2014/15 Local Government Benchmarking Framework Results

Report by Kenneth Lawrie, Chief Executive

1.   Purpose of Report

The purpose of this report is to update the Cabinet and Performance Review and Scrutiny on the Local Government Benchmarking Framework (LGBF) and to present an overview of the Council's performance against the indicators for 2014/15.

2.   Background

Over the last five years all 32 Scottish councils have been working with the Improvement Service to develop a common approach to benchmarking, which is grounded in reporting standard information on the council services provided to local communities across Scotland.

The purpose of the framework is to support councils to deliver better outcomes for communities by benchmarking and learning from councils who are achieving the best performance in relation to local service delivery.

This work has resulted in a national dataset comprising of 56 indicators. The key principle of the indicators was that they were comparable across all 32 councils. It should be noted that two of the indicators relate to museums and galleries, and therefore only 54 are relevant to Midlothian. The indicators are grouped under seven service groupings:

- Social Work Services
- Children's Services
- Corporate Services
- Culture and Leisure
- Economic Development
- Environmental Services
- Housing Services

The framework reports on how much councils spend on particular services, service performance and how satisfied people are with the major services provided by councils. The indicators have been primarily developed using cost information for councils from existing sources such as the Local Financial Returns (LFRs). LFRs form a part of central government's monitoring of Scotland's local government spend in service areas. A range of satisfaction measures have also been used from the annual Scottish Household Survey (SHS).

The 2014/15 comparison information was used to calculate Midlothian's relative performance or 'position' for each indicator. The Improvement Service have ranked all councils from 1 to 32 for each indicator and as a result allocated to appropriate quartiles. As we do not provide a museum service and the Children's Services information is not published until March 2016, these have been excluded from the figures.

It is important to remember that councils across Scotland do not have common service structures. Each council has a structure and service arrangement that it believes is the most appropriate and cost effective way to support its local community.

3. Current Position

Whilst full details of the 14/15 Benchmarking results are shown in appendix 1, the table below provides a high level summary of our performance across the four quartiles. Please note that of the 56 indicators for 14/15 – 5 have no data yet and 2 do not apply to Midlothian.

Scottish ranking	Percentage % of indicators falling within each quartile 2014/15
Top quartile (ranked 1-8)	20% 10/49
2nd quartile (ranked 9-16)	35% 17/49
3rd quartile (ranked 17-24)	22.5% 11/49
bottom quartile (ranked 25th and below)	22.5% 11/49

As part of this ongoing work councils have developed a process to drill into the information collated through the LGBF to understand, in more detail, why the variations in council performance is occurring. This process has been organised around 'family groups' of councils so that comparison can be explored with similar councils in terms of type of population (e.g. relative deprivation and affluence) and the type of area in which they serve (e.g. urban, suburban or rural). This allows good practice to be identified and shared between councils.

The information is compiled on a new national website called **My Local Council**. The website compares performance information from all 32 Scottish councils. Access to the latest performance of Midlothian Council in each of these key areas of activity is available via http://scotland.mylocalcouncil.info/.

The Improvement Service published the data on 29 January 2016, details can be found at.http://www.improvementservice.org.uk/benchmarking/

4. Going Forward

Within the Council, performance against the indicators will be monitored as part of the performance management arrangements which includes quarterly reporting to Cabinet and Performance, Review and Scrutiny. In addition, following requests from members, a briefing session has been arranged to allow a wider discussion of the 14/15 results.

CMT should note that the framework continues to be reviewed with a focus on improving the outcome benchmarks for preschool, school provision and the senior phase, and for adult social care provision. In addition feedback to a recent national consultation exercise has resulted in the following areas being highlighted by Midlothian:

- **Cost indicators** – The limitations of the Local Financial Return (LFR) in forming the basis of the cost measures has been noted in previous discussion as it is not sufficiently well defined to allow for the comparison of different councils. Some of the LFR categories are so broad that they are almost meaningless (e.g. 'central support services').

- **Satisfaction measures** – Previous findings have noted that the customer satisfaction data drawn from the Scottish Household Survey (SHS) has some limitations when used at individual council level as the sample size of the survey becomes a sub set of the overall national sample and is as a result less statistically robust. In addition the survey questions do not fully distinguish the views of the whole adult population on services from views of the direct users. Individual councils also currently gather a range of customer satisfaction data locally which often differs from the results of the SHS. As a result of the existing limitations of the current approach to gathering comparable data other methods of assessing satisfaction should be considered.

