2						
Gross cost per waste disposal per premises						
Local Authority	2014/15	Rank	% Value Change 2010/11-2014/15	Change in rank 2010/11-2014/15	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Falkirk	62.51	1	-11.19	-2	-7.27	0
Edinburgh City	77.87	2	5.22	-3	4.43	-1
North Lanarkshire	77.94	3	-33.11	-22	-40.37	-23
South Ayrshire	80.59	4	8.98	0	4.45	0
East Lothian	81.58	5	25.66	4	14.73	3
Renfrewshire	84.69	6	12.64	0	3.23	0
East Ayrshire	84.85	7	22.13	5	-1.18	-2
Inverclyde	87.90	8	4.44	-4	8.33	3
Scottish Borders	89.68	9	10.23	-1	-0.93	-1
South Lanarkshire	91.45	10	0.56	-5	-5.30	-2
East Renfrewshire	93.26	11	13.98	0	10.76	3
Clackmannanshire	93.72	12	6.38	-2	2.85	1
Midlothian	95.96	13	22.24	5	15.20	6
Fife	97.68	14	-3.18	-4	-24.73	-11
Angus	100.31	15	-11.50	-8	-0.77	0
Dundee City	105.69	16	23.11	3	8.66	3
Stirling	106.77	17	-34.45	-13	-32.66	-11
Highland	108.34	18	-0.30	-4	-7.32	-4
West Lothian	110.92	19	-3.47	-5	-4.44	0
Glasgow City	111.94	20	-5.13	-6	-1.02	3
North Ayrshire	115.48	21	16.78	4	18.37	7
Perth & Kinross	119.30	22	16.09	3	2.27	2
Moray	121.86	23	14.88	3	4.33	2
West Dunbartonshire	122.47	24	55.07	15	1.84	1
East Dunbartonshire	123.06	25	13.59	4	20.10	9
Aberdeenshire	128.04	26	-4.27	-1	2.24	2
Aberdeen City	128.49	27	31.35	11	12.38	9
Dumfries & Galloway	146.53	28	90.51	21	-18.72	-3
Orkney Islands	157.85	29	-0.36	0	5.92	2
Argyll & Bute	181.43	30	16.70	2	10.11	1
Eilean Siar	246.63	31	7.60	0	1.70	-1
Shetland Islands	269.54	32	-0.67	0	56.37	2
Scotland	104.65		3.98		-3.75	

ENV2a						
Net cost per Waste disposal per premises						
Local Authority	2014/15	Rank	% Value Change 2012/13-2014/15	Change in rank 2012/13-2014/15	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Falkirk	52.10	1	-9.62	0	-11.22	-3
East Lothian	60.56	2	-20.99	-8	6.71	-1
Stirling	66.61	3	-19.97	-13	-16.56	-11
Scottish Borders	66.98	4	-3.20	1	-4.17	-1
East Ayrshire	71.27	5	-8.25	-7	-2.53	-3
Midlothian	73.62	6	1.52	1	30.05	4
Edinburgh City	74.60	7	-1.07	-2	4.84	1
North Lanarkshire	74.83	8	-42.39	-22	-41.05	-21
Fife	77.61	9	1.03	-2	1.79	-3
South Ayrshire	79.37	10	6.33	2	4.90	-1
Shetland Islands	79.66	11	36.52	9	373.32	10
Angus	80.28	12	8.36	5	8.24	2
Inverclyde	80.97	13	11.89	9	11.21	6
Renfrewshire	83.61	14	6.92	1	8.46	1
East Renfrewshire	83.97	15	13.57	9	13.44	6
Clackmannanshire	84.34	16	5.63	2	3.51	1
South Lanarkshire	88.38	17	3.10	-1	-6.56	-4
Moray	88.57	18	-8.30	-3	0.92	0
Glasgow City	94.83	19	-14.00	-9	-1.56	-3
Dundee City	96.07	20	3.57	0	6.34	1
North Ayrshire	99.53	21	11.87	2	21.22	5
West Lothian	100.13	22	-5.74	-3	-3.75	-2
Highland	102.32	23	-0.60	0	-8.78	-3
Perth & Kinross	102.32	24	19.61	7	3.92	1
Aberdeenshire	105.46	25	27.60	10	22.35	8
East Dunbartonshire	111.41	26	5.65	2	22.68	6
West Dunbartonshire	112.25	27	3.59	0	2.37	2
Aberdeen City	131.78	28	22.29	2	16.04	0
Orkney Islands	133.25	29	15.11	0	18.09	2
Dumfries & Galloway	135.31	30	38.27	8	-15.42	-1
Eilean Siar	159.14	31	2.43	-1	-4.54	-1
Argyll & Bute	176.68	32	18.93	1	11.80	2
Scotland	91.46		-0.89		-0.61	

ENV3a						
Net cost of street cleaning per 1,000 population						
Local Authority	2014/15	Rank	% Value Change 2010/11-2014/15	Change in rank 2010/11-2014/15	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Moray	6849.60	1	-49.04	-7	-5.79	0
Aberdeen City	7830.04	2	-49.85	-10	-8.42	-2
Aberdeenshire	8529.75	3	-6.58	1	-5.52	-2
East Renfrewshire	8811.43	4	60.04	3	20.88	2
Scottish Borders	9558.89	5	-55.32	-21	-24.57	-6
Argyll & Bute	10460.87	6	-7.15	2	-4.95	-2
Dumfries & Galloway	10871.02	7	-26.17	-2	-0.57	0
Highland	11282.71	8	-25.29	-2	-2.80	-1
Midlothian	11622.78	9	23.28	6	14.34	3
Eilean Siar	11706.42	10	-40.47	-11	-4.25	0
East Ayrshire	12435.53	11	-21.43	-3	-11.37	-4
East Lothian	12748.65	12	-28.97	-6	-20.53	-10
East Dunbartonshire	12798.65	13	7.25	7	67.27	10
Shetland Islands	12957.38	14	-43.31	-15	-17.41	-5
Renfrewshire	13258.34	15	-34.72	-9	-14.57	-3
South Ayrshire	13341.04	16	-13.91	5	-20.30	-8
Clackmannanshire	13401.05	17	6.01	10	3.03	5
West Lothian	13762.35	18	16.43	13	-0.45	4
Orkney Islands	14126.91	19	-29.51	-4	2.60	6
Falkirk	14653.64	20	-17.03	3	-3.17	3
North Ayrshire	14921.22	21	-34.38	-7	-5.20	1
Angus	15926.62	22	-2.65	6	8.96	6
Perth & Kinross	16583.83	23	-15.64	3	-1.24	-2
Fife	16917.17	24	7.45	11	-7.41	-3
South Lanarkshire	16942.54	25	4.39	10	7.27	4
Edinburgh City	17055.70	26	-50.56	-6	0.12	0
Inverclyde	18494.87	27	-2.17	8	10.52	4
West Dunbartonshire	19614.40	28	-7.72	3	-31.51	-4
North Lanarkshire	20310.70	29	-9.75	2	2.32	1
Stirling	20670.45	30	3.29	8	-5.44	0
Dundee City	22460.54	31	-29.68	0	4.62	2
Glasgow City	26415.41	32	-8.95	2	-1.26	1
Scotland	15977.07		-17.56		-1.63	

ENV3c						
Cleanliness Score (percentage acceptable)						
Local Authority	2014/15	Rank	Change 2010/11-2014/15	Change in rank 2010/11-2014/15	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Orkney Islands	100.00	1	0.80	0	0.00	0
Fife	98.49	2	1.49	-8	0.79	-10
South Lanarkshire	98.33	3	1.53	-8	-0.57	-2
Aberdeenshire	98.20	4	2.60	-12	-1.40	1
Highland	97.52	5	-1.08	2	-1.58	1
South Ayrshire	97.28	6	0.48	-5	5.18	-22
Clackmannanshire	96.55	7	1.65	-12	1.55	-16
Midlothian	96.14	8	2.14	-14	1.24	-16
Perth & Kinross	96.06	9	-2.34	5	0.06	-9
Eilean Siar	96.00	10	-1.30	2	-4.00	9
Dundee City	95.89	11	-2.11	6	-2.21	4
Scottish Borders	95.39	12	-1.81	3	-1.51	-3
Angus	94.98	13	1.16	-12	-0.32	-8
Glasgow City	94.84	14	-0.26	-4	0.44	-13
Falkirk	94.63	15	0.63	-7	-0.47	-7
Argyll & Bute	94.50	16	-3.50	11	-3.30	6
East Renfrewshire	94.44	17	1.94	-11	-0.06	-9
West Lothian	93.77	18	1.97	-12	-4.23	10
Inverclyde	93.66	19	3.26	-13	-2.14	-1
West Dunbartonshire	93.51	20	1.11	-9	-4.29	10
Stirling	92.83	21	-3.77	8	-1.87	-4
North Ayrshire	92.31	22	-3.99	8	-4.59	7
North Lanarkshire	92.12	23	-1.78	-1	-4.88	9
East Ayrshire	91.30	24	-2.40	-2	-5.80	11
Dumfries & Galloway	90.38	25	-8.62	23	-7.52	16
East Dunbartonshire	89.08	26	-3.82	-1	-6.82	7
Edinburgh City	88.75	27	-1.75	-4	-1.35	-2
Shetland Islands	88.38	28	-5.92	7	-9.92	22
Renfrewshire	88.16	29	-7.74	14	0.76	-2
East Lothian	87.18	30	-8.42	14	-9.12	13
Aberdeen City	81.82	31	-12.88	11	-8.28	2
Moray						
Scotland	93.90		-1.50		-2.19	

