

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 224 March 2015

BY: Depute Chief Executive (Partnership and Services for Communities)

SUBJECT: Local Government Benchmarking Framework

1 PURPOSE

- 1.1 To provide the PPRC with an overview of the Local Government Benchmarking Framework (LGBF) results for 2013/14
- 1.2 To inform PPRC of current and forthcoming benchmarking exercises

2 RECOMMENDATIONS

- 2.1 The Committee is asked to use the information provided in this report to consider whether any aspect of the Council's performance is in need of improvement or further investigation.

3 BACKGROUND

- 3.1 The Local Government Benchmarking Framework includes 55 performance indicators. The results provide a comparison between East Lothian and every council in Scotland.
- 3.2 East Lothian Council performed comparatively well in 2013/14 when ranking each performance indicator from 1 (highest performance or lowest cost) to 32 (lowest performance or highest cost). The results of 22 indicators for East Lothian fell within the highest performing quartile of councils, while only 10 results were among the lowest performing quartile. Performance in 2012/13 was similar, with 21 indicators falling within the highest performing quarter and 10 within the lowest performing quarter.
- 3.3 Appendix 1 provides the result for each of the indicators. Appendix 1 displays the trend over the past four years and the Scottish average for each indicator.

Highlights

- 3.4 Satisfaction with services (CHN10, SW4, C&L5a, C&L5b, C&L5c, C&L5d, ENV7a, ENV7b) – citizens in East Lothian have a high level of satisfaction with Council services. The results for all eight satisfaction indicators fall within the top quartile.
- 3.5 Sickness absence (CORP6) – East Lothian has the 7th lowest level of sickness absence among Scotland's 32 councils. The rate of sickness absence in East Lothian has fallen from 10.1% in 2010/11 to 8.6% in 2013/14.
- 3.6 % of Council Tax collected (CORP7) – East Lothian collected 96.4% of the Council Tax it was due, compared to the Scottish average of 95.2%
- 3.7 Cost of support services (CORP1) – central support services make up a relatively low proportion of overall expenditure in East Lothian compared to the Scottish average
- 3.8 Rent arrears (HSN1b) – the Council has a relatively high level of arrears despite having some of the lowest rents in Scotland. The Council has established a range of initiatives to tackle the problem. The latest data demonstrates that the level of arrears has started to improve. The amount of outstanding arrears stood at £1,560,493 in November 2014 and reduced to £1,439,706 in December.
- 3.9 Scottish Housing Quality Standard (HSN3) – 71.4% of Council houses in East Lothian meet the Standard in comparison to the Scottish average of 83.7%. The Council has established a modernisation programme to help meet the requirements of the Standard.
- 3.10 Average length of time taken to complete non-emergency repairs (HSN4b) – East Lothian Council takes an average of 17 days to undertake a non-emergency repair compared to a Scottish average of 10 days. The Council is reviewing its procedures for undertaking repairs and aims to improve performance with the introduction of mobile working.

Areas for further investigation

- 3.11 Cost of Parks and Open Spaces (C&L4) – East Lothian has consistently reported the highest cost per 10,000 population for parks and open spaces. Further investigation has revealed that almost £1m of community grants has been included within the result for East Lothian. Clarification is being sought from other councils regarding which costs they include in this indicator. The indicator also relates to gross costs. East Lothian generates income of approximately £1.3m in this area, which is excluded from the indicator. Parks and open spaces will be the subject of a benchmarking exercise beginning in October.
- 3.12 Cost per primary school child (CHN1) – the LGBF result for the indicator relating to the cost of primary education does not reflect the Council budget, which remained static between 2012/13 and 2013/14. The reduction in the indicator is largely due to changes in the treatment of expenditure. Significant

changes in the terms of some of the repairs and maintenance costs being charged to Education (a £1.2m reduction) had the largest impact.

- 3.13 Cost per secondary school child (CHN2) – the reduction in the cost of secondary education is due to a combination of factors. The secondary school budget reduced slightly (by £0.2m) between 2012/13 and 2013/14 due to the achievement of efficiencies. Windfall income relating to Public Private Partnership (PPP) school contracts also contributed to the reduction in secondary school expenditure.
- 3.14 Residential Care Costs per adult per week (SW5) – the Council is ranked 27th for this indicator. The cost per week in East Lothian's was £425; the Scottish average was £368.
- 3.15 % Unemployed People Assisted into work from Council operated / funded Employability Programmes (Econ1) – the result for East Lothian is based on incomplete data. The methodology for recording the data for this indicator has been reviewed to ensure that all the relevant information is being recorded.

Benchmarking exercises

- 3.16 Appendix 2 provides an overview of current and forthcoming benchmarking exercises. Only three of the exercises have been concluded; the two LGBF pilot exercises regarding roads and positive school leaver destinations, and a benchmarking exercise to ascertain how the Council's charges compare with those of other councils. The remaining benchmarking exercises are either in their infancy or have not started.
- 3.17 East Lothian is a member of a 'family group' of councils that have similar geographical or social and demographic characteristics. Each family group includes eight local authorities. Three benchmarking exercises are currently underway for East Lothian's family group; Council Tax, Looked After Children and Waste Services.
- 3.18 The pilot LGBF benchmarking exercises regarding roads and positive school leaver destinations had a wide remit. The value of these exercises lies mainly in helping to develop the benchmarking process for subsequent exercises. Participants in the pilot exercises found the benchmarking groups useful in enabling them to share their experiences and discuss how to improve performance. However, it was difficult to attribute differences in performance to specific practices or models of service delivery.
- 3.19 The Improvement Service has offered further support to assist with benchmarking. The Council is particularly interested in conducting more detailed analysis of the indicators highlighted above to better understand the underlying factors.

4 POLICY IMPLICATIONS

- 4.1 The Local Government Benchmarking Framework represents an important component of East Lothian Council's performance management arrangements and the drive to deliver Continuous Improvement.

5 EQUALITIES IMPACT ASSESSMENT

- 5.1 This report is not applicable to the well being of equalities groups and an Equalities Impact Assessment is not required.

6 RESOURCE IMPLICATIONS

- 6.1 Financial – there are no financial implications in regard to additional resources. However, the Local Financial Return needs to be reviewed to ensure that the cost data the Council provides for use in the LGBF is comparable to that provided by other local authorities.
- 6.2 Personnel - none
- 6.3 Other – none

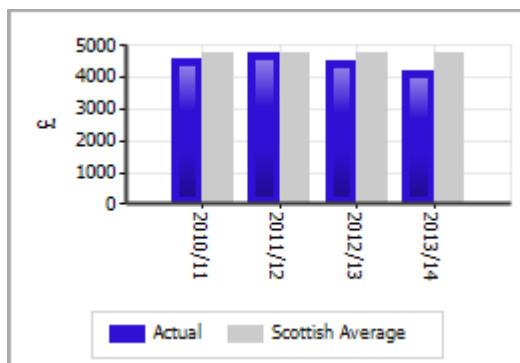
7 BACKGROUND PAPERS

- 7.1 Appendix 1: Local Government Benchmarking Framework results 2013/14
- 7.2 Appendix 2: Overview of benchmarking exercises
- 7.3 Appendix 3: Rank of East Lothian Council Local Government Benchmarking Framework results 2013/14
- 7.4 National Benchmarking Overview Report 2013/14 (http://www.improvementservice.org.uk/benchmarking/documents/2015_overview_report.pdf)

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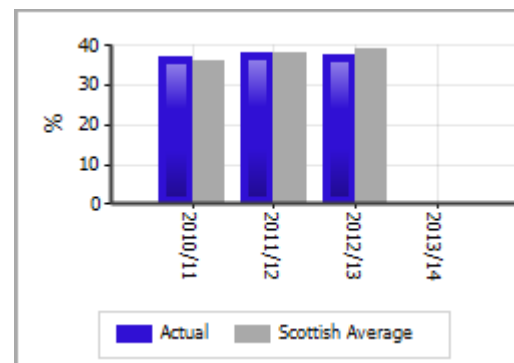