- **Health & Social Care Integration** – the indicators that currently relate to social care will need to be reviewed to take account of the new measures being developed for integration and should be informed by the Scottish Health and Social Care Benchmarking Network. Suggested indicators going forward should include Delayed Discharge (72 hour measure), Hospital Admissions/Readmissions of over 75 year olds and the Length of Stay in care homes for older people.

- **Education measures** – the current LGBF measures are out-of-sync with the education measures that are being developed and used nationally.

- **Economic Development** – the Framework only includes one measure of economic development. The SLAED measures should be considered for benchmarking.

In summary, whilst there are questions about the relevance, comparability and reliability of some of the indicators, there is nevertheless clear value in a number of the indicators, particularly those that are direct measures of performance. These show some areas or strength and weakness in Midlothian, and point to some areas such as Council tax collection and educational attainment where improvement is necessary.

5. Report Implications

5.1 Resource
There are no resource implications.

4.2 Risk
This report seeks to mitigate the risk that the Council does not meet its obligations in terms of the requirement to publicly report on performance information.

4.3 Single Midlothian Plan and Business Transformation
Themes addressed in this report:

- ☐ Community safety
- ☐ Adult health, care and housing
- ☐ Getting it right for every Midlothian child
- ☐ Improving opportunities in Midlothian
- ☐ Sustainable growth
- ☒ Business Transformation and Best Value
- ☐ None of the above

4.4 Key Priorities within the Single Midlothian Plan
The LGBF measures for 14/15 contribute to all three Priorities identified in the SMP, Economic recovery and business growth, Positive Destinations for Young People and Early Years.

4.5   Impact on Performance and Outcomes
Work is underway to cross reference the LGBF benchmarking dataset with service plan outcomes incorporated in the Balanced Scorecard.

4.6   Adopting a Preventative Approach
The council's Planning Performance Management Framework is underpinned by the previously identified Future Model key principles, one of which focuses on prevention.

4.7   Involving Communities and Other Stakeholders
This report does not directly relate to involving communities and stakeholders though access to the information is widely available via the council's website and the national website noted in section 2.

4.8   Ensuring Equalities
The LGBF indicators monitor some aspects of equalities with a few of the indicators relating to the equality characteristics of gender and disability.

4.9   Supporting Sustainable Development
The Councils PPMF demonstrates a sustainable approach to service delivery by ensuring that stakeholders are informed and able to comment on Council planning and performance. LGBF indicators are included in the framework.

4.10   IT Issues
There are no IT issues directly relating to this report. The LGBF results will be made available on the council Website.

5   Recommendation
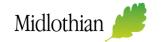Cabinet and Performance Review and Scrutiny are asked to:
- note the 2014/15 LGBF comparison results
- note the ongoing activity relating to the Family Groups

Scottish ranking	Percentage of indicators falling within each quartile	
	2014/15	2013/14
Top quartile (ranked 1-8)	20% (10/49)	24% (12/51)
2nd quartile (ranked 9-16)	35% (17/49)	31% (16/51)
3rd quartile (ranked 17-24)	22.5% (11/49)	25% (13/51)
bottom quartile (ranked 25th and below)	22.5% (11/49)	20% (10/51)

Improving Trend		Improving Rank		Do we exceed the Scottish Average?	
Yes	21	Yes	21	Yes	24
No	26	No	23	No	25
No Change	2	No change	5		

Adult, Social Care

Code	Indicator	2011/12	2012/13	2013/14	2014/15		MLC Trend Improvement?	Comparison against other 32 Scottish Local Authorities	MLC Rank Improvement?	Are we better than the Scottish Average?	Scotland Average	Scottish TOP
		Value	Value	Value	Value	Short Trend						
SW1	Older Persons Home Care Costs per Hour (Over 65)	£16.98	£12.46	£23.81	£28.22	⬇	No	14/15 Rank 30 (Bottom Quartile) 13/14 Rank 27 (Bottom Quartile)	No	No	£20.01	£12.79
SW2	SDS spend on adults 18+ as a % of total social work spend on adults 18+	2.18%	2.39%	2.73%	2.62%	⬇	No	14/15 Rank 18 (Third Quartile) 13/14 Rank 13 (Second Quartile)	No	No	6.86%	32.27%

