

Local Government Benchmarking Framework

1. Summary

The PRS Committee agreed to review the Local Government Benchmarking Framework (LGBF) in four sections over the year. This paper addresses the first section, giving consideration to Children's Services, Adult Social Work and the Family Groups.

The Executive Director for Community Services will present the suite of benchmarking measures for Children's Services and Adult Social Work, which are included in full at the end of this paper.

The approach to Family Groups is explained and considered briefly.

Douglas Hendry
Executive Director, Customer Services

For further information
Jane Fowler
Head of Improvement and HR

2. SUMMARY

2.1 This paper sets out the first of four suites of indicators for the Local Government Benchmarking Framework (LGBF) for consideration by the PRS Committee. Additionally, a brief explanation of the purpose of Family Groups is included.

3. RECOMMENDATIONS

3.1 It is recommended that the Committee notes the content of this report.

4. DETAIL

4.1 The PRS Committee agreed to give consideration to Children’s Services, Social Work Services and the LGBF Family Groups at this meeting.

4.2 The Executive Director for Community Services will present and give consideration to the relevant LGBF indicators, appended hereto.

4.3 The LGBF is an ambitious attempt to provide comparative information relating to all 32 Scottish councils. There are acknowledged disparities in population profile, size and density; size of budget and levels of deprivation. Therefore any serious ambition to learn from other councils and improve services to our communities needs to be more focused on councils with similar characteristics. To allow for this, and to create groups of a manageable size, each council has been positioned into a Family Group of eight councils. Overall, two sets of Family Groups have been created.

4.3.1 People’s Services Family Groups

Group 2	Group 3	Group 4	Group 1
Angus	Clackmannanshire	Dundee City	Aberdeen City
Argyll & Bute	Dumfries & Galloway	East Ayrshire	Aberdeenshire
East Lothian	Falkirk	Eilean Siar	East Dunbartonshire
Highland	Fife	Glasgow City	East Renfrewshire
Midlothian	Renfrewshire	Inverclyde	Edinburgh City
Moray	South Ayrshire	North Ayrshire	Orkney Islands
Scottish Borders	South Lanarkshire	North Lanarkshire	Perth & Kinross
Stirling	West Lothian	West Dunbartonshire	Shetland Islands

4.3.2 Corporate Services Family Groups

Group 1	Group 2	Group 3	Group 4
Aberdeenshire	East Ayrshire	Angus	Aberdeen City
Argyll & Bute	East Lothian	Clackmannanshire	Dundee City
Dumfries & Galloway	Fife	East Renfrewshire	East Dunbartonshire
Eilean Siar	Moray	Inverclyde	Edinburgh City
Highland	North Ayrshire	Midlothian	Falkirk
Orkney Islands	Perth & Kinross	Renfrewshire	Glasgow City
Scottish Borders	South Ayrshire	South Lanarkshire	North Lanarkshire
Shetland Islands	Stirling	West Lothian	West Dunbartonshire

4.4 The work of the Family Groups is being guided by the outcome of a pilot phase during which Family Groups met to consider how we learn about variation in performance from year to year and between councils. Understanding the drivers and enablers of good performance helps poorer performing councils to improve.

4.5 The next phase of the Family Group work is being carried out throughout the autumn and winter of 2014-15. During this period, all councils will consider four service areas - Sports Services, Council Tax, Waste Management and Looked After Children. All councils will share the leadership of this Family Group work, with Argyll and Bute Council taking a lead in the Looked After Children service area.

5. CONCLUSION

5.1 The Local Government Benchmarking Framework is a positive development in improving services. The development of Family Groups is expected to bring positive benefits to our shared understanding of best practice, leading to improved services for our communities.

