

Appendix 1:
Local Government Benchmarking Framework 2012/13 – WDC ranking & Analysis

Summary of Table 1:

Service Areas	No. of PIs	12/13 Performance against Scottish Average			12/13 Rank					Trend in Rank between 11/12 and 12/13			
		Better	Worse	N/A	1-8	9-16	17-24	25 - 32	N/A	Better	Worse	No Change	N/A
Children's Services	12	4	8	0	3	2	2	5	0	2	8	1	1
Corporate Services	12	6	6	0	4	1	4	3	0	2	7	3	0
Social Work Services	5	3	2	0	2	1	1	1	0	1	3	0	1
Culture & Leisure Services	8	3	5	0	1	2	3	2	0	2	2	0	4
Environmental Services	18	10	8	0	4	5	3	6	0	5	7	0	6
Housing Services	5	1	4	0	1	0	3	1	0	2	2	1	0
Corporate Asset	2	1	1	0	0	1	0	1	0	1	0	1	0
Economic Development	1	0	0	1	0	0	0	0	1	0	0	0	1
Total	63	28	34	1	15	12	16	19	1	15	29	6	13

	Indicator	Description	12/13 Value	12/13 position against Scottish average + = better - = worse	12/13 Rank	12/13 Scottish Average	Trend in Rank between 11/12 and 12/13 (number of places better/worse)
Children's Services	CHN1	Cost Per Primary School Pupil	5247.64	-	27	4751.59	No Change
	CHN2	Cost per Secondary School Pupil	7033.84	-	27	6426.89	Worse (2)
	CHN3	Cost per Pre-School Education Registration	4658.27	-	29	3106.23	Better (2)
	CHN4	% of Pupils Gaining 5+ Awards at Level 5	32.44	-	29	39.28	Worse (1)
	CHN5	% of Pupils Gaining 5+ Awards at Level 6	20.54	-	31	25.70	Worse (5)
	CHN6	% of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)	22.80	+	6	19.52	Worse (3)
	CHN7	% Pupils from Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)	9.64	-	13	10.08	Worse (6)
	CHN8a	The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week	1994.98	+	2	2928.15	Better (17)
	CHN8b	The Gross Cost of "Children Looked After" in a Community Setting per Child per Week	144	+	4	250	Worse (3)
	CHN9	Balance of Care for looked after children: % of children being looked after in the Community	87	-	24	91	Worse (5)
	CHN10	% of Adults Satisfied with Local Schools	88	+	9	83.00	N/A
	CHN11	Proportion of Pupils Entering Positive Destinations	90.9	-	22	91.40	Worse (13)

	Indicator	Description	12/13 Value (Green = better than Scottish Average; Red = worse than Scottish Average)	12/13 position against Scottish average + = better - = worse	12/13 Rank	12/13 Scottish Average	Trend in Rank between 11/12 and 12/13 (number of places better/worse)
Corporate Services	CORP 1	Support services as a % of Total Gross expenditure	2.25	+	3	4.67	Worse (1)
	CORP 2	Cost of Democratic Core per 1,000 population	32189.51	-	18	31778.46	Worse (1)
	CORP 3a	The percentage of the highest paid 2% employees who are women	50.00	+	4	43.07	Better (7)
	CORP 3b	The percentage of the highest paid 5% of employees who are women	55.14	+	2	48.71	No Change
	CORP 4	The cost per dwelling of collecting Council Tax	15.66	-	24	13.29	Worse (3)
	CORP 5a	The number of complaints of domestic noise received during the year settled without the need for attendance on site	328	+	19	700.00	No Change
	CORP 5b1	The number of complaints of domestic noise received during the year requiring attendance on site and not dealt with under Part V of the Antisocial Behaviour (Scotland)	560	-	30	124.00	Worse (2)
	CORP 5b2	(Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	0.40	+	2	43.21	No Change
	CORP 5b3	(Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004	0.40	+	10	0.53	Worse (3)
	CORP 6	Sickness Absence Days per Employee	12.13	-	31	9.79	Worse (3)
	CORP 7	Percentage of income due from Council Tax received by the end of the year	94.41	-	24	95.16	Better(2)
	CORP 8	Percentage of invoices sampled that were paid within 30 days	83.32	-	27	90.47	Worse (1)