CHN 1: Cost per primary school pupil



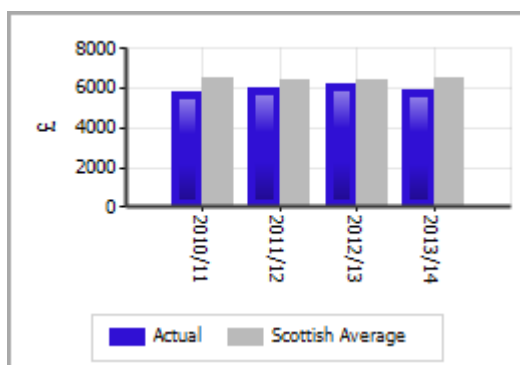
Period	Actual	Scottish Average
2013/14	4185.39	4749.59
2012/13	4521.70	4751.59
2011/12	4773.57	4773.00
2010/11	4597.68	4771.00

CHN 4: % of pupils gaining 5+ awards at level 5



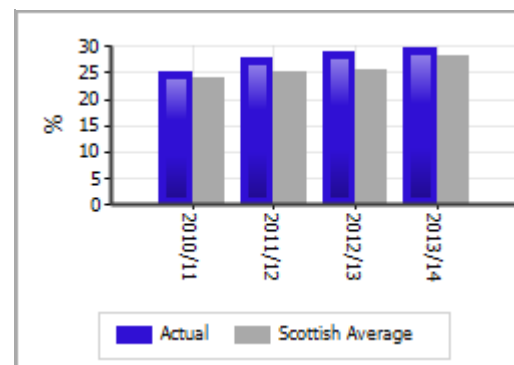
Period	Actual	Scottish Average
2012/13	37.66	39.30
2011/12	38.00	38.00
2010/11	37.00	36.00

CHN 2: Cost per secondary school pupil



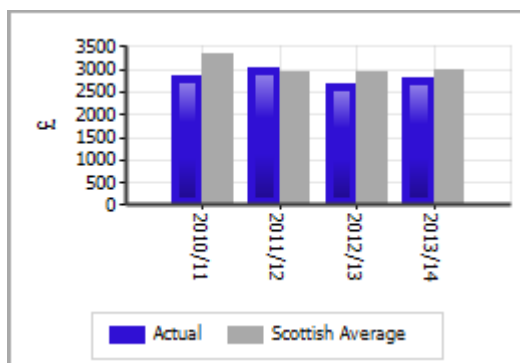
Period	Actual	Scottish Average
2013/14	5868.93	6523.31
2012/13	6160.55	6427.00
2011/12	6035.27	6374.00
2010/11	5787.46	6491.00

CHN 5: % of pupils gaining 5+ awards at level 6



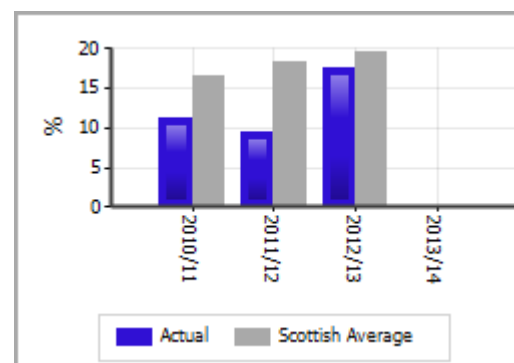
Period	Actual	Scottish Average
2013/14	29.67	28.08
2012/13	28.94	25.70
2011/12	28.00	25.00
2010/11	25.00	24.00

CHN 3: Cost per pre-school education registration



Period	Actual	Scottish Average
2013/14	2799.61	2998.58
2012/13	2663.83	2955.00
2011/12	3010.53	2954.00
2010/11	2830.57	3313.00

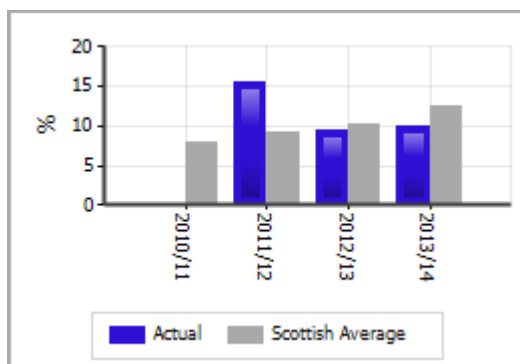
CHN 6: % of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)



Period	Actual	Scottish Average
2012/13	17.65	19.50
2011/12	9.52	18.30
2010/11	11.32	16.50

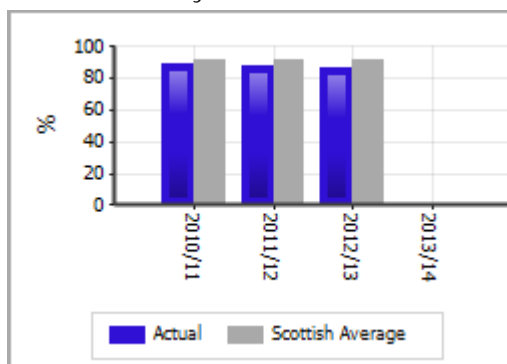


CHN 7: % Pupils from Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)



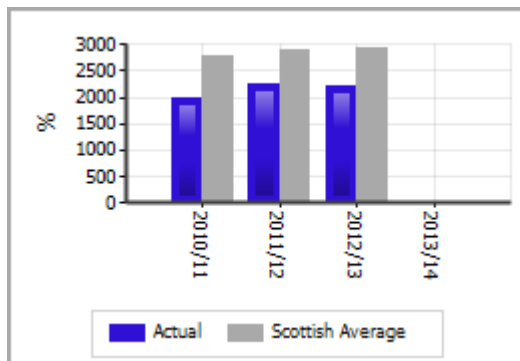
Period	Actual	Scottish Average
2013/14	9.84	12.59
2012/13	9.43	10.10
2011/12	15.56	9.10
2010/11	0.00	7.90

CHN 9: Balance of Care for looked after children: % of children being looked after in the Community



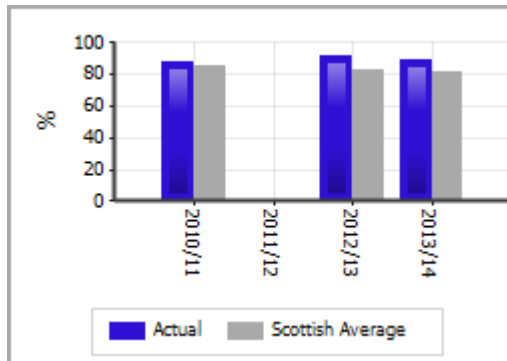
Period	Actual	Scottish Average
2012/13	86.00	91.00
2011/12	88.00	91.20
2010/11	88.50	91.00

CHN 8a: The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week



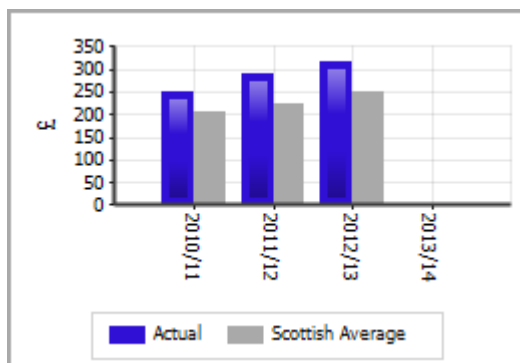
Period	Actual	Scottish Average
2012/13	2212.91	2928.00
2011/12	2246.79	2884.00
2010/11	1977.42	2776.00