Local Government Benchmarking Framework – 14/15

Appendix 1

Code	Indicator	2011/12	2012/13	2013/14	2014/15		MLC Trend Improvement?	Comparison against other 32 Scottish Local Authorities	MLC Rank Improvement?	Are we better than the Scottish Average?	Scotland Average	Scottish TOP
		Value	Value	Value	Value	Short Trend						
SW3	Percentage of service users 65+ with intensive needs receiving care at home.	38.4%	53.6%	38.8%	30.72%	⬇	No	14/15 Rank 22 (Third Quartile). 13/14 Rank 13 (Second Quartile)	No	No	35.56%	51.44%
SW4	Percentage of adults satisfied with social care or social work services	N/A	57%	42%	43%	⬆	yes	14/15 Rank 22 (Third Quartile) 13/14 Rank 29 (Bottom Quartile)	Yes	No	51%	78%
SW5	The Net Cost of Residential Care Services per Older Adult (+65) per Week	£382.20	£390.84	£392.51	£377.86	⬆	yes	14/15 Rank 14 (Second Quartile) 13/14 Rank 21 (Third Quartile)	Yes	No	£372.07	£224.40

Children's Services

Code	Indicator	2011/12	2012/13	2013/14	2014/15		MLC Trend Improvement?	Comparison against other 32 Scottish Local Authorities	MLC Rank Improvement?	Are we better than the Scottish Average?	Scottish Average	Scottish TOP
		Value	Value	Value	Value	Short Trend						
CHN1	Primary Education - Cost per pupil	£4,799.39	£4,784.62	£4,762.29	£4,725.50	⬆	Yes	14/15 Rank 18 (Third Quartile). 13/14 Rank 17 (Third Quartile)	No	No	£4,653.31	£3,887.42
CHN2	Secondary Education - Cost per pupil	£6,200.19	£6,274.35	£6,367.07	£6,411.56	⬇	No	14/15 Rank 9 (Second Quartile) 13/14 Rank 14 (Second Quartile)	Yes	Yes	£6,593.46	£5,577.60

Local Government Benchmarking Framework – 14/15

Appendix 1

Code	Indicator	2011/12	2012/13	2013/14	2014/15		MLC Trend Improvement?	Comparison against other 32 Scottish Local Authorities	MLC Rank Improvement?	Are we better than the Scottish Average?	Scottish Average	Scottish TOP
		Value	Value	Value	Value	Short Trend						
CHN3	Pre- Primary Education - Cost per pupil	£2,958.02	£3,071.86	£3,003.54	£2,894.24	⬆	Yes	14/15 Rank 9 (Second Quartile) 13/14 Rank 18 (Third Quartile)	Yes	Yes	£3,306.44	£2,165.97
CHN4	Percentage of S4 Pupils Gaining 5+ Awards at Level 5 (SOLACE)	33%	34%	34%	▬	▬		See note				
CHN5	Percentage of Pupils Gaining 5+ Awards at Level 6	21%	21.4%	24.13%	23.01%	⬇	No	14/15 Rank 29 (Bottom Quartile) 13/14 Rank 27 (Bottom Quartile)	No	No	29.26 %	57.64 %
CHN6	Percentage of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)	20.3%	17.91%	▬	▬	▬		See note				
CHN7	Percentage Pupils from Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)	5.9%	11.39%	13.75%	6.94%	⬇	No	14/15 Rank 23 (Third Quartile) 13/14 Rank 10 (Second Quartile)	No	No	12.75 %	26.05 %
CHN8a	The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week	£2,404.00	£2,869.00	£2,465.00	N/A	▬		See note				
CHN8b	The Gross Cost of "Children Looked After" in a Community Setting per Child per Week	£319.00	£271.00	£250.00	N/A	▬		See note				
CHN9i	Balance of Care for looked after children: % of children being looked after in the Community	87.32%	91%	92%	N/A	▬		See note				

Local Government Benchmarking Framework – 14/15

Appendix 1

Code	Indicator	2011/12	2012/13	2013/14	2014/15		MLC Trend Improvement?	Comparison against other 32 Scottish Local Authorities	MLC Rank Improvement?	Are we better than the Scottish Average?	Scottish Average	Scottish TOP
		Value	Value	Value	Value	Short Trend						
CHN10	Percentage of Adults satisfied with local schools	Not measured this year	82%	78%	78%	▬	No change	14/15 Rank 23 (Third Quartile) 13/14 Rank 25 (Bottom Quartile)	Yes	No	79%	95%
CHN11	Proportion of Pupils Entering Positive Destinations	85.4%	89.2%	93.9%	93.5	⬇	No	14/15 Rank 15 (Second Quartile) 13/14 Rank 7 (TOP Quartile) NB between Rank 1 and Rank 16 the difference is 3.2%	No	Yes	92.9%	96.7%

Note

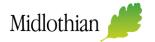| CHN4 & CHN6 - Attainment at Level 5	Level 5 attainment data is not included at this time as this has not been provided by Scottish Government due to concerns over comparability of this data given changes introduced through Curriculum for Excellence. The board is exploring this with them to identify a solution and hope to include an appropriate measure in publication in January.
CHN8a, 8b & 9	These indicators rely on National Statistics on Looked After Children which are not published until March 2016. The benchmarking data will be refreshed to include these indicators at that time.