ENV4a						
Cost of maintenance per kilometre of roads						
Local Authority	2014/15	Rank	% Value Change 2010/11-2014/15	Change in rank 2010/11-2014/15	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Dumfries & Galloway	2285.41	1	-18.64	0	-4.46	0
Orkney Islands	2286.34	2	-39.48	-1	-13.24	0
Aberdeenshire	2597.21	3	-36.19	-2	-35.06	-6
Highland	2696.97	4	-19.29	2	-5.02	1
Perth & Kinross	2868.21	5	-33.07	-2	0.92	1
Eilean Siar	3368.71	6	-36.66	-3	9.34	0
Angus	3451.23	7	-17.83	1	13.28	2
Shetland Islands	3585.93	8	-35.86	-3	-1.34	0
Argyll & Bute	3711.52	9	-31.47	-1	-29.76	-2
Scottish Borders	4044.01	10	5.37	6	14.06	3
South Ayrshire	4179.22	11	-54.88	-8	-13.98	1
Moray	5365.01	12	6.61	4	-13.78	-2
Renfrewshire	6262.89	13	-30.77	-5	-4.37	-2
East Dunbartonshire	6416.67	14	-55.33	-15	-2.87	-2
Falkirk	6614.72	15	-15.42	1	-10.04	-2
Glasgow City	6656.92	16	-43.73	-6	-20.43	-4
North Ayrshire	7567.67	17	-10.17	2	-16.54	-7
Dundee City	7583.61	18	-38.90	-6	-0.79	0
South Lanarkshire	8244.23	19	-43.61	-11	-1.53	-2
North Lanarkshire	8569.20	20	-39.63	-8	-4.49	-3
East Ayrshire	8743.72	21	-10.58	1	45.77	8
Clackmannanshire	8795.98	22	13.05	9	9.76	3
West Lothian	8997.50	23	-25.33	0	4.86	1
Fife	9083.00	24	-20.97	3	-3.88	-1
Stirling	9161.42	25	18.32	13	54.21	13
West Dunbartonshire	10037.54	26	-23.55	1	-52.41	-5
Edinburgh City	11722.04	27	-32.87	-4	-17.21	-1
East Lothian	12267.71	28	35.64	11	5.46	1
Midlothian	12494.07	29	38.61	13	10.75	3
Aberdeen City	14751.37	30	6.86	3	3.08	1
East Renfrewshire	15332.63	31	-40.02	-1	-6.61	1
Inverclyde	24236.32	32	76.20	6	-6.64	0
Scotland	5618.04		-22.94		-6.16	

ENV4b						
Percentage of A class roads that should be considered for maintenance						
Local Authority	2013/15	Rank	Change 2009/11-2013/15	Change in rank 2009/11-2013/15	Change 2012/14-2013/15	Change in rank 2012/14-2013/15
Dundee City	16.54	1	-4.11	-2	0.00	-1
West Lothian	16.57	2	-3.16	0	-0.03	-1
Orkney Islands	18.02	3	-6.34	-4	1.19	-1
Angus	19.54	4	2.44	3	1.04	-1
Aberdeen City	19.56	5	-5.93	-6	4.86	4
Moray	20.05	6	-3.46	0	0.76	0
South Lanarkshire	20.96	7	-6.99	-11	-1.74	-4
Shetland Islands	21.25	8	-3.40	0	0.17	1
Midlothian	21.63	9	0.50	5	-0.46	0
North Lanarkshire	22.50	10	-6.08	-9	0.30	0
Aberdeenshire	23.38	11	-1.63	2	0.68	0
East Renfrewshire	23.89	12	-2.53	-3	2.29	4
East Ayrshire	24.55	13	-14.35	-16	-1.65	-4
Highland	25.28	14	1.79	9	-0.05	0
West Dunbartonshire	25.51	15	-1.18	-1	0.76	2
Renfrewshire	26.34	16	-2.75	-4	0.55	0
Falkirk	28.28	17	1.38	0	2.79	2
Glasgow City	28.40	18	-2.69	-4	0.17	-3
Fife	29.63	19	-7.21	-8	-1.67	-5
Clackmannanshire	30.05	20	3.65	6	3.65	2
Stirling	30.10	21	-4.42	-2	1.74	-1
Edinburgh City	30.32	22	4.74	9	2.10	2
Scottish Borders	30.47	23	4.94	11	1.10	0
East Dunbartonshire	31.11	24	-6.26	-4	-2.86	-2
East Lothian	31.66	25	6.49	15	3.66	6
Inverclyde	33.89	26	4.23	5	-3.92	-4
North Ayrshire	34.87	27	-11.86	-4	-0.63	-1
Dumfries & Galloway	35.77	28	0.28	4	0.97	1
Perth & Kinross	38.11	29	1.71	3	0.70	0
Eilean Siar	41.73	30	-8.87	-2	10.08	5
South Ayrshire	42.24	31	6.23	6	0.64	0
Argyll & Bute	45.84	32	1.39	2	1.34	0
Scotland	29.03		-1.27		0.33	

ENV4c						
Percentage of B class roads that should be considered for maintenance						
Local Authority	2013/15	Rank	Change 2009/11-2013/15	Change in rank 2009/11-2013/15	Change 2012/14-2013/15	Change in rank 2012/14-2013/15
Moray	17.67	1	-4.84	-2	1.80	0
Orkney Islands	19.07	2	-10.27	-8	-1.88	0
Dundee City	21.89	3	2.98	2	0.01	0
Aberdeenshire	22.58	4	-1.13	0	0.50	0
South Lanarkshire	22.73	5	-7.52	-8	-2.27	-2
Aberdeen City	23.73	6	-3.67	-1	-1.57	-2
Glasgow City	23.89	7	-7.15	-8	-2.37	-2
Midlothian	24.44	8	-0.74	2	-3.74	-5
West Lothian	26.05	9	-3.31	-2	-0.35	-1
West Dunbartonshire	27.61	10	8.18	8	-1.82	-6
Edinburgh City	27.79	11	2.82	6	3.53	6
East Dunbartonshire	28.21	12	-3.45	-4	-1.12	-3
North Lanarkshire	28.40	13	-1.86	-1	1.08	2
Renfrewshire	29.55	14	0.39	5	0.66	0
Clackmannanshire	32.37	15	-0.89	-3	7.87	9
East Renfrewshire	32.90	16	-8.70	-10	4.90	4
Perth & Kinross	34.73	17	-0.60	-3	-0.07	-2
North Ayrshire	34.75	18	-11.38	-11	-5.05	-11
Angus	35.43	19	5.66	7	0.13	-3
Highland	35.51	20	3.79	3	-0.39	-3
Dumfries & Galloway	35.95	21	2.14	2	0.75	0
East Lothian	36.45	22	7.51	14	2.38	4
Falkirk	36.61	23	-2.93	-2	-1.59	-3
East Ayrshire	36.86	24	-8.11	-4	-0.94	0
Fife	37.30	25	0.58	4	3.70	8
Inverclyde	37.99	26	-0.43	2	-5.38	-4
Scottish Borders	39.20	27	1.16	5	0.31	0
Shetland Islands	39.30	28	1.10	5	1.29	3
Stirling	40.94	29	-2.72	2	1.39	1
Eilean Siar	44.33	30	-2.14	0	9.37	10
South Ayrshire	50.37	31	-4.89	0	0.67	0
Argyll & Bute	63.10	32	0.69	0	-1.90	0
Scotland	36.10		0.30		0.90	

ENV4d						
Percentage of C class roads that should be considered for maintenance						
Local Authority	2013/15	Rank	Change 2009/11-2013/15	Change in rank 2009/11-2013/15	Change 2012/14-2013/15	Change in rank 2012/14-2013/15
Orkney Islands	14.41	1	-2.94	0	2.89	0
Dundee City	16.23	2	-0.06	0	0.00	0
Aberdeen City	21.52	3	-9.73	-9	1.42	0
Moray	22.24	4	-1.01	-1	0.76	0
Aberdeenshire	22.71	5	-0.32	2	-0.60	0
Glasgow City	22.81	6	-0.52	2	-2.05	0
North Lanarkshire	29.53	7	-1.70	-3	1.22	0
East Lothian	30.67	8	3.70	1	1.98	0
Fife	31.29	9	-0.36	-5	2.59	0
Angus	31.35	10	3.42	-2	-0.25	-2
Midlothian	31.97	11	-0.12	-2	2.17	1
East Dunbartonshire	32.16	12	2.02	1	-2.41	-3
Edinburgh City	33.03	13	2.78	7	1.63	2
Perth & Kinross	34.34	14	1.38	-2	1.30	1
East Renfrewshire	36.16	15	-2.89	-2	-0.54	-1
Shetland Islands	38.10	16	-0.67	-5	-0.08	-1
Falkirk	38.51	17	0.03	-5	-0.05	-1
South Lanarkshire	38.90	18	-2.92	-6	-1.10	-4
Renfrewshire	39.49	19	0.09	0	0.30	-2
Clackmannanshire	41.35	20	11.07	11	6.95	6
Highland	41.82	21	10.53	6	-0.07	-2
Scottish Borders	42.16	22	4.19	2	3.39	3
West Dunbartonshire	42.49	23	7.66	5	0.10	-1
West Lothian	43.47	24	-2.90	-1	4.47	4
Stirling	44.34	25	-1.60	2	1.61	0
East Ayrshire	45.44	26	-3.50	0	-1.06	-1
Inverclyde	46.93	27	-2.80	-2	-2.19	-3
Dumfries & Galloway	47.04	28	2.80	0	-0.56	0
South Ayrshire	49.54	29	1.84	2	1.54	0
North Ayrshire	51.08	30	-7.54	0	-0.12	-1
Eilean Siar	53.45	31	-2.70	0	9.37	5
Argyll & Bute	60.47	32	0.57	0	-2.13	0
Scotland	37.35		2.35		0.75	