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Local Government Benchmarking Framework – selected indicator set for Argyll and Bute Council				
	Reference	Description	Rank 12-13	Trend
Children's Services	<u>CHN1</u>	Cost Per Primary School Pupil	29	↓
	<u>CHN2</u>	Cost per Secondary School Pupil	29	→
	<u>CHN3</u>	Cost per Pre-School Education Registration	27	↓
	<u>CHN4</u>	% of Pupils Gaining 5+ Awards at Level 5	15	↓
	<u>CHN5</u>	% of Pupils Gaining 5+ Awards at Level 6	23	↓
	<u>CHN6</u>	% of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)	22	↓
	<u>CHN7</u>	% of Pupils from Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)	7	↑
	<u>CHN8a</u>	The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week	29	↓
	<u>CHN8b</u>	The Gross Cost of "Children Looked After" in a Community Setting per Child per Week	5	↑
	<u>CHN9</u>	Balance of Care for looked after children: % of children being looked after in the Community	18	↑
	<u>CHN10</u>	% of Adults Satisfied with Local Schools	18	↑
<u>CHN11</u>	Proportion of Pupils Entering Positive Destinations	13	↑	
Social Work Services	<u>SW1</u>	Older Persons (Over65) Home Care Costs per Hour	24	↑
	<u>SW2</u>	SDS spend on adults 18+ as a % of total social work spend on adults 18+	32	↓
	<u>SW3</u>	% of people 65+ with intensive needs receiving care at home	5	↑
	<u>SW4</u>	% of Adults satisfied with social care or social work services	21	↑
	<u>SW5</u>	Older persons (over 65's) Residential Care Costs per week per resident	27	↓

CHN 1

Cost Per Primary School Pupil

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	% Value Change 2010/11- 2012/13	Change in rank 2010/11- 2012/13	% Value Change 2011/12- 2012/13	Change in rank 2011/12- 2012/13
Angus	4678.12	11	4667.50	14	4566.64	11	-2.38	0	-2.16	-3
Argyll & Bute	5986.74	29	5719.81	28	5847.84	29	-2.32	0	2.24	1
East Lothian	4597.68	7	4773.57	17	4521.70	10	-1.65	3	-5.28	-7
Highland	5152.25	24	5251.13	25	5113.73	24	-0.75	0	-2.62	-1
Midlothian	4679.35	12	4799.39	18	4784.62	19	2.25	7	-0.31	1
Moray	4442.62	6	4434.83	8	4397.93	7	-1.01	1	-0.83	-1
Scottish Borders	4819.00	18	4957.81	23	4916.27	22	2.02	4	-0.84	-1
Stirling	5081.44	23	4803.75	19	4828.54	20	-4.98	-3	0.52	1
Scotland	4868.33		4792.43		4751.59		-2.40		-0.85	

CHN 2

Cost per Secondary School Pupil

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	% Value Change 2010/11- 2012/13	Change in rank 2010/11- 2012/13	% Value Change 2011/12- 2012/13	Change in rank 2011/12- 2012/13
Angus	6252.44	12	6259.10	13	6351.27	12	1.58	0	1.47	-1
Argyll & Bute	7666.42	28	7677.69	29	7757.49	29	1.19	1	1.04	0
East Lothian	5787.46	5	6035.27	9	6160.55	9	6.45	4	2.08	0
Highland	6784.69	24	7211.06	28	7143.15	28	5.28	4	-0.94	0
Midlothian	6163.71	10	6200.19	12	6274.35	11	1.80	1	1.20	-1
Moray	5630.42	4	5634.93	3	5654.34	2	0.42	-2	0.34	-1
Scottish Borders	6388.08	15	6531.36	22	6568.37	19	2.82	4	0.57	-3
Stirling	6665.56	20	6539.69	23	6610.94	22	-0.82	2	1.09	-1
Scotland	6421.88		6321.29		6426.89		0.08		1.67	

CHN 3

Cost per Pre-School Education Registration

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	% Value Change 2010/11- 2012/13	Change in rank 2010/11- 2012/13	% Value Change 2011/12- 2012/13	Change in rank 2011/12- 2012/13
Angus	2260.42	4	2105.47	1	1999.04	2	-11.56	-2	-5.05	1
Argyll & Bute	4133.58	25	3866.67	25	3889.76	27	-5.90	2	0.60	2
East Lothian	2830.57	11	3010.53	19	2663.83	10	-5.89	-1	-11.52	-9
Highland	2216.71	2	2375.66	6	2296.21	4	3.59	2	-3.34	-2
Midlothian	3362.91	17	2958.02	17	3071.86	19	-8.65	2	3.85	2
Moray	2246.45	3	2201.24	4	1966.67	1	-12.45	-2	-10.66	-3
Scottish Borders	2593.94	7	2612.63	11	2386.36	5	-8.00	-2	-8.66	-6
Stirling	4361.99	26	4019.63	28	3545.01	25	-18.73	-1	-11.81	-3
Scotland	3359.97		3090.67		3106.23		-7.55		0.50	