CHN 10: % of Adults Satisfied with Local Schools



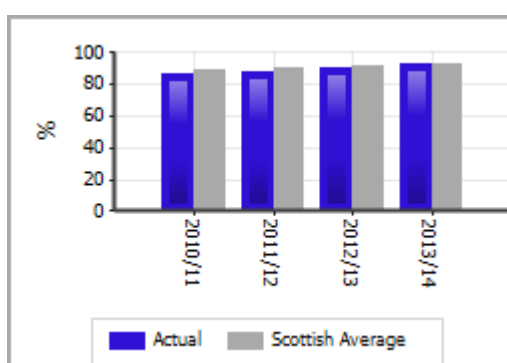
Period	Actual	Scottish Average
2013/14	89.00	81.00
2012/13	91.00	83.00
2010/11	87.80	85.20

CHN 8b: The Gross Cost of "Children Looked After" in a Community Setting per Child per Week



Period	Actual	Scottish Average
2012/13	317.59	249.70
2011/12	288.35	221.20
2010/11	250.22	204.80

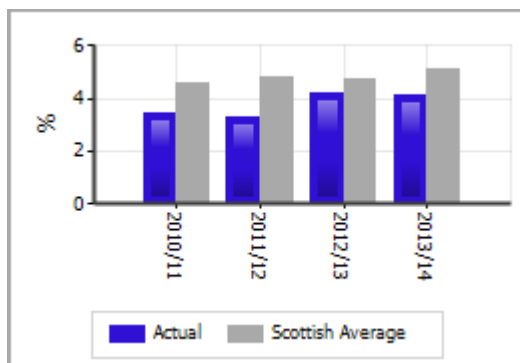
CHN 11: Proportion of pupils entering positive destinations



Period	Actual	Scottish Average
2013/14	92.20	92.30
2012/13	89.90	91.40
2011/12	88.10	90.00
2010/11	86.80	88.90

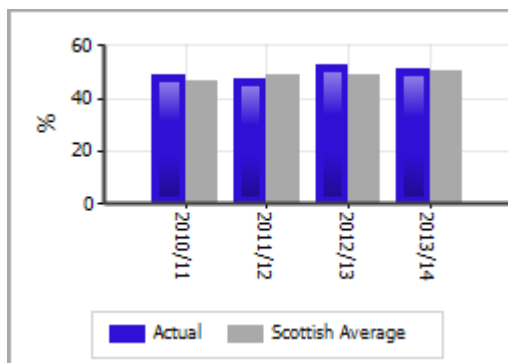


CORP 1: Support services as a % of Total Gross expenditure



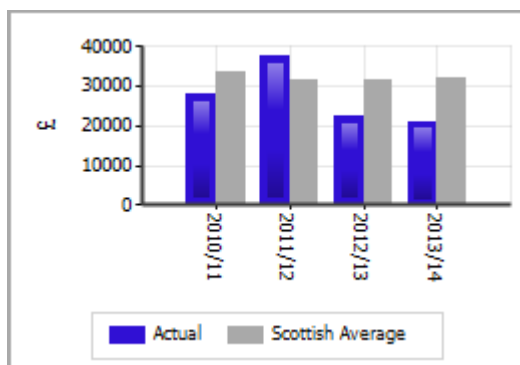
Period	Actual	Scottish Average
2013/14	4.11	5.13
2012/13	4.20	4.70
2011/12	3.30	4.80
2010/11	3.46	4.60

CORP 3b: The percentage of the highest paid 5% of employees who are women



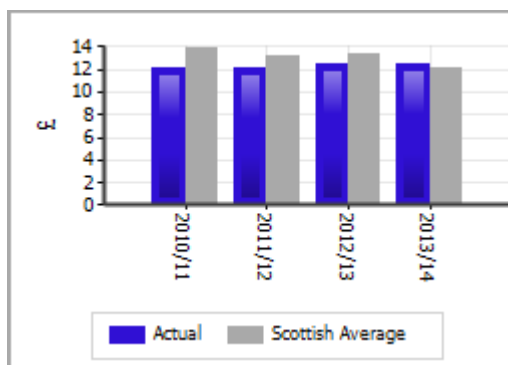
Period	Actual	Scottish Average
2013/14	51.43	50.70
2012/13	52.44	48.70
2011/12	47.50	48.50
2010/11	48.82	46.30

CORP 2: Cost of Democratic Core per 1,000 population



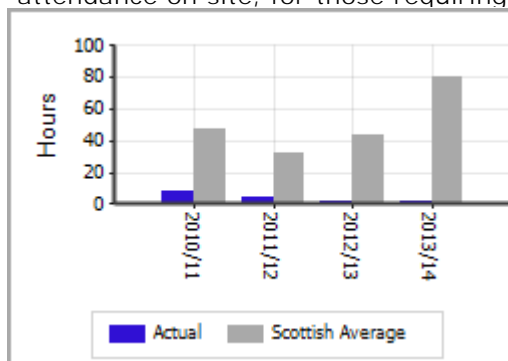
Period	Actual	Scottish Average
2013/14	20915.55	32076.88
2012/13	22478.93	31778.00
2011/12	37577.67	31469.00
2010/11	28225.64	33475.00

CORP 4: The cost per dwelling of collecting Council Tax



Period	Actual	Scottish Average
2013/14	12.48	12.13
2012/13	12.40	13.29
2011/12	12.11	13.15
2010/11	12.07	13.81

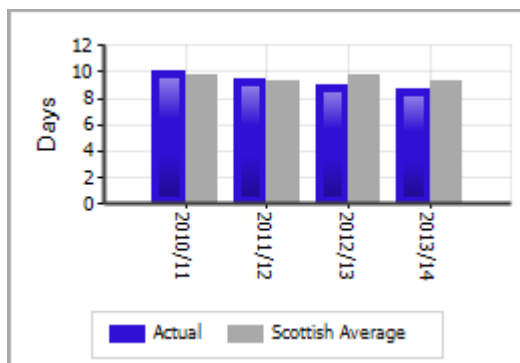
CORP 5b2: (Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site



Period	Actual	Scottish Average
2013/14	1.00	80.73
2012/13	1.70	43.21
2011/12	4.00	31.58
2010/11	7.55	47.84

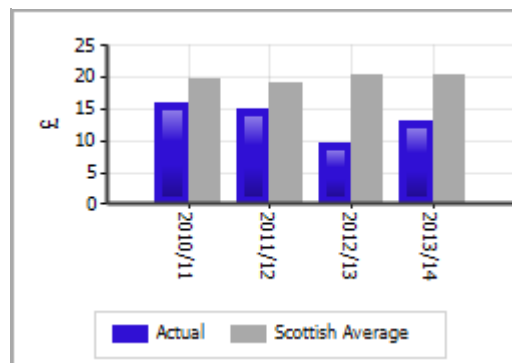


CORP 6: Sickness Absence Days per Employee



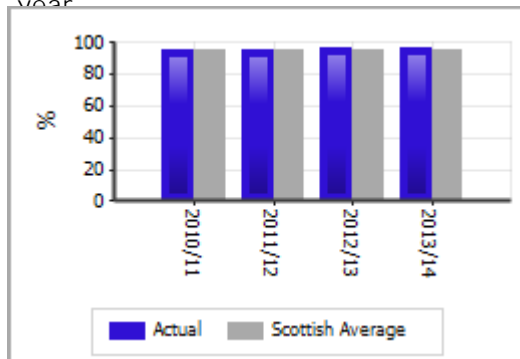
Period	Actual	Scottish Average
2013/14	8.63	9.24
2012/13	9.06	9.80
2011/12	9.40	9.30
2010/11	10.10	9.80