Local Government Benchmarking Framework – 14/15

Appendix 1

Corporate Asset

Code	Indicator	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	Short Trend	MLC Trend Improvement?	Comparison against other 32 Scottish Local Authorities	MLC Rank Improvement?	Are we better than the Scottish Average?	Scottish Average	Scottish TOP
C-AST1	Proportion of operational buildings that are suitable for their current use	88.2%	88.3%	88.89%	88.69%	⬇	No	14/15 Rank 9 (Second Quartile) 13/14 Rank 8 (Top Quartile)	No	Yes	79.01%	95.37%
C-AST2	Proportion of internal floor area of operational buildings in satisfactory condition	71.3%	72.1%	81.5%	75.94%	⬇	No	14/15 Rank 26 (Bottom Quartile) 13/14 Rank 25 (Bottom Quartile)	No change	No	82.92%	99.51%

Corporate Services

Code	Indicator	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	Short Trend	MLC Trend Improvement?	Comparison against other 32 Scottish Local Authorities	MLC Rank Improvement?	Are we better than the Scottish Average?	Scottish Average	Scottish TOP
CORP1	Central Support services as a % of Total Gross expenditure	4.15%	3.56%	4.39%	5.26%	⬇	No	14/15 Rank 20 (Third Quartile) 13/14 Rank 12 (second Quartile)	No	No	5.07%	2.46%
CORP2	Corporate and democratic core costs per 1,000 population	£34,939	£48,041	£44,663	£42,036	⬆	Yes	14/15 Rank 25 (Bottom Quartile) 13/14 Rank 25 (Bottom Quartile)	No change	No	£30,687	£14,839

Local Government Benchmarking Framework – 14/15

Appendix 1

Code	Indicator	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	Short Trend	MLC Trend Improvement?	Comparison against other 32 Scottish Local Authorities	MLC Rank Improvement?	Are we better than the Scottish Average?	Scottish Average	Scottish TOP
CORP3b	The Percentage of council employees in top 5% of earners that are women	41.6%	45.6%	48.8%	47.7%	⬇	No	14/15 Rank 25 (Bottom Quartile) 13/14 Rank 24 (Third Quartile)	No	No	51.6%	61.1%
CORP4	Cost of collecting council tax per dwelling	£13.65	£14.23	£14.09	£10.65	⬆	Yes	14/15 Rank 17 (Third Quartile) 13/14 Rank 23 (Third Quartile)	Yes	Yes	£10.94	£4.28
CORP5b2	The average time (hours) between time of domestic Noise complaint and attendance on site, for those requiring attendance on site	22.10 hours	25.23 hours	1.83 hours	0.65 hours	⬆	Yes	14/15 Rank 8 (Top Quartile) 13/14 Rank 15 (Second Quartile)	Yes	Yes	58.90 hours	0.40 hours
CORP6aiii	Sickness Absence Days per Teacher (CUMULATIVE)	New measure for 13/14		5.25	5.5	⬇	No	14/15 Rank 6 (Top Quartile) 13/14 Rank 5 (Top Quartile)	No	Yes	6.28 days	3.64 days
CORP6biii	Sickness Absence Days per Employee (non-teacher) (CUMULATIVE)	New measure for 13/14		10.05	10.11	⬇	No	14/15 Rank 11 (Second Quartile) 13/14 Rank 14 (Second Quartile)	Yes	Yes	10.8 days	8.8 days
CORP7	Percentage of income due from council tax received by the end of the year %	93.6%	93.9%	93.5%	93.8%	⬆	Yes	14/15 Rank 31 (Bottom Quartile) 13/14 Rank 31 (Bottom Quartile)	No change	No	95.5%	98.3%
CORP8	Percentage of invoices sampled and paid within 30 days	83.1%	93.3%	93.4%	93.0%	⬇	No	14/15 Rank 15 (Second Quartile) 13/14 Rank 11 (Second Quartile)	No	Yes	92.5%	98.8%