CHN 4

% of Pupils Gaining 5+ Awards at Level 5

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	Change 2010/11- 2012/13	Change in rank 2010/11- 2012/13	Change 2011/12- 2012/13	Change in rank 2011/12- 2012/13
Angus	33	22	33	21	35.06	25	2.06	3	2.06	4
Argyll & Bute	36	15	41	8	39.92	15	3.92	0	-1.08	7
East Lothian	37	13	38	15	37.66	21	0.66	8	-0.34	6
Highland	37	13	37	18	41.84	10	4.84	-3	4.84	-8
Midlothian	31	28	33	21	34.15	28	3.15	0	1.15	7
Moray	36	15	40	9	40.80	12	4.80	-3	0.80	3
Scottish Borders	39	6	42	6	46.70	5	7.70	-1	4.70	-1
Stirling	44	4	45	4	46.31	7	2.31	3	1.31	3
Scotland	36		37		39.28		3.28		2.28	

CHN 5

% of Pupils Gaining 5+ Awards at Level 6

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	Change 2010/11- 2012/13	Change in rank 2010/11- 2012/13	Change 2011/12- 2012/13	Change in rank 2011/12- 2012/13
Angus	21	23	23	20	24.78	17	3.78	-6	1.78	-3
Argyll & Bute	22	19	27	10	22.98	23	0.98	4	-4.02	13
East Lothian	25	8	28	8	28.94	8	3.94	0	0.94	0
Highland	25	8	26	13	26.26	12	1.26	4	0.26	-1
Midlothian	19	27	21	26	21.41	28	2.41	1	0.41	2
Moray	22	19	23	20	23.85	19	1.85	0	0.85	-1
Scottish Borders	25	8	29	5	29.30	7	4.30	-1	0.30	2
Stirling	31	3	33	3	34.64	3	3.64	0	1.64	0
Scotland	23		25		25.70		2.70		0.70	

CHN 6

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

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	Change 2010/11- 2012/13	Change in rank 2010/11- 2012/13	Change 2011/12- 2012/13	Change in rank 2011/12- 2012/13
Angus	15.60	17	13.41	22	22.12	7	6.52	-10	8.70	-15
Argyll & Bute	16.48	14	19.39	10	13.95	22	-2.53	8	-5.43	12
East Lothian	11.32	23	9.52	27	17.65	16	6.33	-7	8.12	-11
Highland	17.75	9	11.97	24	19.47	12	1.72	3	7.51	-12
Midlothian	11.39	22	20.27	6	17.91	15	6.52	-7	-2.36	9
Moray										
Scottish Borders	11.11	24	14.86	19	19.05	13	7.94	-11	4.18	-6
Stirling	9.72	27	11.97	24	12.70	25	2.98	-2	0.73	1
Scotland	16.00		18.00		19.52		3.52		1.52	

CHN 7

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

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	Change 2010/11- 2012/13	Change in rank 2010/11- 2012/13	Change 2011/12- 2012/13	Change in rank 2011/12- 2012/13
Angus	5.83	24	7.94	20	10.10	11	4.27	-13	2.16	-9
Argyll & Bute	7.21	19	7.29	23	12.09	7	4.88	-12	4.80	-16
East Lothian			15.56	3	9.43	18			-6.12	15
Highland	9.50	8	5.48	26	9.52	15	0.02	7	4.04	-11
Midlothian	5.68	26	5.94	25	11.39	8	5.71	-18	5.45	-17
Moray										
Scottish Borders			8.11	19						
Stirling	7.09	21	8.77	16	5.56	26	-1.53	5	-3.22	10
Scotland	8.00		9.00		10.08		2.08		1.08	