SW 1: Older Persons (Over65) Home Care Costs per Hour



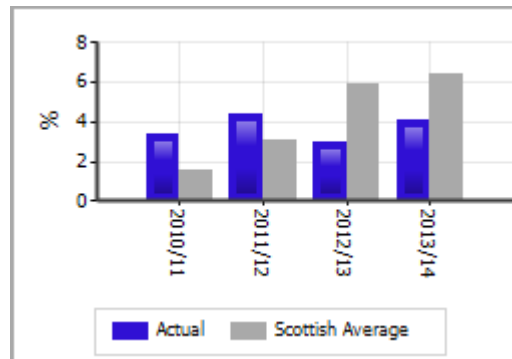
Period	Actual	Scottish Average
2013/14	13.01	20.25
2012/13	9.70	20.48
2011/12	14.92	19.22
2010/11	15.97	19.79

CORP 7: Percentage of income due from Council Tax received by the end of the year



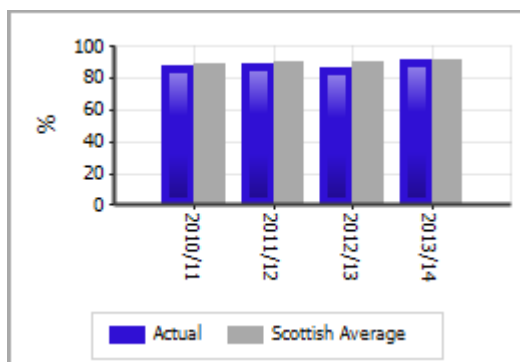
Period	Actual	Scottish Average
2013/14	96.40	95.16
2012/13	96.45	95.20
2011/12	95.82	95.10
2010/11	95.34	94.70

SW 2: SDS spend on adults 18+ as a % of total social work spend on adults 18+



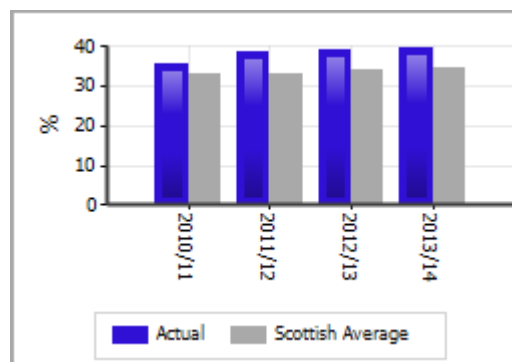
Period	Actual	Scottish Average
2013/14	4.13	6.40
2012/13	2.93	5.90
2011/12	4.40	3.10
2010/11	3.40	1.60

CORP 8: Percentage of invoices sampled that were paid within 30 days



Period	Actual	Scottish Average
2013/14	91.66	91.93
2012/13	86.52	90.50
2011/12	89.10	90.20
2010/11	87.90	89.50

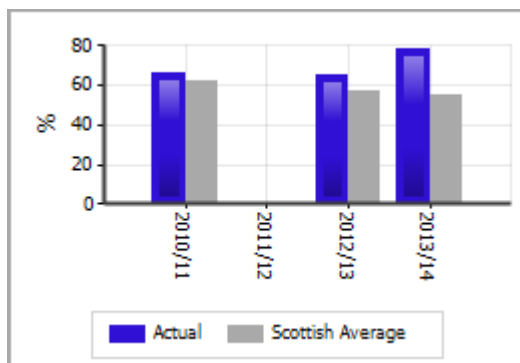
SW 3: % of people 65+ with intensive needs receiving care at home



Period	Actual	Scottish Average
2013/14	39.74	34.74
2012/13	39.37	34.10
2011/12	38.42	33.30
2010/11	35.47	33.10

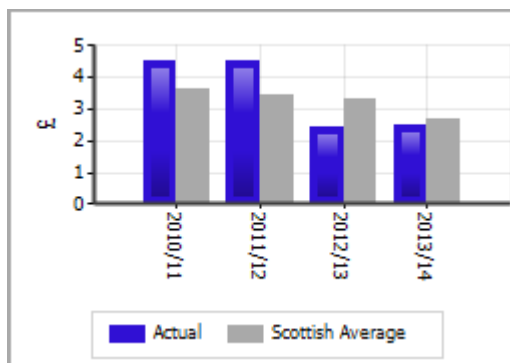


SW 4: % of Adults satisfied with social care or social work services



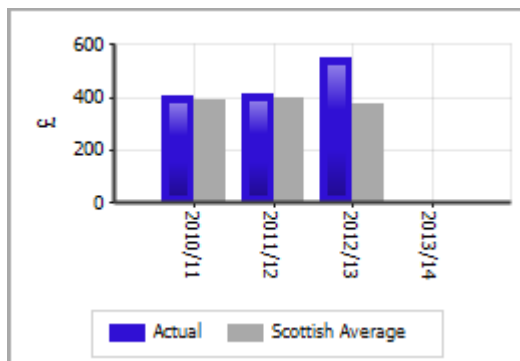
Period	Actual	Scottish Average
2013/14	78.00	55.00
2012/13	65.00	57.00
2010/11	65.80	62.10

C&L 2: Cost Per Library Visit



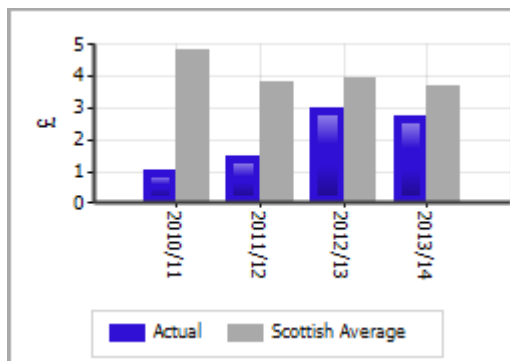
Period	Actual	Scottish Average
2013/14	2.48	2.71
2012/13	2.44	3.31
2011/12	4.52	3.43
2010/11	4.54	3.61

SW 5: Residential care cost per adult per week



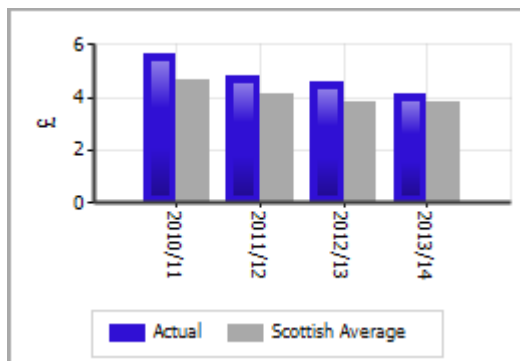
Period	Actual	Scottish Average
2012/13	546.49	372.63
2011/12	409.74	398.31
2010/11	402.02	388.60

C&L 3: Cost of Museums per Visit



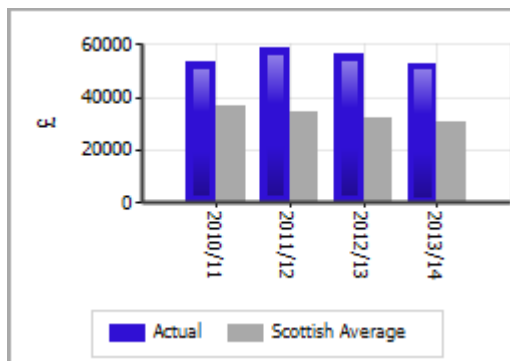
Period	Actual	Scottish Average
2013/14	2.74	3.72
2012/13	2.98	3.94
2011/12	1.47	3.81
2010/11	1.05	4.85

C&L 1: Cost per attendance at Sports facilities



Period	Actual	Scottish Average
2013/14	4.15	3.84
2012/13	4.56	3.82
2011/12	4.84	4.15
2010/11	5.67	4.63