ENV4e						
Percentage of unclassified roads that should be considered for maintenance						
Local Authority	2011/15	Rank	Change 2007/11-2011/15	Change in rank 2007/11-2011/15	Change 2010/14-2011/15	Change in rank 2010/14-2011/15
West Lothian	24.08	1	-4.45	-1	-2.22	-1
Orkney Islands	25.88	2	1.98	1	1.98	1
Aberdeen City	27.12	3	-3.48	-3	-3.62	-2
Aberdeenshire	28.64	4	-1.94	-1	-2.10	-1
Angus	30.30	5	-0.63	-3	-0.20	1
East Lothian	31.28	6	-5.07	-6	1.71	3
Dundee City	32.61	7	2.42	4	0.00	-1
Moray	33.14	8	2.61	4	1.06	1
Falkirk	33.98	9	-4.77	-8	-0.10	0
Midlothian	34.35	10	-3.15	-4	-0.12	-1
Fife	34.64	11	-4.70	-7	0.24	1
Perth & Kinross	34.71	12	0.29	3	-1.52	-3
Glasgow City	35.60	13	4.96	6	0.05	0
West Dunbartonshire	35.95	14	0.10	3	-1.42	-3
North Lanarkshire	36.28	15	1.10	5	1.43	3
Edinburgh City	36.35	16	-1.86	1	0.48	2
North Ayrshire	36.67	17	-0.30	4	-1.53	-2
South Lanarkshire	37.02	18	-1.70	2	-2.48	-2
Highland	38.81	19	-0.98	0	1.58	3
Renfrewshire	39.31	20	-6.18	-4	-2.17	-2
South Ayrshire	41.97	21	-2.64	-2	-4.23	-4
East Renfrewshire	42.55	22	-9.34	-7	-7.75	-4
Clackmannanshire	42.72	23	-0.43	3	3.02	2
East Ayrshire	44.12	24	0.95	3	-0.88	0
East Dunbartonshire	44.85	25	-3.50	-2	0.38	2
Eilean Siar	47.50	26	-4.38	-4	9.71	8
Inverclyde	47.94	27	0.74	2	-2.83	-1
Stirling	49.27	28	0.93	2	-1.15	1
Argyll & Bute	53.13	29	-4.80	-3	-5.47	-2
Shetland Islands	54.58	30	3.17	2	0.59	1
Scottish Borders	57.26	31	13.15	9	2.34	1
Dumfries & Galloway	60.31	32	4.66	1	-0.09	0
Scotland	39.31		-2.59		-0.09	

ENV5						
Cost of trading standards and environmental health per 1,000 population						
Local Authority	2014/15	Rank	% Value Change 2010/11-2014/15	Change in rank 2010/11-2014/15	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Scottish Borders	15399.46	1	-38.60	-17	3.27	-1
East Renfrewshire	15468.72	2	25.80	0	4.00	1
North Ayrshire	16863.32	3	-32.60	-14	-12.61	-5
East Lothian	17589.42	4	-23.16	-8	-11.26	-6
West Lothian	17600.90	5	-1.18	1	-0.98	1
Midlothian	17886.56	6	20.94	3	1.34	3
South Lanarkshire	18042.87	7	-2.44	1	-3.58	1
North Lanarkshire	18919.96	8	-16.07	-3	-4.52	-1
Clackmannanshire	19417.86	9	-17.45	-4	-4.71	-3
East Ayrshire	19467.87	10	-5.80	0	4.36	5
Dundee City	19830.03	11	-24.14	-10	3.71	4
West Dunbartonshire	19862.25	12	9.89	7	-6.75	-3
Perth & Kinross	20533.32	13	-18.89	-6	-4.39	-3
South Ayrshire	20584.84	14	-23.41	-10	-5.03	-3
Moray	20707.12	15	-23.87	-10	-11.40	-7
Highland	20746.46	16	-12.05	2	-1.71	2
Fife	20892.56	17	-21.27	-5	0.32	4
East Dunbartonshire	20903.21	18	4.45	9	2.59	7
Aberdeenshire	21374.28	19	-15.66	-1	-3.15	1
Inverclyde	21412.47	20	7.63	12	-4.41	0
Dumfries & Galloway	23336.00	21	-12.98	-2	4.52	2
Renfrewshire	24077.37	22	127.23	21	-3.75	-1
Stirling	27036.47	23	-9.42	-4	-12.88	-3
Angus	28030.17	24	-3.45	-2	-0.48	0
Falkirk	29040.85	25	21.29	10	24.58	4
Aberdeen City	29857.20	26	22.73	10	1.38	1
Glasgow City	29865.76	27	54.01	20	-7.73	0
Orkney Islands	30662.34	28	-18.87	-2	-5.79	-1
Edinburgh City	32250.14	29	-14.14	0	-0.59	1
Argyll & Bute	32454.94	30	-10.40	2	-1.90	0
Shetland Islands	32587.17	31	-55.25	-1	-4.06	0
Eilean Siar	33908.26	32	-20.42	1	-4.32	0
Scotland	23433.50		-3.71		-2.22	

ENV5a						
Cost of trading standards per 1,000 population						
Local Authority	2014/15	Rank	% Value Change 2012/13-2014/15	Change in rank 2012/13-2014/15	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Renfrewshire	2898.47	1	85.07	0	9.57	-2
Inverclyde	3067.87	2	60.72	0	53.99	0
Clackmannanshire	3535.85	3	14.04	-3	-5.07	-3
West Dunbartonshire	3625.20	4	-1.36	-5	-3.10	-3
Perth & Kinross	3627.08	5	59.48	1	-6.80	-5
South Lanarkshire	3795.66	6	3.31	-2	-0.33	-3
Scottish Borders	3814.79	7	2.55	-3	8.60	2
Highland	3822.39	8	4.37	1	0.84	0
Dundee City	4283.02	9	13.65	-2	29.25	5
Glasgow City	4364.21	10	-33.80	-12	-17.64	-4
Edinburgh City	4589.19	11	58.44	6	-2.69	-2
East Lothian	4879.96	12	-17.56	-6	-18.91	-4
North Ayrshire	5027.48	13	-15.76	-6	-7.48	-2
Aberdeenshire	5339.73	14	11.03	-2	27.79	3
Argyll & Bute	6091.72	15	3.39	-2	-3.70	-2
Moray	6110.82	16	-21.14	-10	-24.83	-11
South Ayrshire	6159.45	17	-28.08	-12	-10.77	-3
Aberdeen City	6415.13	18	35.51	3	-1.01	0
Falkirk	6590.97	19	244.49	16	240.69	18
North Lanarkshire	6746.56	20	-12.66	-5	-16.81	-6
East Ayrshire	6876.79	21	10.17	0	1.32	2
Orkney Islands	7086.61	22	-11.29	-5	-9.55	0
Angus	7371.85	23	10.40	0	-8.84	-1
Fife	7741.11	24	-3.67	-4	-1.69	1
East Renfrewshire	8086.17	25	30.28	5	5.10	3
East Dunbartonshire	8151.41	26	81.32	12	11.06	5
Midlothian	8189.31	27	91.63	14	87.47	15
West Lothian	8986.73	28	-7.83	-2	-4.24	0
Dumfries & Galloway	10277.44	29	48.06	5	8.68	0
Shetland Islands	10374.52	30	-25.91	-2	-0.54	0
Stirling	10438.96	31	166.15	19	16.75	3
Eilean Siar	11853.21	32	-0.40	1	-5.31	0
Scotland	5735.84		8.02		0.66	

ENV5b						
Cost of environmental health per 1,000 population						
Local Authority	2014/15	Rank	% Value Change 2012/13-2014/15	Change in rank 2012/13-2014/15	% Value Change 2013/14-2014/15	Change in rank 2013/14-2014/15
East Renfrewshire	7382.55	1	-6.53	0	2.82	0
West Lothian	8614.17	2	-1.43	0	2.66	0
Midlothian	9697.25	3	9.50	0	-26.99	-6
Scottish Borders	11584.67	4	3.32	0	1.63	1
North Ayrshire	11835.84	5	-13.86	-4	-14.62	-6
North Lanarkshire	12173.40	6	0.86	0	4.01	2
East Ayrshire	12591.08	7	11.81	2	6.10	2
East Lothian	12709.46	8	-23.80	-9	-7.92	-2
East Dunbartonshire	12751.80	9	-14.55	-4	-2.18	1
Dumfries & Galloway	13058.56	10	-0.52	2	1.46	4
Fife	13151.45	11	0.84	4	1.54	4
South Lanarkshire	14247.21	12	-0.82	2	-4.42	-1
South Ayrshire	14425.38	13	0.36	2	-2.35	1
Moray	14596.31	14	-6.47	-1	-4.23	0
Dundee City	15547.01	15	-6.25	-1	-1.64	0
Clackmannanshire	15882.01	16	-13.54	-6	-4.63	0
Aberdeenshire	16034.55	17	-5.78	-1	-10.37	-3
West Dunbartonshire	16237.06	18	5.08	4	-7.53	0
Stirling	16597.51	19	-27.47	-7	-34.37	-10
Perth & Kinross	16906.23	20	-3.08	0	-3.85	1
Highland	16924.07	21	-2.94	2	-2.27	4
Inverclyde	18344.60	22	-49.49	-9	-10.11	0
Angus	20658.32	23	-18.84	-5	2.88	2
Renfrewshire	21178.90	24	17.23	3	-5.32	0
Eilean Siar	22055.05	25	2.85	0	-3.77	0
Shetland Islands	22212.66	26	-70.27	-6	-5.62	-1
Falkirk	22449.89	27	11.47	4	5.02	4
Aberdeen City	23442.07	28	12.06	4	2.06	2
Orkney Islands	23575.73	29	-4.59	2	-4.59	1
Glasgow City	25501.54	30	72.02	18	-5.78	-1
Argyll & Bute	26363.22	31	-7.88	1	-1.47	1
Edinburgh City	27660.96	32	3.78	3	-0.23	0
Scotland	17697.65		3.31		-3.41	