Culture and Leisure

Code	Indicator	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	Short Trend	MLC Trend Improvement?	Comparison against other 32 Scottish Local Authorities	MLC Rank Improvement?	Are we better than the Scottish Average?	Scottish Average	Scottish TOP
C&L1	Cost per attendance at Sports facilities	£5.47	£7.00	£7.01	£7.61	⬇	No	14/15 Rank 27 (Bottom Quartile) 13/14 Rank 27 (Bottom Quartile)	No	No	£3.68	£0.73
C&L2	Cost per library visit	£3.13	£2.81	£2.81	£2.70	⬆	Yes	14/15 Rank 12 (Second Quartile) 13/14 Rank 10 (Second Quartile)	No	No	£2.57	£1.26
C&L4	Cost of parks and open spaces per 1000 population	£41,896	£34,271	£31,074	£29,103	⬆	Yes	14/15 Rank 14 (Second Quartile) 13/14 Rank 16 (Second Quartile)	Yes	Yes	£31,303	£1,027
C&L5a	Percentage of adults satisfied with libraries	N/A	78%	81%	72%	⬇	No	14/15 Rank 28 (Bottom Quartile) 13/14 Rank 18 (Third Quartile)	No	No	77%	94%
C&L5b	Percentage of adults satisfied with parks and open spaces	N/A	81%	91%	80%	⬇	No	14/15 Rank 27 (Bottom Quartile) 13/14 Rank 6 (TOP Quartile)	No	No	86%	95%
C&L5d	Percentage of adults satisfied with leisure facilities	84.7%	77%	77%	72%	⬇	No	14/15 Rank 24 (Third Quartile) 13/14 Rank 18 (Third Quartile)	No	No	76%	96%

Economic Development

Code	Indicator	2011/12	2012/13	2013/14	2014/15		MLC Trend Improvement?	Comparison against other 32 Scottish Local Authorities	MLC Rank Improvement?	Are we better than the Scottish Average?	Scottish Average	Scottish TOP
		Value	Value	Value	Value	Short Trend						
ECON1	Percentage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes	N/A	8.31	6.83%	12.33%	⬆	Yes	14/15 Rank 15 (Second Quartile) 13/14 Rank 24 (Third Quartile)	Yes	No	14.19%	25.18 %

Environmental Services

Code	Indicator	2011/12	2012/13	2013/14	2014/15		MLC Trend Improvement?	Comparison against other 32 Scottish Local Authorities	MLC Rank Improvement?	Are we better than the Scottish Average?	Scottish Average	Scottish TOP
		Value	Value	Value	Value	Short Trend						
ENV1b	Net cost of waste collection per premise (annual)	New measure for 12/13	£76.47	£60.56	£29.85	⬆	Yes	14/15 Rank 1 (TOP Quartile). 13/14 Rank 15 (Second Quartile)	Yes	Yes	£65.17	£29.85
ENV2a	Net cost of waste disposal per premise (annual)	New measure for 12/13	£72.52	£56.61	£73.62	⬇	No	14/15 Rank 6 (TOP Quartile). 13/14 Rank 2 (TOP Quartile)	No	Yes	£91.46	£52.10