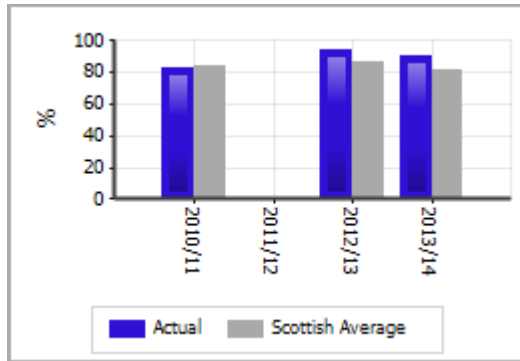
C&L 4: Cost of Parks & Open Spaces per 1,000 Population



Period	Actual	Scottish Average
2013/14	52486.19	30785.70
2012/13	56440.26	32256.00
2011/12	58724.66	34237.00
2010/11	53220.51	36448.00

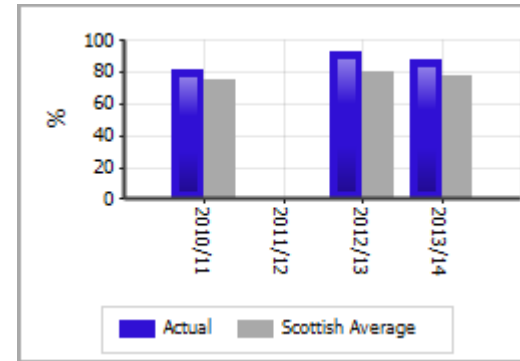


C&L 5a: % of adults satisfied with libraries



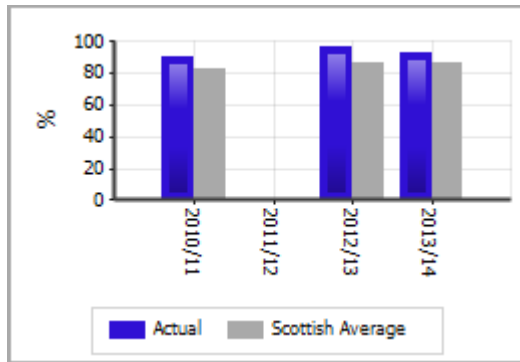
Period	Actual	Scottish Average
2013/14	90.00	81.00
2012/13	94.00	86.00
2010/11	83.00	83.50

C&L 5d: % of adults satisfied with leisure facilities



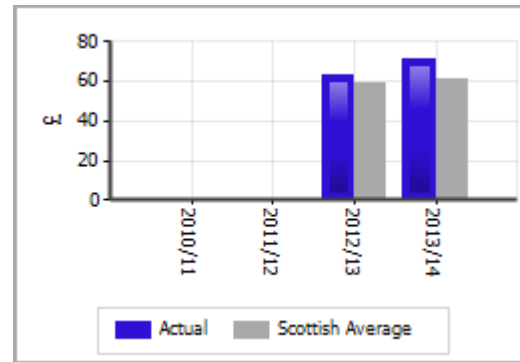
Period	Actual	Scottish Average
2013/14	88.00	78.00
2012/13	93.00	80.00
2010/11	80.80	74.60

C&L 5b: % of adults satisfied with parks and open spaces



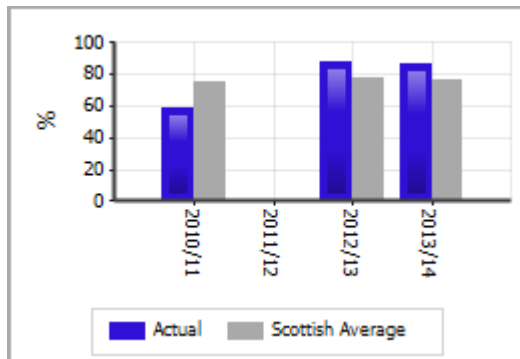
Period	Actual	Scottish Average
2013/14	93.00	86.00
2012/13	96.00	86.00
2010/11	90.40	83.10

ENV 1b: Net cost per Waste collection per premises



Period	Actual	Scottish Average
2013/14	70.68	61.29
2012/13	63.24	59.12

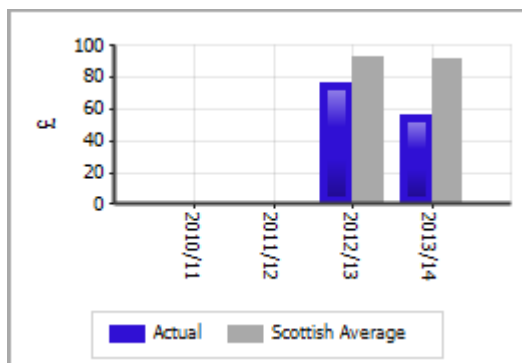
C&L 5c: % of adults satisfied with museums and galleries



Period	Actual	Scottish Average
2013/14	87.00	76.00
2012/13	88.00	78.00
2010/11	58.62	75.50

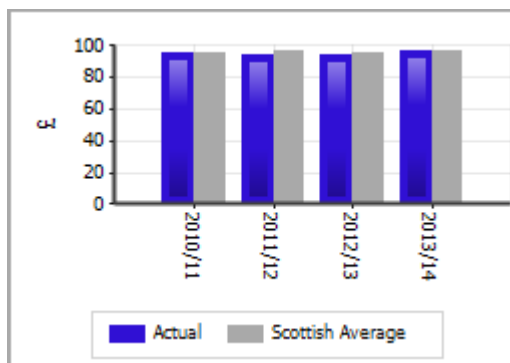


ENV 2b: Net cost per Waste disposal per premise



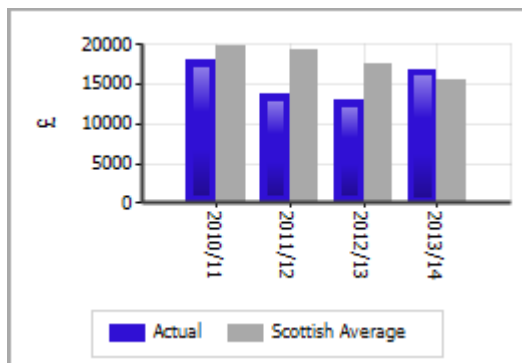
Period	Actual	Scottish Average
2013/14	56.75	91.80
2012/13	76.65	92.28

ENV 3c: Cleanliness Score (percentage acceptable)



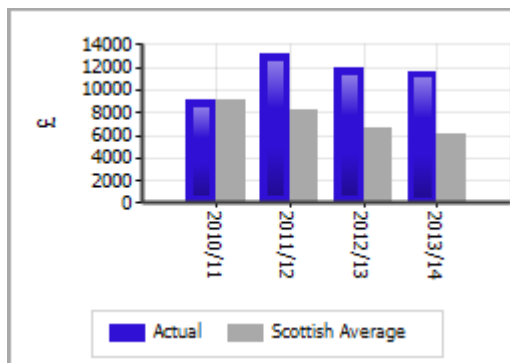
Period	Actual	Scottish Average
2013/14	96.30	96.10
2012/13	93.50	95.80
2011/12	93.70	96.14
2010/11	95.60	95.40

ENV 3a: Net cost of street cleaning per 1,000 population



Period	Actual	Scottish Average
2013/14	16692.98	15617.06
2012/13	13009.42	17534.00
2011/12	13792.40	19380.00
2010/11	17948.72	19852.00

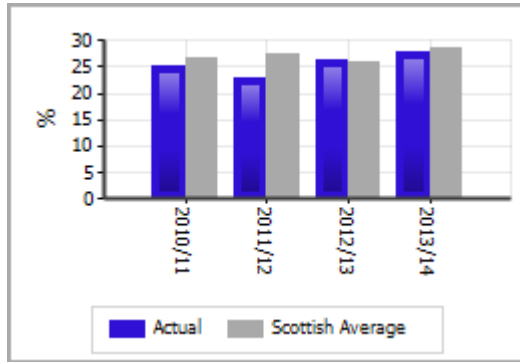
ENV 4a: Cost of maintenance per kilometre of roads