ENV6						
The percentage of total household waste arising that is recycled						
Local Authority	2014/15	Rank	Change 2010/11-2014/15	Change in rank 2010/11-2014/15	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Inverclyde	56.80	1	25.35	-27	1.34	-4
North Ayrshire	56.50	2	12.98	-8	0.44	-1
Perth & Kinross	56.50	2	9.81	-3	2.52	-4
East Renfrewshire	56.10	4	10.74	-2	-0.23	2
Clackmannanshire	55.70	5	5.92	4	-4.17	4
Moray	54.40	6	12.00	-9	3.02	-3
Falkirk	54.30	7	5.05	5	1.26	-1
Fife	53.70	8	5.56	4	-2.18	4
Stirling	53.10	9	4.93	6	-0.62	2
Angus	52.40	10	15.67	-12	9.24	-7
East Ayrshire	50.30	11	6.36	2	1.48	1
South Ayrshire	50.00	12	7.33	-2	5.66	-1
Midlothian	46.90	13	2.83	6	4.56	-5
Renfrewshire	46.60	14	3.71	1	2.30	-1
Highland	46.10	15	12.09	-9	1.07	4
West Lothian	45.90	16	2.54	4	1.58	2
South Lanarkshire	45.00	17	6.83	-4	5.94	-5
East Dunbartonshire	44.50	18	4.07	1	-0.43	6
West Dunbartonshire	44.30	19	5.99	0	0.29	3
East Lothian	42.80	20	-0.57	9	0.48	1
North Lanarkshire	41.60	21	-2.41	13	-0.68	1
Aberdeenshire	39.90	22	7.51	-3	4.08	-4
Aberdeen City	38.20	23	6.46	-3	1.06	-1
Edinburgh City	37.20	24	5.63	-3	-0.87	1
Scottish Borders	36.70	25	-3.17	7	-4.63	4
Dundee City	31.80	26	-2.76	3	0.72	-2
Argyll & Bute	29.90	27	-11.63	11	-6.19	2
Glasgow City	25.80	28	1.82	-2	-1.10	-2
Eilean Siar	21.60	29	1.22	-2	-12.01	2
Dumfries & Galloway	20.80	30	-17.38	10	-3.15	-1
Orkney Islands	17.30	31	-12.11	2	-13.47	2
Shetland Islands	9.00	32	-8.80	0	-3.18	0
Scotland	42.80		4.11		0.60	

ENV7a						
Percentage of adults satisfied with refuse collection						
Local Authority	2014/15	Rank	Change 2010/11-2014/15	Change in rank 2010/11-2014/15	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
East Lothian	95	1	1.9	-1	3.0	-3
Shetland Islands	93	2	-1.9	1	-1.0	0
North Lanarkshire	92	3	5.8	-7	0.0	-1
South Ayrshire	92	3	11.0	-18	1.0	-6
Argyll & Bute	91	5	1.8	-1	1.0	-5
Dumfries & Galloway	91	5	6.8	-8	-1.0	1
Inverclyde	91	5	5.4	-6	-4.0	4
Highland	90	8	0.2	3	7.0	-12
West Lothian	90	8	8.3	-10	-4.0	6
Clackmannanshire	89	10	0.6	3	2.0	-2
Moray	89	10	5.3	-4	3.0	-4
Angus	88	12	10.6	-16	6.0	-10
Dundee City	88	12	2.5	0	1.0	0
Eilean Siar	88	12	-2.1	8	2.0	-2
Perth & Kinross	88	12	6.4	-7	-4.0	8
East Dunbartonshire	86	16	3.0	0	2.0	-3
Falkirk	86	16	4.5	-4	-6.0	12
South Lanarkshire	86	16	2.4	1	1.0	0
Renfrewshire	85	19	6.5	-7	0.0	3
East Ayrshire	84	20	6.9	-9	1.0	0
West Dunbartonshire	83	21	2.6	-1	1.0	-1
Aberdeenshire	82	22	10.8	-10	6.0	-5
North Ayrshire	82	22	-0.8	5	-8.0	12
Aberdeen City	81	24	1.3	0	0.0	0
Fife	81	24	4.0	-6	0.0	0
Midlothian	80	26	1.0	1	4.0	-1
Glasgow City	79	27	1.5	0	1.0	1
East Renfrewshire	77	28	-11.2	20	1.0	1
Scottish Borders	77	28	-10.6	19	-8.0	12
Orkney Islands	72	30	-19.9	27	6.0	-1
Stirling	72	30	-7.9	7	-2.0	0
Edinburgh City	70	32	-2.1	1	4.0	1
Scotland	84		3.1		1.0	

ENV7b						
Percentage of adults satisfied with Street Cleaning						
Local Authority	2014/15	Rank	Change 2010/11-2014/15	Change in rank 2010/11-2014/15	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
West Lothian	87	1	13.6	-18	4.0	-3
East Lothian	86	2	6.7	-4	2.0	0
Stirling	85	3	14.9	-25	0.0	2
Falkirk	84	4	12.7	-19	10.0	-16
Clackmannanshire	83	5	3.6	1	3.0	-4
East Dunbartonshire	81	6	1.6	2	2.0	-8
Orkney Islands	81	6	1.9	-2	1.0	-3
South Lanarkshire	81	6	3.7	-6	8.0	-16
Dundee City	80	9	0.2	6	2.0	-6
Fife	80	9	7.1	-12	-4.0	7
Perth & Kinross	80	9	-1.2	7	-2.0	3
West Dunbartonshire	79	12	3.7	-2	-2.0	5
North Ayrshire	78	13	-0.7	4	-2.0	4
North Lanarkshire	78	13	4.1	-3	0.0	-2
Inverclyde	76	15	2.3	-2	-7.0	11
Angus	75	16	-2.3	4	-5.0	7
Dumfries & Galloway	75	16	0.4	1	-5.0	7
Shetland Islands	75	16	-7.8	15	-6.0	9
Aberdeenshire	74	19	1.0	-1	2.0	-4
Highland	74	19	3.5	-7	7.0	-9
Argyll & Bute	73	21	-6.2	14	-4.0	4
Midlothian	71	22	1.3	-7	0.0	-2
Scottish Borders	71	22	-7.0	11	-3.0	2
Aberdeen City	70	24	3.4	-7	7.0	-7
Edinburgh City	69	25	0.0	-5	2.0	-3
East Ayrshire	68	26	-3.2	2	-1.0	-1
Moray	67	27	-11.1	17	-10.0	10
Renfrewshire	67	27	-5.9	6	-4.0	3
South Ayrshire	66	29	-4.6	4	-5.0	5
East Renfrewshire	64	30	-1.8	-2	-11.0	11
Glasgow City	59	31	-11.2	4	-8.0	3
Eilean Siar	52	32	-21.5	14	-6.0	0
Scotland	74		0.7		0.0	

LGBF Category: HOUSING SERVICES

HSN1b				
Gross rent arrears (all tenants) as at 31st March each year as a percentage of rent due for the reporting year				
Local Authority	2014/15	Rank	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Moray	2.94	1	0.35	0
South Ayrshire	3.50	2	-0.08	-1
North Ayrshire	3.75	3	0.54	1
Dundee City	4.16	4	0.30	0
Aberdeenshire	4.24	5	-0.24	-4
Highland	4.42	6	0.06	-1
East Ayrshire	4.59	7	0.35	2
West Lothian	5.12	8	-0.66	-6
South Lanarkshire	5.45	9	1.06	1
Aberdeen City	5.63	10	-0.35	-7
Angus	5.91	11	-0.76	-9
Fife	5.93	12	-0.13	-6
Shetland Islands	6.14	13	1.10	2
North Lanarkshire	6.18	14	0.59	1
Edinburgh City	6.33	15	1.19	3
Renfrewshire	6.34	16	-0.39	-5
Orkney Islands	6.57	17	0.76	2
Midlothian	6.57	18	2.28	12
Clackmannanshire	7.39	19	0.75	0
East Dunbartonshire	7.55	20	1.72	4
Falkirk	7.66	21	0.02	-1
East Lothian	9.10	22	-0.16	-3
Perth & Kinross	9.28	23	4.59	13
West Dunbartonshire	9.55	24	0.95	0
Stirling	9.56	25	1.35	2
East Renfrewshire	9.85	26	0.47	0
Argyll & Bute				
Dumfries & Galloway				
Eilean Siar				
Glasgow City				
Inverclyde				
Scottish Borders				
Scotland	5.95		0.45	

HSN2						
Percentage of rent due in the year that was lost due to voids						
Local Authority	2014/15	Rank	Change 2010/11-2014/15	Change in rank 2010/11-2014/15	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
North Ayrshire	0.38	1	0.06	0	0.00	0
Perth & Kinross	0.45	2	-0.26	-6	-0.25	-3
West Lothian	0.51	3	-0.10	-3	-0.06	1
Midlothian	0.60	4	-0.77	-11	-1.02	-14
Edinburgh City	0.60	5	-0.01	0	-0.12	-1
Moray	0.61	6	-0.06	-1	-0.02	2
Aberdeenshire	0.62	7	-0.87	-9	-0.29	-4
South Lanarkshire	0.67	8	-0.09	-2	-0.21	-1
North Lanarkshire	0.76	9	-0.26	-4	-0.14	-1
Stirling	0.79	10	0.22	6	0.15	7
East Renfrewshire	0.80	11	-0.72	-6	-0.51	-4
East Dunbartonshire	0.86	12	0.38	10	0.04	5
Highland	0.92	13	-0.95	-7	-0.27	0
West Dunbartonshire	1.02	14	-0.67	-4	-0.43	-2
Clackmannanshire	1.10	15	0.38	6	0.25	7
South Ayrshire	1.10	16	-0.59	-3	-0.46	-1
East Lothian	1.11	17	0.21	6	0.05	5
Dundee City	1.58	18	-1.54	-8	-0.82	-4
Orkney Islands	1.61	19	-1.27	-5	-1.87	-7
Shetland Islands	1.62	20	-0.57	-3	-1.10	-5
Angus	1.72	21	1.22	18	-0.84	-2
Falkirk	1.73	22	0.77	10	0.50	8
Fife	1.74	23	-0.25	1	0.11	4
Aberdeen City	1.92	24	0.79	10	0.19	4
Renfrewshire	2.03	25	-0.91	0	-0.54	1
East Ayrshire	2.66	26	0.72	5	0.66	5
Argyll & Bute						
Dumfries & Galloway						
Eilean Siar						
Glasgow City						
Inverclyde						
Scottish Borders						
Scotland	1.16		-0.14		-0.13	