Appendix 1

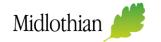| Code	Indicator	2011/12	2012/13	2013/14	2014/15		MLC Trend Improvement?	Comparison against other 32 Scottish Local Authorities	MLC Rank Improvement?	Are we better than the Scottish Average?	Scottish Average	Scottish TOP
		Value	Value	Value	Value	Short Trend						
ENV3a	Net cost of street cleaning per 1,000 population	£9,772.98	£9,829.06	£10,165.29	£11,622.78	⬇	No	14/15 Rank 9 (Second Quartile). 13/14 Rank 6 (TOP Quartile)	No	Yes	£15,818.12	£6,849.60
ENV3c	Street Cleanliness Score	93.6%	94.9%	94.9%	96.14%	⬆	Yes	14/15 Rank 8 (TOP Quartile). 13/14 Rank 24 (Third Quartile)	Yes	Yes	93.90%	100.00%
ENV4a	Cost of maintenance per kilometre of roads	£6,488.16	£14,854.35	£11,281.74	£12,494.07	⬇	No	14/15 Rank 29 (Bottom Quartile) 13/14 Rank 26 (Bottom Quartile)	No	No	£5,618.04	£2,285.41
ENV4b	Percentage of A class roads that should be considered for maintenance treatment	22.7%	24.1%	22.1%	21.6%	⬆	Yes	14/15 Rank 9 (Second Quartile). 13/14 Rank 9 (Second Quartile)	No change	Yes	29%	16.5%
ENV4c	Percentage of B class roads that should be considered for maintenance treatment	27%	30.4%	28.2%	24.4%	⬆	Yes	14/15 Rank 8 (TOP Quartile). 13/14 Rank 13 (Second Quartile)	Yes	Yes	36.10%	17.67%
ENV4d	Percentage of C class roads that should be considered for maintenance treatment	30.4%	28.7%	29.8%	32%	⬇	No	14/15 Rank 11 (Second Quartile) 13/14 Rank 10 (Second Quartile)	No	Yes	37.35%	14.41%
ENV4e	Percentage of unclassified roads that should be considered for maintenance treatment	32.8%	36.1%	34.5%	34.4%	⬆	yes	14/15 Rank 10 (Second Quartile) 13/14 Rank 11 (Second Quartile)	Yes	Yes	39.3%	24.1%
ENV5a	Cost of Trading standards per 1,000 population.	New measure for 12/13	£4,273	£4,368	£8,189 *See note below	⬇	No	*14/15 Rank 27 (Bottom Quartile) 13/14 Rank 12 (Second Quartile)	No	No	£5,735	£2,898

Local Government Benchmarking Framework – 14/15

Appendix 1

Code	Indicator	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	Short Trend	MLC Trend Improvement?	Comparison against other 32 Scottish Local Authorities	MLC Rank Improvement?	Are we better than the Scottish Average?	Scottish Average	Scottish TOP
ENV5b	Cost of environmental health per 1,000 population.	New measure for 12/13	£8,855	£13,282	£9,697	⬆	Yes	14/15 Rank 3 (TOP Quartile) 13/14 Rank 9 (Second Quartile)	Yes	Yes	£17,697	£7,382
ENV6	Percentage of total household waste that is recycled	45.9%	45.1%	42.3%	46.9%	⬆	Yes	14/15 Rank 13 (Second Quartile) 13/14 Rank 18 (Third Quartile)	Yes	Yes	42.8%	56.8%
ENV7a	Percentage of Adults satisfied with refuse collection	N/A	83%	76%	80%	⬆	Yes	14/15 Rank 26 (Bottom Quartile) 13/14 Rank 27 (Bottom Quartile)	Yes	No	84%	95%
ENV7b	Percentage of adults satisfied with street cleaning	N/A	78%	71%	71%	➖	No change	14/15 Rank 22 (Third Quartile) 13/14 Rank 24 (Third Quartile)	Yes	No	74%	87%

*Note:

ENV5a: The correct figure should be £4,605.03. There was an accounting error resulting in the figure reported being too high. By revising the figure – Midlothian is now Rank 12 and as a result is now in the Second Quartile.

Housing Services

Code	Indicator	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	Short Trend	MLC Trend Improvement?	Comparison against other 32 Scottish Local Authorities	MLC Rank Improvement?	Are we better than the Scottish Average?	Scottish Average	Scottish TOP
HSN1b	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	New measure for 13/14		4.3%	6.57%	⬇	No	14/15 Rank 18 (Third Quartile) 13/14 Rank 6 (TOP Quartile)	No	No	5.95%	2.94%
HSN2	Percentage of rent due in the year that was lost due to voids	1.3%	1.6%	1.6%	0.6%	⬆	Yes	14/15 Rank 4 (TOP Quartile). 13/14 Rank 18 (Third Quartile)	Yes	Yes	1.16%	0.38%
HSN3	Percentage of the Councils housing stock meeting the Scottish Housing Quality Standard criteria	80.2%	86.4%	94.4%	93.12%	⬇	No	14/15 Rank 10 (Second Quartile). 13/14 Rank 2 (TOP Quartile)	Yes	Yes	90.38%	98.89%
HSN4b	Average time taken to complete non-emergency repairs	New measure for 13/14		7days	7.37 days	⬇	No	14/15 Rank 7 (TOP Quartile) 13/14 Rank 6 (TOP Quartile)	No	Yes	9.88 days	4.85 days
HSN5	Percentage of council houses that are energy efficient %	92.2%	93.5%	99.1%	100.0%	⬆	Yes	14/15 Rank 1 (TOP Quartile). 13/14 Rank 8 (TOP Quartile)	Yes	yes	96.55%	100%