Period	Actual	Scottish Average
2013/14	11632.27	6058.42
2012/13	11911.31	6655.00
2011/12	13163.32	8265.00
2010/11	9044.04	9029.00

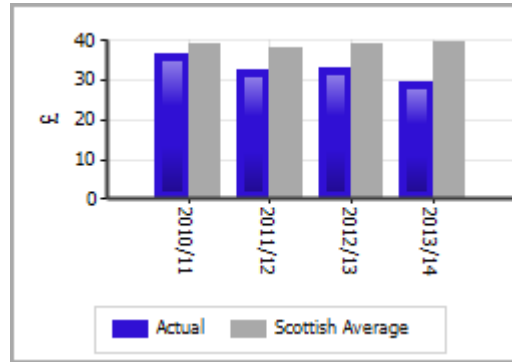


ENV 4b: Percentage of A class roads that should be considered for maintenance treatment



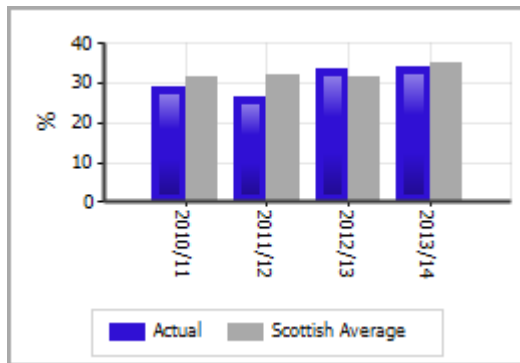
Period	Actual	Scottish Average
2013/14	28.00	28.70
2012/13	26.20	26.00
2011/12	23.01	27.30
2010/11	25.17	26.80

ENV 4e: Percentage of unclassified roads that should be considered for maintenance treatment



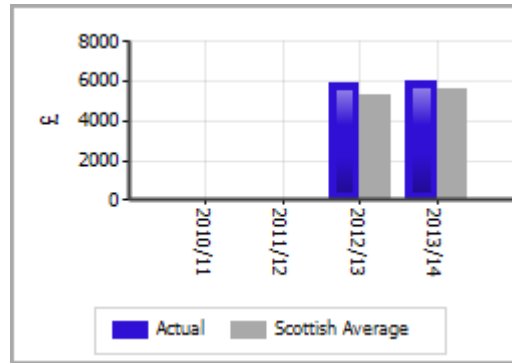
Period	Actual	Scottish Average
2013/14	29.57	39.40
2012/13	33.15	39.00
2011/12	32.70	38.34
2010/11	36.35	39.27

ENV 4c: Percentage of B class roads that should be considered for maintenance treatment



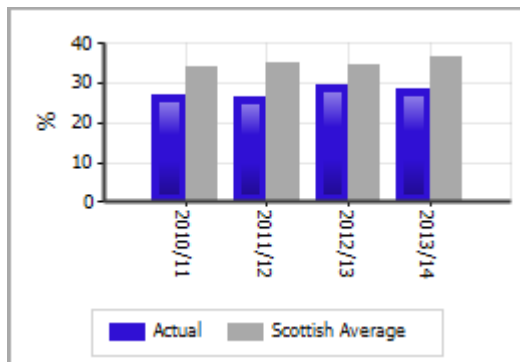
Period	Actual	Scottish Average
2013/14	34.07	35.20
2012/13	33.34	31.30
2011/12	26.61	32.10
2010/11	28.94	31.70

ENV 5a: Cost of trading standards per 1,000 population



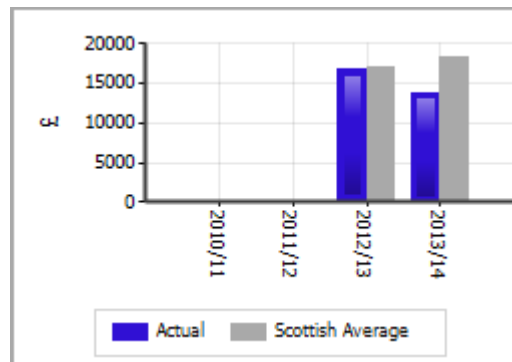
Period	Actual	Scottish Average
2013/14	6018.15	5584.59
2012/13	5919.68	5309.96

ENV 4d: Percentage of C class roads that should be considered for maintenance treatment



Period	Actual	Scottish Average
2013/14	28.69	36.60
2012/13	29.65	34.60
2011/12	26.39	35.30
2010/11	26.97	33.90

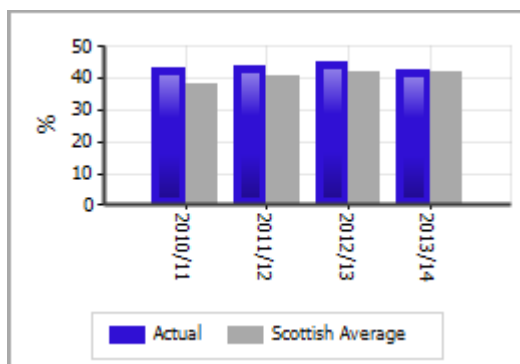
ENV 5b: Cost of environmental health per 1,000 population



Period	Actual	Scottish Average
2013/14	13802.29	18301.71
2012/13	16678.24	17130.57

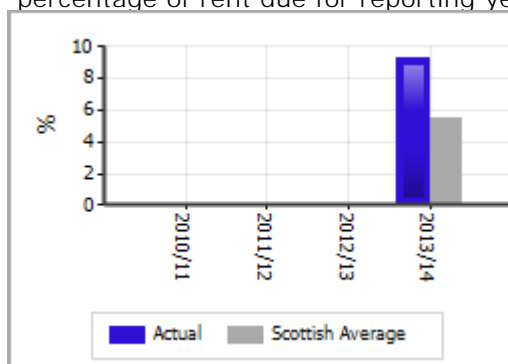


ENV 6: The % of total waste arising that is recycled



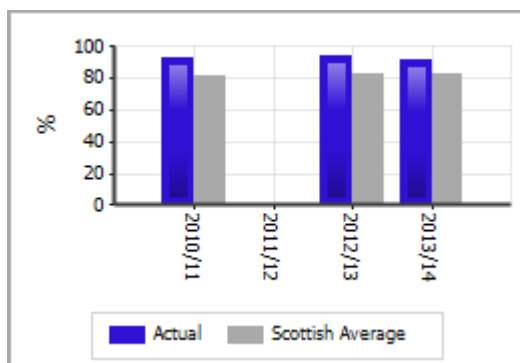
Period	Actual	Scottish Average
2013/14	42.32	42.20
2012/13	45.10	41.70
2011/12	43.70	41.00
2010/11	43.40	38.20

HSN 1b: Gross rent arrears (all tenants) as at 31st March each year as a percentage of rent due for reporting year



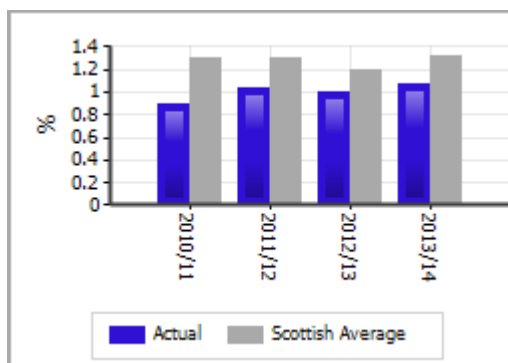
Period	Actual	Scottish Average
2013/14	9.26	5.51