HSN3						
Percentage of dwellings meeting SHQS						
Local Authority	2014/15	Rank	Change 2010/11-2014/15	Change in rank 2010/11-2014/15	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
West Lothian	98.89	1	33.22	-8	4.66	-2
Fife	98.24	2	61.44	-17	17.56	-16
North Ayrshire	98.22	3	38.22	-8	1.90	2
East Ayrshire	98.09	4	27.08	-1	6.39	-1
East Renfrewshire	97.17	5	28.81	-2	4.28	1
South Ayrshire	96.73	6	37.46	-8	9.06	-3
Stirling	95.54	7	63.29	-15	16.17	-13
Moray	94.67	8	17.52	4	4.35	1
Dundee City	93.21	9	57.56	-11	8.24	-3
Midlothian	93.12	10	30.62	0	-1.25	8
Clackmannanshire	92.62	11	8.11	8	1.86	5
Perth & Kinross	92.33	12	42.03	-5	8.73	-1
South Lanarkshire	91.07	13	24.73	5	8.27	-2
Aberdeenshire	91.00	14	43.35	-4	14.61	-8
North Lanarkshire	90.53	15	30.66	3	8.05	-1
Aberdeen City	89.21	16	29.78	3	-0.07	8
Shetland Islands	89.04	17	3.16	16	13.06	-6
West Dunbartonshire	87.88	18	55.76	-5	4.39	4
Highland	85.15	19	53.09	-5	14.94	-6
Orkney Islands	85.11	20	62.68	-5	4.76	1
Angus	84.95	21	-0.14	19	6.25	0
Renfrewshire	84.56	22	81.67	-4	22.46	-4
Falkirk	82.79	23	30.28	7	-4.50	12
East Lothian	81.60	24	26.57	9	10.21	0
East Dunbartonshire	78.72	25	46.00	4	-2.94	8
Edinburgh City	75.30	26	5.46	20	-12.35	16
Argyll & Bute						
Dumfries & Galloway						
Eilean Siar						
Glasgow City						
Inverclyde						
Scottish Borders						
Scotland	90.38		36.78		6.71	

HSN4b				
Average time taken to complete non-emergency repairs				
Local Authority	2014/15	Rank	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
East Ayrshire	10.67	1	7.78	0
Moray	6.70	2	0.54	0
Angus	4.85	3	-1.35	0
Edinburgh City	8.01	4	1.64	0
Clackmannanshire	6.28	5	-0.46	0
Midlothian	7.37	6	0.37	0
Stirling	5.40	7	-2.21	0
Renfrewshire	8.52	8	0.06	0
East Renfrewshire	7.04	9	-1.45	0
West Dunbartonshire	9.55	10	0.88	0
Highland	7.32	11	-1.43	0
North Ayrshire	9.18	12	0.15	0
North Lanarkshire	8.71	13	-0.34	0
Aberdeen City	8.69	14	-1.40	0
West Lothian	8.74	15	-1.54	0
Orkney Islands	11.26	16	0.59	0
Fife	9.96	17	-1.01	0
Shetland Islands	14.60	18	2.28	0
South Lanarkshire	13.99	19	1.10	0
South Ayrshire	11.15	20	-1.77	0
Perth & Kinross	9.11	21	-4.62	0
Falkirk	11.82	22	-2.24	0
Aberdeenshire	11.99	23	-2.17	0
East Dunbartonshire	13.42	24	-1.62	0
Dundee City	16.20	25	0.56	0
East Lothian	14.81	26	-2.60	0
Argyll & Bute				
Dumfries & Galloway				
Eilean Siar				
Glasgow City				
Inverclyde				
Scottish Borders				
Scotland	9.88		-0.29	

HSN5						
Percentage of council dwellings that are energy efficient						
Local Authority	2014/15	Rank	Change 2010/11-2014/15	Change in rank 2010/11-2014/15	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Aberdeen City	100.00	1	8.74	-5	0.00	0
Clackmannanshire	100.00	1	6.47	-3	0.02	-2
Dundee City	100.00	1	36.77	-20	8.26	-16
Midlothian	100.00	1	16.09	-10	0.95	-7
Moray	100.00	1	13.05	-7	7.59	-15
South Ayrshire	100.00	1	10.99	-6	0.53	-3
West Dunbartonshire	100.00	1	37.65	-21	4.52	-11
West Lothian	99.98	8	24.66	-6	0.60	3
East Renfrewshire	99.87	9	19.68	-3	-0.13	8
East Ayrshire	99.28	10	4.10	8	0.08	4
North Ayrshire	99.26	11	13.27	1	1.09	2
Fife	98.64	12	29.48	-6	1.78	1
Perth & Kinross	97.37	13	28.26	-6	3.78	-1
Renfrewshire	97.35	14	52.00	-10	12.28	-8
East Lothian	96.95	15	24.08	-1	2.33	2
Stirling	96.45	16	33.05	-4	3.29	1
East Dunbartonshire	96.45	17	2.94	12		
South Lanarkshire	95.98	18	26.09	1	5.45	-1
North Lanarkshire	94.92	19	16.27	6	-2.43	9
Edinburgh City	93.39	20	-2.35	19	-5.76	13
Angus	92.86	21	-2.13	18	14.52	-2
Aberdeenshire	92.28	22	17.32	7	0.94	4
Falkirk	91.62	23	36.55	0	3.50	2
Orkney Islands	90.72	24	60.18	-2	1.65	4
Shetland Islands	89.04	25	2.26	16	12.51	1
Highland	86.69	26	49.16	1	11.03	1
Argyll & Bute						
Dumfries & Galloway						
Eilean Siar						
Glasgow City						
Inverclyde						
Scottish Borders						
Scotland	96.55		21.65		2.53	

LGBF Category: CORPORATE ASSETS

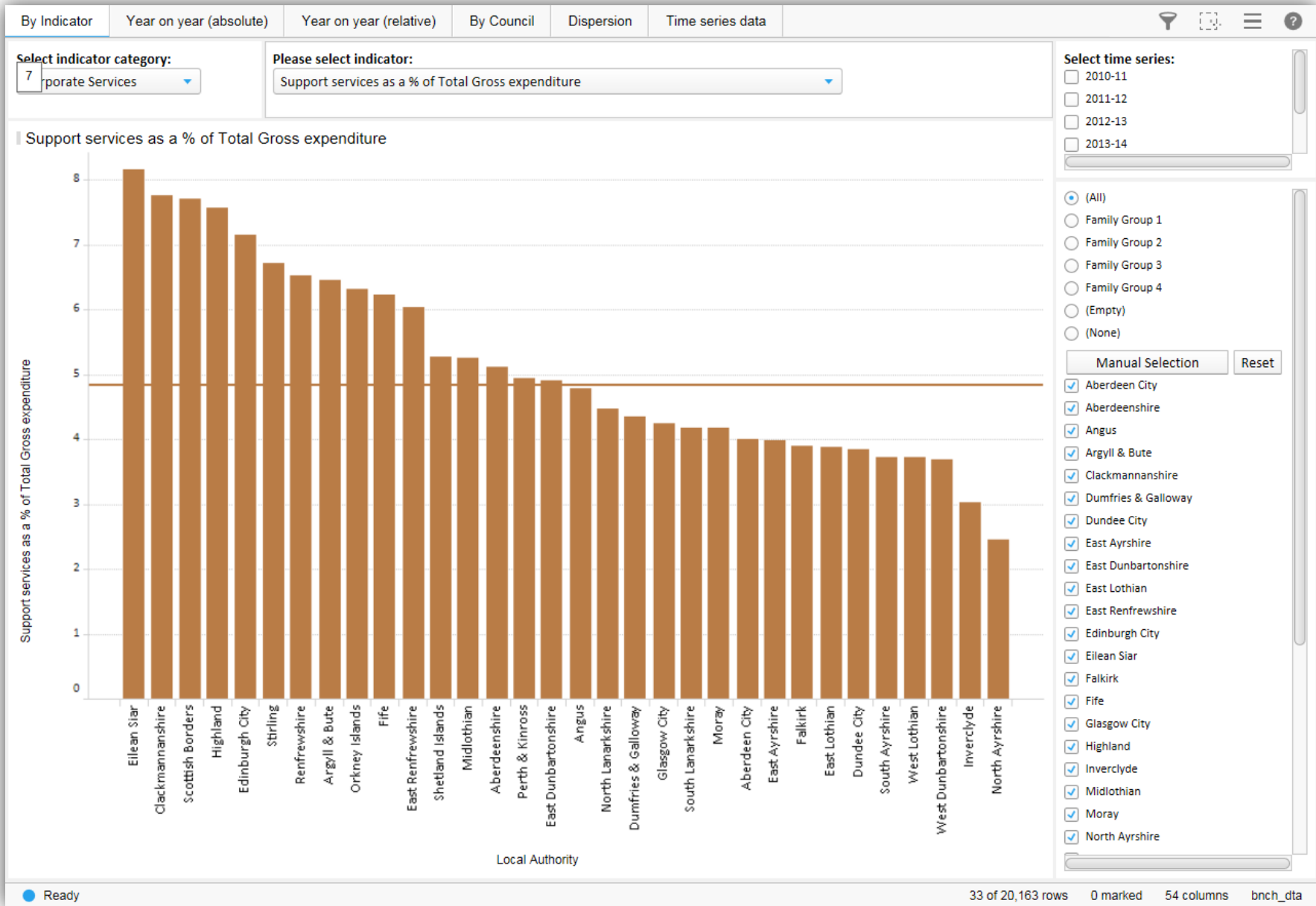
CORP-ASSET1						
Proportion of operational buildings that are suitable for their use						
Local Authority	2014/15	Rank	Change 2010/11-2014/15	Change in rank 2010/11-2014/15	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
South Lanarkshire	95.37	1	5.25	0	1.03	0
Moray	93.69	2	4.22	-1	0.03	0
Renfrewshire	91.03	3	4.87	-4	-0.89	0
Falkirk	90.79	4	5.83	-6	0.37	0
North Ayrshire	90.26	5	1.64	1	1.67	-5
West Lothian	89.89	6	7.26	-6	0.59	0
Stirling	89.39	7	2.47	2	0.00	2
Inverclyde	88.72	8	15.82	-16	1.49	-4
Midlothian	88.69	9	2.91	0	-0.20	1
West Dunbartonshire	88.61	10	41.82	-21	1.55	-3
Angus	88.57	11	2.70	3	0.79	0
Scottish Borders	86.72	12	4.73	-1	3.15	-6
Perth & Kinross	85.48	13	-1.11	7	0.35	-1
East Lothian	84.77	14	6.60	-5	0.93	-2
East Ayrshire	84.73	15	4.62	-1	-3.98	6
Dundee City	84.69	16	4.47	1	2.06	-3
Glasgow City	84.06	17	4.51	-1	-4.95	10
Orkney Islands	83.04	18	-6.66	16	-0.62	1
South Ayrshire	82.33	19	2.65	2	0.65	-1
Shetland Islands	81.88	20	11.42	-5	0.33	-1
Clackmannanshire	81.82	21	-0.94	10	-2.80	6
North Lanarkshire	80.55	22	4.90	0	1.20	-3
East Renfrewshire	77.97	23	2.38	0	-1.54	-1
Eilean Siar	77.78	24	0.61	4	-2.42	2
Aberdeen City	75.57	25	-5.99	11	-4.04	2
Dumfries & Galloway	75.40	26	-1.32	5	0.00	0
Fife	73.56	27	14.43	-1	5.44	-2
East Dunbartonshire	71.88	28	10.34	1	1.66	1
Argyll & Bute	70.80	29	5.90	3	1.73	1
Highland	64.26	30	9.23	0	6.19	-1
Aberdeenshire	61.26	31	4.59	2	1.08	1
Edinburgh City	57.00	32			-0.02	0
Scotland	79.01		5.31		0.81	