	Indicator	Description	12/13 Value	12/13 position against Scottish average + = better - = worse	12/13 Rank	12/13 Scottish Average	Trend in Rank between 11/12 and 12/13 (number of places better/worse)
Social Work Services	SW1	Older Persons (Over65) Home Care Costs per Hour	17.64	+	9	20.48	Worse (2)
	SW2	SDS spend on adults 18+ as a % of total social work spend on adults 18+	1.42	-	23	5.92	Worse (7)
	SW3	% of people 65+ with intensive needs receiving care at home	42.52	+	8	34.10	Worse (5)
	SW4	% of Adults satisfied with social care or social work services	67	+	7	57.00	N/A
	SW5	Average weekly cost per resident	430.41	-	26	372.63	Better (2)
	Indicator	Description	12/13 Value	12/13 position against Scottish average + = better - = worse	12/13 Rank	12/13 Scottish Average	Trend in Rank between 11/12 and 12/13 (number of places better/worse)
Culture & leisure Services	C&L1	Cost per attendance at Sports facilities	4.83	-	24	3.82	Better (3)
	C&L2	Cost Per Library Visit	3.91	-	22	3.31	Worse (5)
	C&L3	Cost of Museums per Visit	0.96	+	5	3.94	Worse (1)
	C&L4	Cost of Parks& Open Spaces per 1,000 Population	52944.43	-	30	32255.91	Better (1)
	C&L5a	% of adults satisfied with libraries	84	+	15	83.00	N/A
	C&L5b	% of adults satisfied with parks and open spaces	83	-	21	86.00	N/A
	C&L5c	% of adults satisfied with museums and galleries	79	+	15	78.00	N/A
	C&L5d	% of adults satisfied with leisure facilities	65	-	30	80.00	N/A

	Indicator	Description	12/13 Value	12/13 position against Scottish average + = better - = worse	12/13 Rank	12/13 Scottish Average	Trend in Rank between 11/12 and 12/13 (number of places better/worse)
Environmental Services	ENV1	Gross cost of Waste collection per premises	57.86	+	4	77.78	Better (8)
	ENV1b	Net cost per Waste collection per premises	41.01	+	4	59.12	N/A
	ENV2	Gross cost per Waste disposal per premises	111.78	-	19	108.65	Worse (10)
	ENV2b	Net cost per Waste disposal per premises	108.36	-	27	92.28	N/A
	ENV3a	Net cost of street cleaning per 1,000 population	29621.43	-	32	17534.06	Worse (4)
	ENV3b	Street Cleanliness Index	72	-	26	75.00	Better (1)
	ENV3c	Cleanliness Score (%age Acceptable)	94.1	-	23	95.80	Worse (11)
	ENV4a	Cost of maintenance per kilometre of roads	25598.40	-	32	6654.81	Worse (3)
	ENV4b	Percentage of A class roads that should be considered for maintenance treatment	24.20	+	12	29.40	Better (6)
	ENV4c	Percentage of B class roads that should be considered for maintenance treatment	25.00	+	8	35.00	Worse (3)
	ENV4d	Percentage of C class roads that should be considered for maintenance treatment	32.60	+	14	34.80	Better (4)
	ENV4e	Percentage of unclassified roads that should be considered for maintenance treatment	36.50	+	17	39.00	Worse (3)
	ENV5	Cost of trading standards and environmental health per 1,000 population	19127.74	+	7	22440.53	Better (1)
	ENV5a	Cost of trading standards per 1,000 population	3675.01	+	9	5309.96	N/A
	ENV5b	Cost of environmental health per 1,000 population	15452.73	+	14	17130.57	N/A
	ENV6	The % of total waste arising that is recycled	43.18	+	16	41.70	Worse (6)
	ENV7a	% of adults satisfied with refuse collection	80	—	25	83.00	N/A
	ENV7b	% of adults satisfied with street cleaning	68	—	29	75.00	N/A

	Indicator	Description	12/13 Value	12/13 position against Scottish average + = better - = worse	12/13 Rank	12/13 Scottish Average	Trend in Rank between 11/12 and 12/13 (number of places better/worse)
Housing Services	HSN1	Current tenants' arrears as a percentage of net rent due	9.16	-	21	6.81	Better (2)
	HSN2	Percentage of rent due in the year that was lost due to voids	2.19	-	23	1.23	Worse (1)
	HSN3	Percentage of dwellings meeting SHQS	62.00	-	25	76.65	No Change
	HSN4	Percentage of repairs completed within target times	95.00	+	8	93.13	Worse (3)
	HSN5	Percentage of council dwellings that are energy efficient	74.89	-	24	88.83	Better (1)
	Indicator	Description	12/13 Value	12/13 position against Scottish average + = better - = worse	12/13 Rank	12/13 Scottish Average	Trend in Rank between 11/12 and 12/13 (number of places better/worse)
Corporate Asset	CORP-ASSET1	Proportion of operational buildings that are suitable for their current use	86.47	+	10	75.90	Better (2)
	CORP-ASSET2	Proportion of internal floor area of operational buildings in satisfactory condition	50.54	-	32	82.64	No Change
Economic development	ECON1	% Unemployed People Assisted into work from Council operated / funded Employability Programmes	9.69	+	8	N/A	N/A