ENV 7a: % of adults satisfied with refuse collection



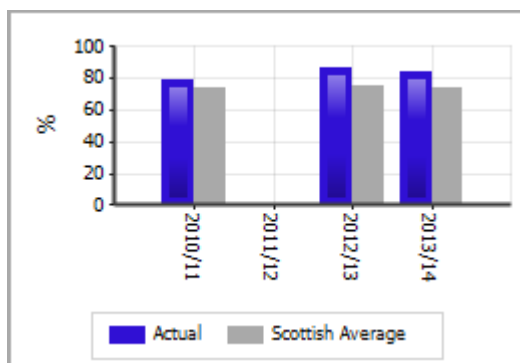
Period	Actual	Scottish Average
2013/14	92.00	83.00
2012/13	94.00	83.00
2010/11	93.10	80.90

HSN 2: Percentage of rent due in the year that was lost due to voids



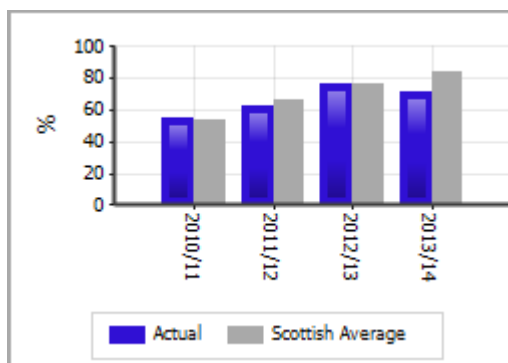
Period	Actual	Scottish Average
2013/14	1.06	1.31
2012/13	1.00	1.20
2011/12	1.03	1.30
2010/11	0.90	1.30

ENV 7b: % of adults satisfied with street cleaning



Period	Actual	Scottish Average
2013/14	84.00	74.00
2012/13	87.00	75.00
2010/11	79.30	73.30

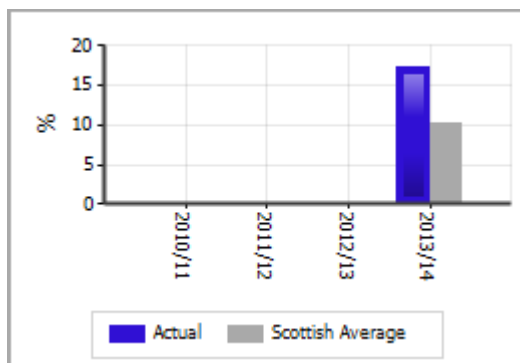
HSN 3: Percentage of dwellings meeting SHQS



Period	Actual	Scottish Average
2013/14	71.39	83.67
2012/13	76.68	76.60
2011/12	62.44	66.10
2010/11	55.03	53.60

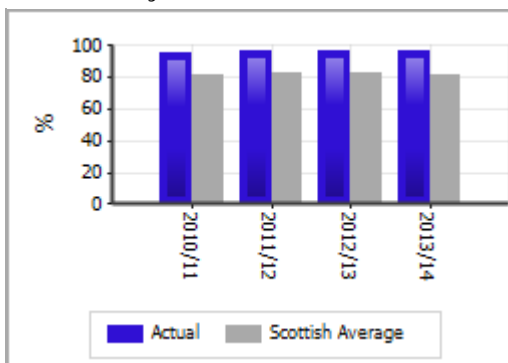


HSN 4b: Average length of time taken to complete non-emergency repairs



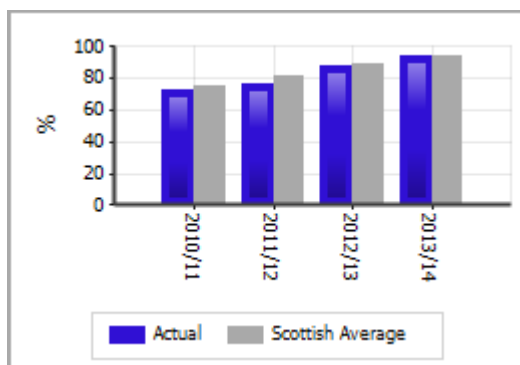
Period	Actual	Scottish Average
2013/14	17.41	10.17

CORP-ASSET 2: Proportion of internal floor area of operational buildings in satisfactory condition



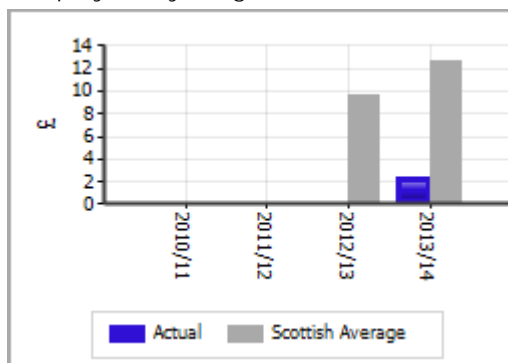
Period	Actual	Scottish Average
2013/14	95.97	80.92
2012/13	96.13	82.60
2011/12	96.48	82.70
2010/11	95.27	81.30

HSN 5: Percentage of council dwellings that are energy efficient



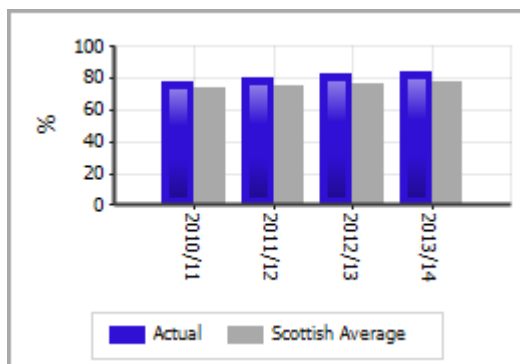
Period	Actual	Scottish Average
2013/14	94.63	94.01
2012/13	88.13	88.80
2011/12	75.90	81.20
2010/11	72.90	74.90

ECON 1: % Unemployed People Assisted into work from Council operated / funded Employability Programmes



Period	Actual	Scottish Average
2013/14	2.30	12.60
2012/13	0.00	9.60

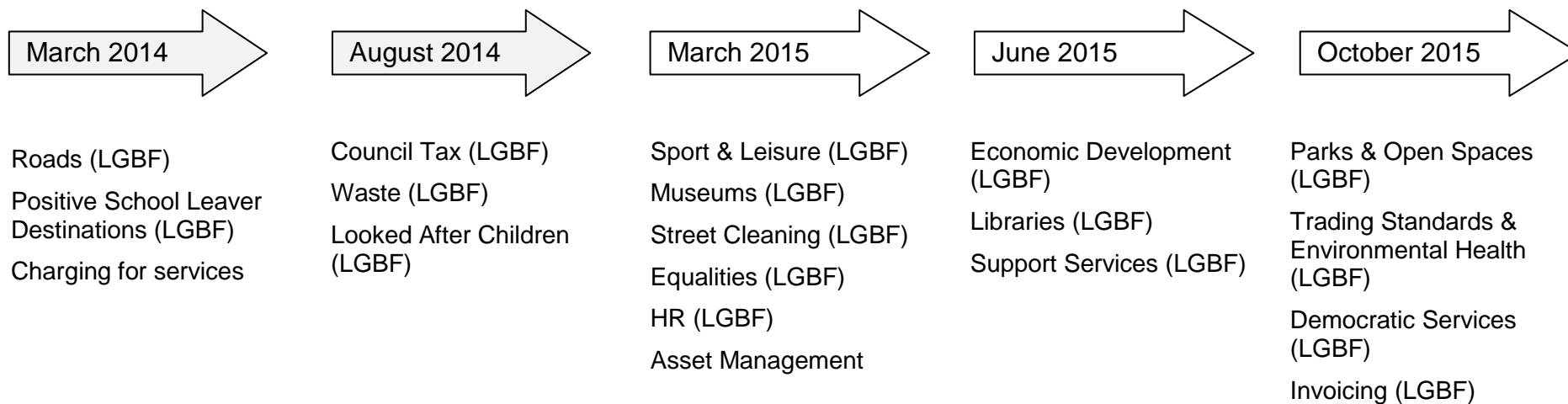
CORP-ASSET 1: Proportion of operational buildings that are suitable for their current use