CORP-ASSET2						
Proportion of internal floor area of operational buildings in satisfactory condition						
Local Authority	2014/15	Rank	Change 2010/11-2014/15	Change in rank 2010/11-2014/15	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
North Ayrshire	99.51	1	17.46	-16	0.11	0
Eilean Siar	99.11	2	45.21	-28	4.03	-6
East Ayrshire	98.29	3	5.60	-4	0.47	1
Clackmannanshire	97.69	4	11.63	-9	4.89	-6
Stirling	96.30	5	-1.28	3	-0.07	2
East Lothian	96.03	6	0.76	2	0.06	2
Orkney Islands	95.98	7	14.38	-11	0.19	2
West Lothian	95.80	8	1.06	3	0.10	2
Perth & Kinross	94.02	9	-0.03	3	0.05	0
East Dunbartonshire	93.98	10	-3.56	7	-1.55	3
Aberdeen City	92.60	11	3.59	0	-0.09	0
Renfrewshire	88.84	12	4.19	-2	0.32	-1
Dundee City	87.53	13	7.98	-9	1.71	-5
Argyll & Bute	87.47	14	7.48	-7	0.88	-1
Scottish Borders	86.94	15	3.15	-1	-4.66	3
Falkirk	86.59	16	5.66	-4	0.63	-1
South Lanarkshire	86.25	17	4.74	-2	-0.24	1
Inverclyde	85.20	18	22.59	-10	1.67	-4
Shetland Islands	84.07	19	-6.62	9	-3.38	5
Angus	83.09	20	-8.14	11	-1.29	0
Fife	83.01	21	3.87	-2	-1.61	2
Edinburgh City	82.97	22	-9.64	14	-1.07	1
Aberdeenshire	81.04	23	6.65	-3	-2.14	0
East Renfrewshire	79.88	24	4.65	-1	0.21	-2
Highland	79.32	25	19.50	-4	21.30	-4
Midlothian	75.94	26	-0.48	2	-5.56	1
Dumfries & Galloway	75.13	27	-12.14	15	-6.43	3
North Lanarkshire	73.15	28	0.75	1	1.41	1
Glasgow City	69.10	29	-15.37	14	6.45	1
West Dunbartonshire	61.71	30	-36.25	29	6.47	-1
South Ayrshire	58.68	31	4.80	0	2.34	1
Moray	32.68	32	-14.00	0	0.37	0
Scotland	82.92		1.62		2.01	

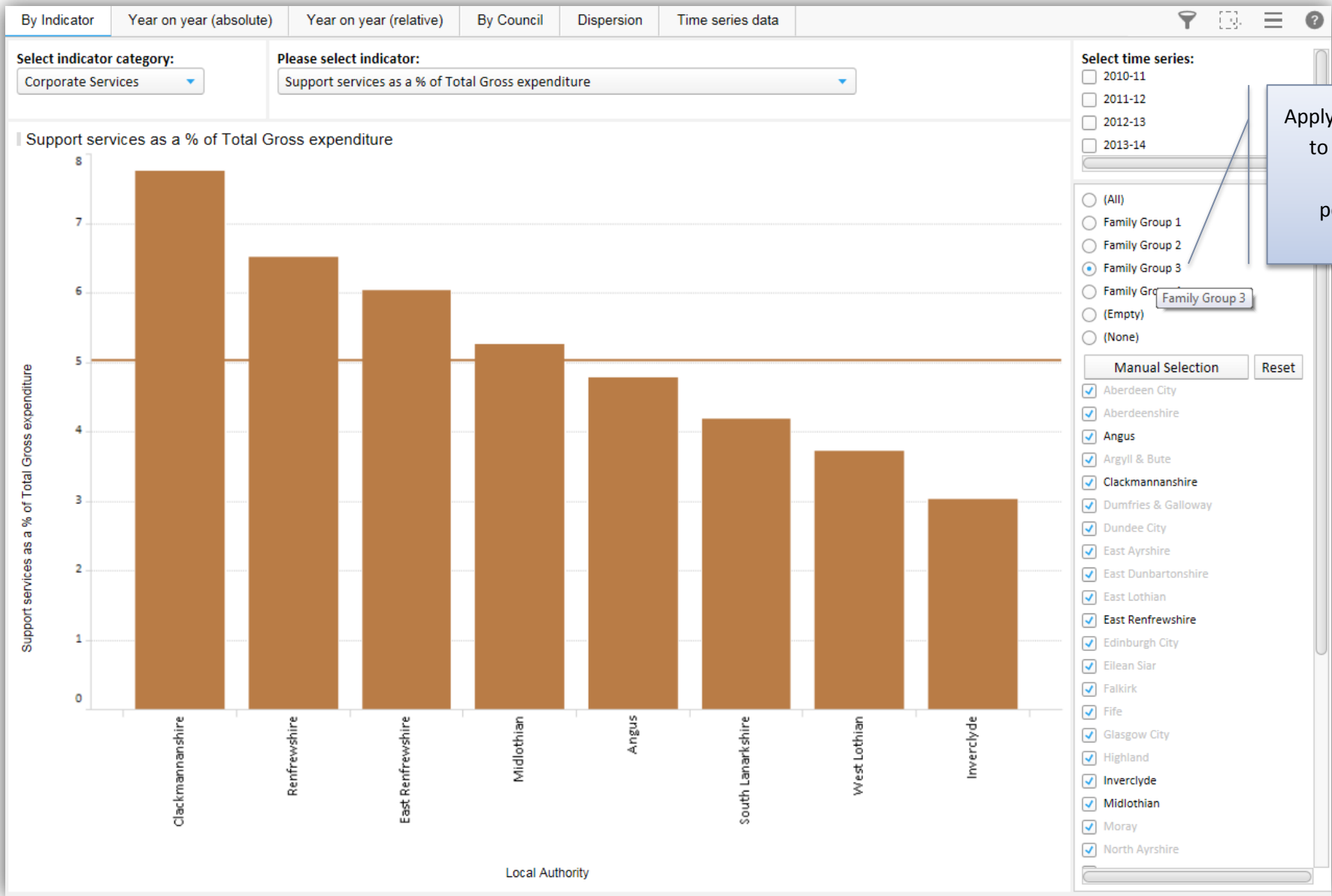
LGBF Category: ECONOMIC DEVELOPMENT

ECON1						
Percentage of unemployed People Assisted into work from Council operated / funded Employability programmes						
Local Authority	2014/15	Rank	Change 2012/13-2014/15	Change in rank 2012/13-2014/15	Change 2013/14-2014/15	Change in rank 2013/14-2014/15
Inverclyde	25.18	1	8.88	-2	2.87	-2
Perth & Kinross	20.94	2	15.83	-20	5.72	-5
South Lanarkshire	20.58	3	5.82	-2	7.58	-7
Glasgow City	19.71	4	3.25	2	-1.71	0
West Dunbartonshire	19.19	5	9.50	-3	-3.30	3
Dumfries & Galloway	18.05	6	12.75	-15	10.38	-15
North Lanarkshire	16.97	7	8.64	-5	3.63	-2
North Ayrshire	16.03	8	2.63	2	-3.43	3
Orkney Islands		9				-17
Renfrewshire	14.83	10	8.10	-7	0.79	2
Clackmannanshire	14.21	11	5.08	1	1.51	0
Falkirk	13.04	12	5.21	-2	3.40	-6
Angus	12.45	13	5.69	-3	4.23	-7
West Lothian	12.40	14	-0.21	7	1.77	0
Midlothian	12.33	15	4.33	2	5.50	-9
Moray	12.27	16	7.86	-8	1.05	3
Dundee City	12.00	17	-3.74	13	-3.81	11
East Renfrewshire	11.91	18	2.23	9	1.80	2
Fife	11.51	19	5.57	0	4.57	-4
Edinburgh City	11.48	20	6.44	-3	2.70	1
South Ayrshire	9.89	21	1.36	10	0.14	4
East Dunbartonshire	9.76	22	2.40	7	-1.55	10
Eilean Siar	9.63	23	3.63	5	-0.75	8
East Lothian	8.69	24	8.69	-6	6.47	-7
Aberdeen City	8.61	25			4.04	-2
East Ayrshire	8.33	26	2.70	6	1.60	1
Highland	6.56	27	4.00	1	-0.84	5
Argyll & Bute	6.29	28	-12.37	27	-28.50	27
Stirling	5.22	29	3.22	1	2.93	-1
Aberdeenshire	4.33	30	0.64	5	0.03	2
Scottish Borders	3.85	31	3.28	2	0.64	2
Shetland Islands						
Scotland	14.19		4.62		1.72	