CHN 8a

The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	% Value Change 2010/11- 2012/13	Change in rank 2010/11- 2012/13	% Value Change 2011/12- 2012/13	Change in rank 2011/12- 2012/13
Angus	2793.27	17	3630.77	28	3978.21	26	42.42	9	9.57	-2
Argyll & Bute	2425.64	12	1999.20	2	4487.18	29	84.99	17	124.45	27
East Lothian	1977.42	5	2246.79	5	2212.91	3	11.91	-2	-1.51	-2
Highland	2305.80	10	3072.29	22	3581.22	24	55.31	14	16.57	2
Midlothian	1832.42	3	2404.40	7	2758.88	9	50.56	6	14.74	2
Moray	2759.62	16	2872.38	16	3952.80	25	43.24	9	37.61	9
Scottish Borders	3193.51	24	2287.39	6	1846.15	1	-42.19	-23	-19.29	-5
Stirling	1965.88	4	2213.40	4	2491.45	8	26.73	4	12.56	4
Scotland	2863.41		3014.23		2928.15		2.26		-2.86	

CHN 8b

The Gross Cost of "Children Looked After" in a Community Setting per Child per Week

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	% Value Change 2010/11- 2012/13	Change in rank 2010/11- 2012/13	% Value Change 2011/12- 2012/13	Change in rank 2011/12- 2012/13
Angus	352.24	29	351.22	31	336	28	-4.52	-1	-4.24	-3
Argyll & Bute	124.34	4	151.76	6	145	5	16.22	1	-4.78	-1
East Lothian	250.22	22	288.35	24	318	26	26.93	4	10.14	2
Highland	66.31	2	160.01	7	208	9	213.43	7	29.90	2
Midlothian	256.05	24	324.29	28	270	18	5.56	-6	-16.65	-10
Moray	212.51	17	231.18	18	232	15	8.98	-2	0.18	-3
Scottish Borders	356.57	30	289.44	25	385	31	8.04	1	33.09	6
Stirling	128.35	5	149.30	5	155	6	20.44	1	3.54	1
Scotland	204.77		221.22		250		21.95		12.88	

CHN 9

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

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	Change 2010/11- 2012/13	Change in rank 2010/11- 2012/13	Change 2011/12- 2012/13	Change in rank 2011/12- 2012/13
Angus	93.60	5	94.19	2	93	5	-0.60	0	-1.19	3
Argyll & Bute	86.30	26	87.37	25	89	18	2.70	-8	1.63	-7
East Lothian	88.50	19	88.00	22	86	27	-2.50	8	-2.00	5
Highland	85.71	27	83.63	30	84	30	-1.71	3	0.37	0
Midlothian	88.41	20	87.32	26	91	10	2.59	-10	3.68	-16
Moray	86.47	25	84.93	29	85	28	-1.47	3	0.07	-1
Scottish Borders	92.31	8	90.72	15	89	18	-3.31	10	-1.72	3
Stirling	87.70	21	87.65	23	87	24	-0.70	3	-0.65	1
Scotland	91.00		91.18		91		0.00		-0.18	

CHN 10

% of Adults Satisfied with Local Schools

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	Change 2010/11- 2012/13	Change in rank 2010/11- 2012/13	Change 2011/12- 2012/13	Change in rank 2011/12- 2012/13
Angus	87.0	12			72	32	-15.0	20		
Argyll & Bute	81.5	24			84	18	2.5	-6		
East Lothian	87.8	10			91	6	3.2	-4		
Highland	85.2	16			88	9	2.8	-7		
Midlothian	85.8	14			82	22	-3.8	8		
Moray	81.2	25			83	21	1.8	-4		
Scottish Borders	89.0	6			78	27	-11.0	21		
Stirling	89.5	5			94	1	4.5	-4		
Scotland	83.10				83		-0.10			