Period	Actual	Scottish Average
2013/14	83.84	78.21
2012/13	83.25	75.90
2011/12	80.10	74.80
2010/11	78.17	73.70

Appendix 2: Overview of benchmarking exercises

Programme of benchmarking exercises:



Completed benchmarking exercises:

Subject	Origin	Comments
Roads	LGBF	<p>Different operational models were identified, which might warrant further investigation. However, it was difficult to determine which model was most effective.</p> <p>The use of decision-making matrices to target the areas of road most in need of maintenance was highlighted as being more effective than allocating funding for maintenance on a ward-by-ward basis. Road asset management planning was found to be effective in encouraging a longer-term strategy of prevention.</p> <p>The exercise identified significant differences in accounting, which undermined the comparability of the benchmarking data. The indicator on costs takes account of revenue expenditure; however, it transpired that many councils account for a large proportion of expenditure on road maintenance as capital.</p>
Positive School Leaver Destinations	LGBF	<p>The positive destinations pilot benchmarking exercise has been completed. Participants identified numerous different approaches to improve positive destinations; however, the exercise struggled to identify which approaches were most effective. The pilot exercise highlighted several areas in which more work needed to be done to identify and share good practice e.g. work experience programmes, school vocational programmes, partnership working etc.</p>
Charging	Audit Scotland report on charging	<p>The exercise identified over 1,000 different charges. In some areas the level of charge differed quite significantly between councils. The exercise highlighted several services that other councils charge for which East Lothian Council does not levy a charge. The results of the exercise were reported to the CMT along with the draft Council Charging Policy and will be used by services when reviewing their charges.</p>

Current benchmarking exercises:

Subject	Origin	Comments
Council Tax	LGBF	<p>The group first met in November and has discussed current council tax performance levels. The group has agreed to break down the issue into the following areas for further investigation:</p> <ul style="list-style-type: none"> • Breakdown of costs- staffing/technology • Staffing numbers and split • Process times or targets • Types of services delivered • Service users - numbers • Breakdown by specific client groups <p>Each council is structured differently, making direct comparisons difficult. Some councils combine benefits and council tax services, others use different software and all have different demographics or budget restraints. It is also evident that Councils are using different methods to report council tax collection. Some councils have also reviewed their empty homes discounts to a varying degree with some applying a surcharge to empty property which is having a negative effect on collection if the owner doesn't pay.</p> <p>We have focused on specific themes:</p> <ul style="list-style-type: none"> • Self Service • Text messaging as a way of communicating • Debt recovery/Management • Channel Shift
Waste	LGBF	This exercise has started; however, the Council is not participating due to workload commitments.
Looked After Children	LGBF	The lead Council (Argyll & Bute) contacted participants to begin the exercise in January 2015.
Asset Management	Fife Council	Fife Council contacted local authorities in their family group (including East Lothian) in February 2015 to participate in an asset management benchmarking exercise. The exercise has not started.

Appendix 3: Rank of East Lothian Council Local Government Benchmarking Framework results 2013/14

	Education	Rank	Quartile
CHN1	Cost Per Primary School Pupil	3	1
CHN2	Cost per Secondary School Pupil	2	1
CHN3	Cost per Pre-School Education Registration	13	2
CHN4	% of Pupils Gaining 5+ Awards at Level 5	21	3
CHN5	% of Pupils Gaining 5+ Awards at Level 6	12	2
CHN6	% of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)	16	2
CHN7	% Pupils from Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)	20	3
CHN10	% of Adults Satisfied with Local Schools	4	1
CHN11	Proportion of Pupils Entering Positive Destinations	20	3

	Children's Wellbeing	Rank	Quartile
CHN8a	The Gross Cost of "Children Looked After" in Residential Based Services per Child per week	3	1
CHN8b	The Gross Cost of "Children Looked After" in a Community Setting per Child per Week	26	4
CHN9	Balance of Care for looked after children: % of children being looked after in the Community	27	4

	Corporate Services	Rank	Quartile
CORP1	Support services as a % of Total Gross expenditure	8	1
CORP2	Cost of Democratic Core per 1,000 population	3	1
CORP3b	The percentage of the highest paid 5% of employees who are women	12	2
CORP4	The cost per dwelling of collecting Council Tax	18	3
CORP6	Sickness Absence Days per Employee	7	1
CORP7	Percentage of income due from Council Tax received by the end of the year	8	1
CORP8	Percentage of invoices sampled that were paid within 30 days	18	3

	Adult Wellbeing	Rank	Quartile
SW1	Older Persons (Over 65) Home Care Costs per Hour	2	1
SW2	SDS spend on adults over 18 as a % of total social work spend on adults over 18	5	1
SW3	% of people over 65 with intensive needs receiving care at home	11	2
SW4	% of Adults satisfied with social care or social work services	3	1
SW5	Residential Care Costs per adult per week	27	4

	Culture & Leisure	Rank	Quartile
C&L1	Cost per attendance at Sports facilities	21	3
C&L2	Cost Per Library Visit	8	1
C&L3	Cost of Museums per Visit	8	1
C&L4	Cost of Parks & Open Spaces per 1,000 Population	32	4
C&L5a	% of adults satisfied with libraries	5	1
C&L5b	% of adults satisfied with parks and open spaces	2	1
C&L5c	% of adults satisfied with museums and galleries	6	1
C&L5d	% of adults satisfied with leisure facilities	4	1

	Environmental Services	Rank	Quartile
ENV1a	Net cost of Waste collection per premises	25	4
ENV2a	Net cost per Waste disposal per premises	3	1
ENV3a	Net cost of street cleaning per 1,000 population	23	3
ENV3c	Street Cleanliness Score	17	3
ENV4a	Cost of maintenance per kilometre of roads	26	4
ENV4b	Percentage of A class roads that should be considered for maintenance treatment	19	3
ENV4c	Percentage of B class roads that should be considered for maintenance treatment	18	3
ENV4d	Percentage of C class roads that should be considered for maintenance treatment	8	1
ENV4e	Percentage of U class roads that should be considered for maintenance treatment	3	1
ENV5a	Cost of trading standards per 1,000 population	18	3
ENV5b	Cost of environmental health per 1,000 population	10	2
ENV6	The % of total waste arising that is recycled	19	3
ENV7a	% of adults satisfied with refuse collection	4	1
ENV7b	% of adults satisfied with street cleaning	2	1
CORP5b2	(Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	13	2

	Housing	Rank	Quartile
HSN1b	Gross rent arrears (all tenants) as at 31st March each year as a percentage of rent due for reporting year (SHR31)	25 (26)	4
HSN2	% of rent due lost through properties being empty during the last year (SHR34)	12 (26)	2
HSN3	% of stock meeting the Scottish Housing Quality Standard (SHR7)	24 (26)	4
HSN4b	Average length of time taken to complete non-emergency repairs (SHR12)	26 (26)	4
HSN5	% of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS, as at 31st March each year (SHR 8)	13 (26)	2
	Corporate Asset	Rank	Quartile
CORP ASSET1	Proportion of operational buildings that are suitable for their current use	16	2
CORP ASSET2	Proportion of internal floor area of operational buildings in satisfactory condition	4	1
	Economic Development	Rank	Quartile
Econ1	% Unemployed People Assisted into work from Council operated / funded Employability Programmes	30 (30)	4