APPENDIX 2 – SPOTFIRE

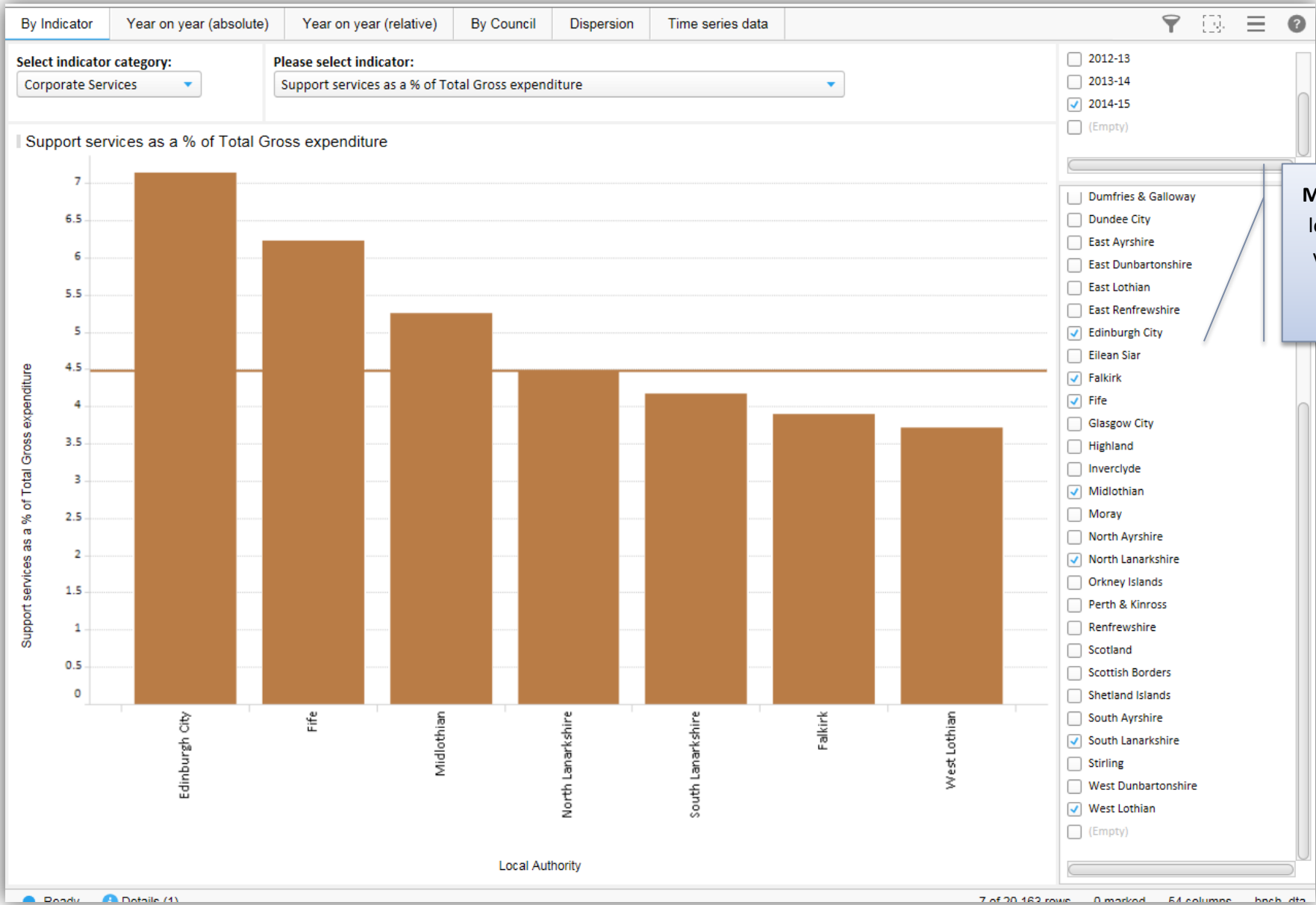


APPENDIX 2 – SPOTFIRE

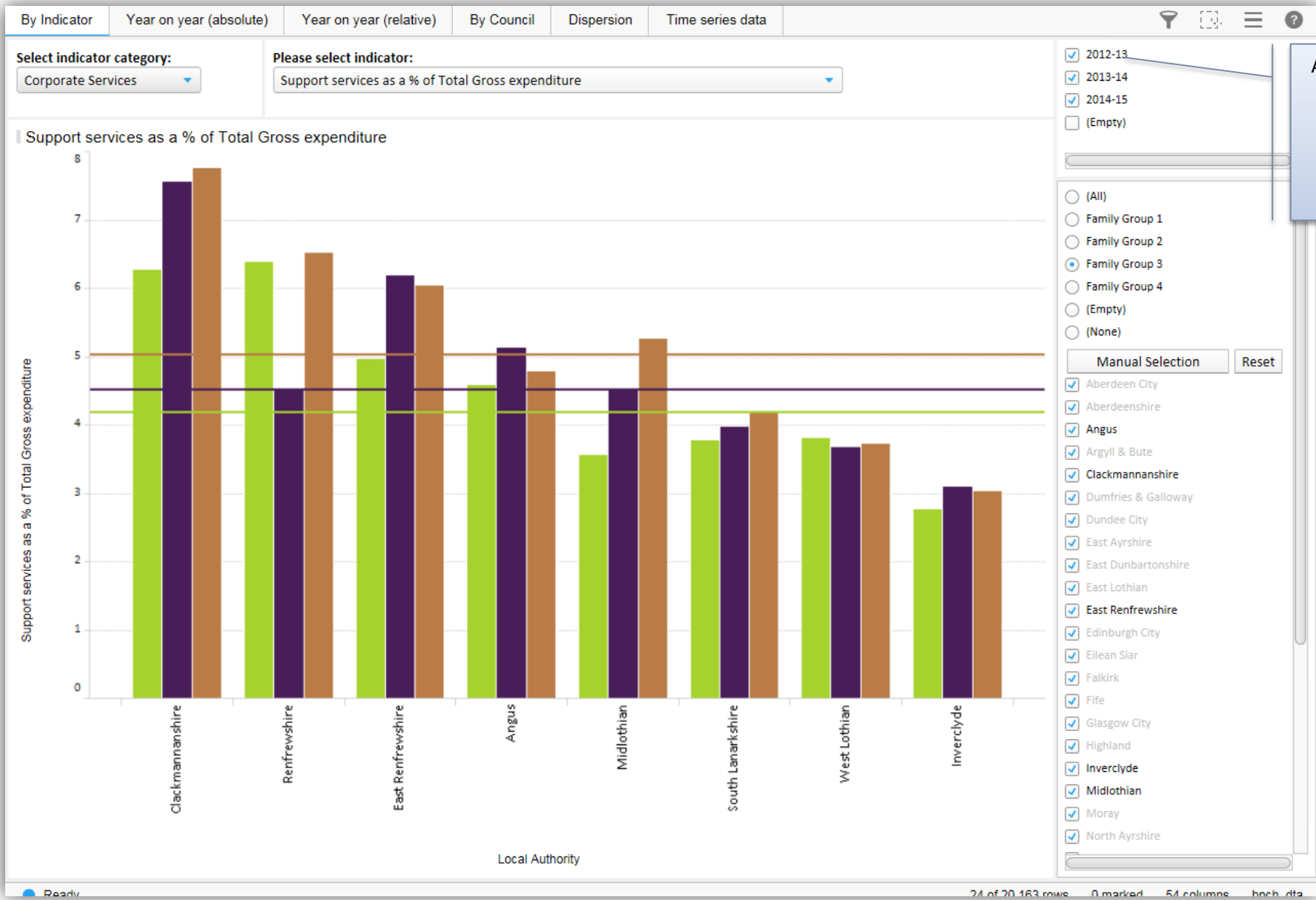


Applying a data filter
to show **Family
Group 3**
performance

APPENDIX 2 – SPOTFIRE

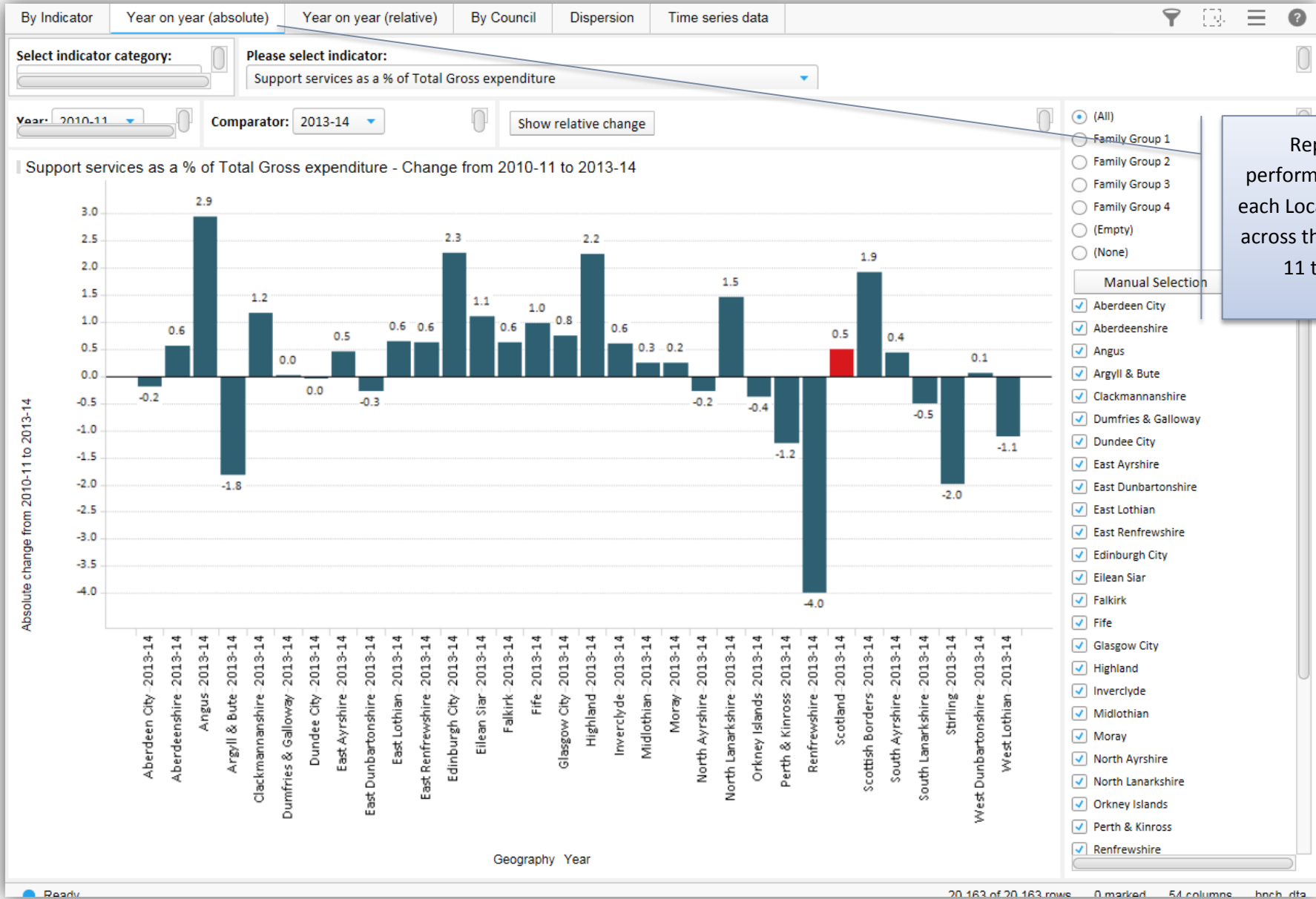


APPENDIX 2 – SPOTFIRE

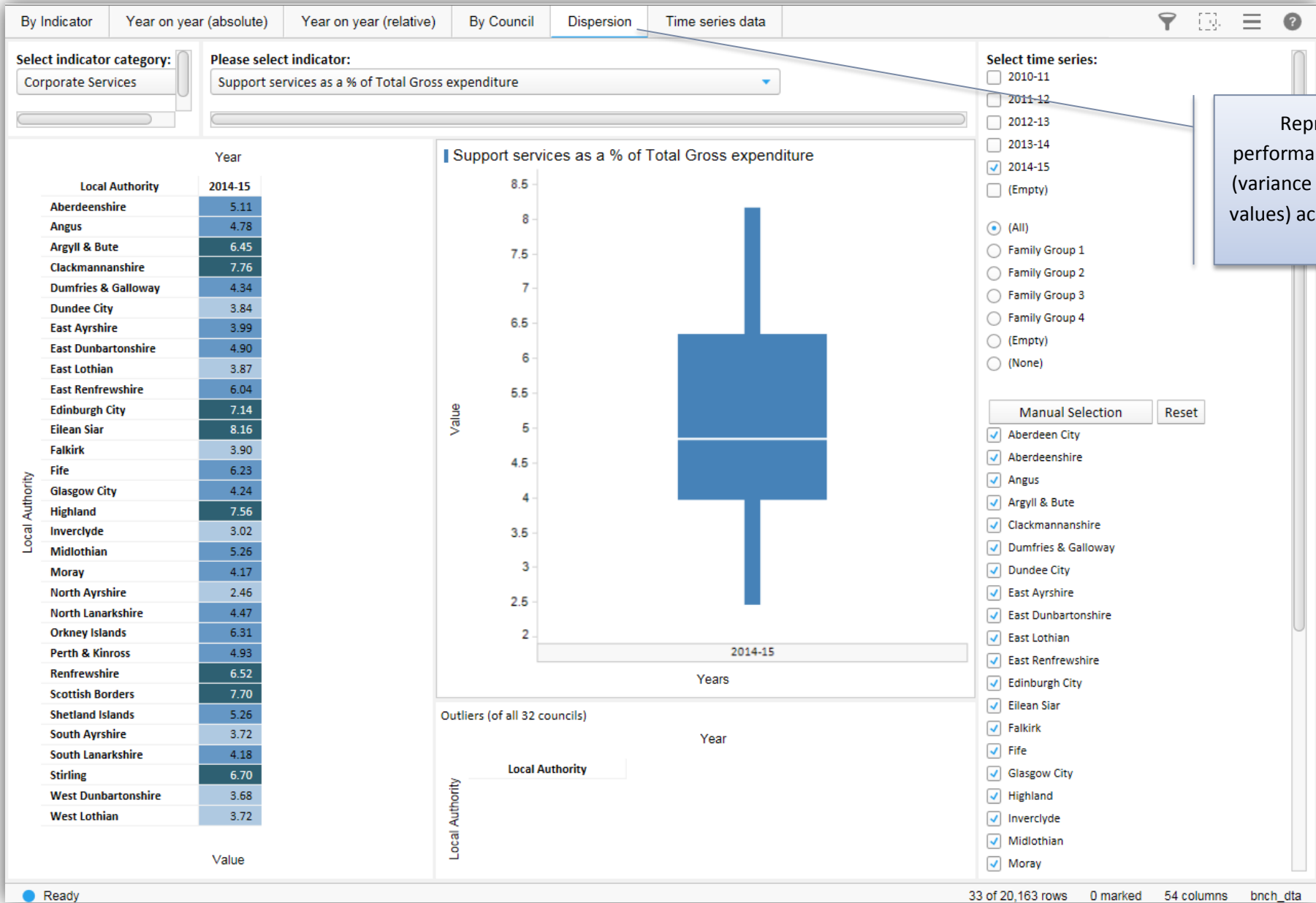


Applying data filters to show **Family Group 3** performance and multiple years

APPENDIX 2 – SPOTFIRE



APPENDIX 2 – SPOTFIRE



APPENDIX 2 – SPOTFIRE

By Indicator Year on year (absolute) Year on year (relative) By Council Dispersion **Time series data**

Select indicator category: Corporate Services

Please select indicator: Support services as a % of Total Gross expenditure

Support services as a % of Total Gross expenditure

Column	AvailableTime	Avg	Min	Max	Median	StdDev	Q1	Q3
Value	2012-13	4.51	2.76	6.39	4.19	1.30	3.72	5.28
	2013-14	4.83	3.09	7.56	4.51	1.45	3.90	5.39
	2014-15	5.16	3.02	7.76	5.02	1.57	4.06	6.16

Time Series

Years (Column Names)

AvailableLocalAuthorities	2012-13				2013-14				2014-15			
	Value	Rank	Change	Abs. Change	Value	Rank	Change	Abs. Change	Value	Rank	Change	Abs. Change
Angus	4.6	19			5.1	21	2	0.5	4.8	16	-5	-0.3
Clackmannanshire	6.3	28			7.6	32	4	1.3	7.8	31	-1	0.2
East Renfrewshire	5.0	20			6.2	24	4	1.2	6.0	22	-2	-0.1
Inverclyde	2.8	4			3.1	2	-2	0.3	3.0	2	0	-0.1
Midlothian	3.6	7			4.5	12	5	0.9	5.3	20	8	0.8
Renfrewshire	6.4	29			4.5	13	-16	-1.9	6.5	26	13	2.0
South Lanarkshire	3.8	9			4.0	6	-3	0.2	4.2	12	6	0.2
West Lothian	3.8	11			3.7	5	-6	-0.1	3.7	4	-1	0.0

4 columns

Representing performance data in a tabular format

Select time series:

- ☐ 2010-11
- ☐ 2011-12
- ☒ 2012-13
- ☒ 2013-14
- ☒ 2014-15
- ☐ (Empty)
- ☐ (All)
- ☐ Family Group 1
- ☐ Family Group 2
- ☒ Family Group 3
- ☐ Family Group 4
- ☐ (Empty)
- ☐ (None)

Select years to view in table

Apply filter to view family group comparators

Manual Selection Reset

- ☒ Aberdeen City
- ☒ Aberdeenshire
- ☒ Angus
- ☒ Argyll & Bute
- ☒ Clackmannanshire
- ☒ Dumfries & Galloway
- ☒ Dundee City
- ☒ East Ayrshire
- ☒ East Dunbartonshire
- ☒ East Lothian
- ☒ East Renfrewshire
- ☒ Edinburgh City
- ☒ Eilean Siar
- ☒ Falkirk
- ☒ Fife
- ☒ Glasgow City
- ☒ Highland
- ☒ Inverclyde
- ☒ Midlothian

Performance Committee Workplan

(1 August 2016 to 30 June 2017)

Performance Committee	Focus Area	Service	Officer	Head of Service
15-Aug-16	LGBF comparative data 2014/15	Performance and Improvement	Rebecca Kelly	Graeme Struthers
	Corporate complaints: Q1-4 2015/16	Performance and Improvement	Joe Murray	Graeme Struthers
	Performance committee workplan			Graeme Struthers
10-Oct-16	Corporate complaints: Q1 2016/17	Performance and Improvement	Joe Murray	Graeme Struthers
	Criminal and Youth Justice	Criminal and Youth Justice	Tim Ward	Jane Kellock
	Legal and Committee	Legal and Committee	Carol Johnston	Julie Whitelaw
30-Jan-17	Corporate complaints: Q1-2 2016/17	Performance and Improvement	Joe Murray	Graeme Struthers
	Audit, Risk and Counter Fraud	Audit, Risk and Counter Fraud	Kenneth Ribbons	Donald Forrest
	Facilities Management	Facilities Management	Jamie Fisher	Jim Jack
10-Apr-17	Corporate complaints: Q1-3 2016/17	Performance and Improvement	Joe Murray	Graeme Struthers
	Advice Shop	Welfare Advice	Elaine Nisbet	Donald Forrest
	HR Services	HR Services	Lesley Henderson	Julie Whitelaw
12-Jun-17	Corporate complaints: Q1-4 2016/17	Performance and Improvement	Joe Murray	Graeme Struthers
	Customer and Communities	Customer and Communities	Karen Cawte	Alistair Shaw
	Performance committee workplan			Graeme Struthers

Data label: OFFICIAL