CHN 11

Proportion of Pupils Entering Positive Destinations

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	% Value Change 2010/11- 2012/13	Change in rank 2010/11- 2012/13	% Value Change 2011/12- 2012/13	Change in rank 2011/12- 2012/13
Angus	89.0	16	93.5	7	94.7	5	6.40	-11	1.28	-2
Argyll & Bute	89.8	11	90.1	15	92.5	13	3.01	2	2.66	-2
East Lothian	86.8	27	88.1	25	89.9	26	3.57	-1	2.04	1
Highland	89.4	13	90.7	13	93.1	11	4.14	-2	2.65	-2
Midlothian	85.2	31	85.4	32	89.2	29	4.69	-2	4.45	-3
Moray	88.4	19	91.8	10	94.0	7	6.33	-12	2.40	-3
Scottish Borders	92.3	4	90.9	11	92.0	15	-0.33	11	1.21	4
Stirling	88.2	23	87.7	27	89.8	27	1.81	4	2.39	0
Scotland	88.90		89.9		91.4		2.81		1.67	

SW1

Older Persons (Over65) Home Care Costs per Hour

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	% Value Change 2010/11- 2012/13	Change in rank 2010/11- 2012/13	% Value Change 2011/12- 2012/13	Change in rank 2011/12- 2012/13
Angus	22.84	23	28.31	29	31.07	30	36.04	7	9.75	1
Argyll & Bute	30.61	32	26.71	28	24.94	24	-18.53	-8	-6.63	-4
East Lothian	15.97	7	14.92	5	9.70	1	-39.29	-6	-35.02	-4
Highland	29.24	31	29.98	32	27.64	29	-5.45	-2	-7.79	-3
Midlothian	16.23	8	16.99	14	12.46	3	-23.20	-5	-26.64	-11
Moray	18.42	12	19.06	16	23.58	23	28.02	11	23.67	7
Scottish Borders	19.81	14	16.31	11	16.99	8	-14.23	-6	4.18	-3
Stirling	17.61	10	14.99	6	13.30	4	-24.44	-6	-11.27	-2
Scotland	19.79		19.22		20.48		3.48		6.53	

SW2

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

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	Change 2010/11- 2012/13	Change in rank 2010/11- 2012/13	Change 2011/12- 2012/13	Change in rank 2011/12- 2012/13
Angus	1.6	9	1.5	19	1.62	22	0.02	13	0.12	3
Argyll & Bute										
East Lothian	3.4	3	4.4	4	2.93	7	-0.47	4	-1.47	3
Highland	2.1	7	2.1	13	2.95	6	0.85	-1	0.85	-7
Midlothian	2.8	5	2.2	9	2.39	11	-0.41	6	0.19	2
Moray	2.9	4	2.8	8	2.29	12	-0.61	8	-0.51	4
Scottish Borders	3.6	2	3.3	5	3.32	5	-0.28	3	0.02	0
Stirling	1.6	9	2.2	9	2.48	9	0.88	0	0.28	0
Scotland	1.58		3.11		5.92		4.34		2.81	

SW3

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

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	Change 2010/11- 2012/13	Change in rank 2010/11- 2012/13	Change 2011/12- 2012/13	Change in rank 2011/12- 2012/13
Angus	11.08	32	12.15	32	12.28	32	1.20	0	0.13	0
Argyll & Bute	36.61	13	41.53	7	45.28	5	8.67	-8	3.75	-2
East Lothian	35.47	16	38.42	12	39.37	12	3.90	-4	0.95	0
Highland	19.59	30	17.29	30	19.26	31	-0.33	1	1.97	1
Midlothian	36.34	14	37.70	14	53.57	1	17.24	-13	15.87	-13
Moray	38.44	8	38.62	11	39.81	11	1.37	3	1.19	0
Scottish Borders	29.10	22	31.35	21	29.35	25	0.24	3	-2.00	4
Stirling	34.52	17	39.29	9	40.96	9	6.44	-8	1.67	0
Scotland	33.10		33.32		34.10		1.00		0.78	

SW4

% of Adults satisfied with social care or social work services

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	Change 2010/11- 2012/13	Change in rank 2010/11- 2012/13	Change 2011/12- 2012/13	Change in rank 2011/12- 2012/13
Angus	64.4	14			51	27	-13.4	13		
Argyll & Bute	59.3	24			56	21	-3.3	-3		
East Lothian	65.8	12			65	10	-0.8	-2		
Highland	61.4	20			54	23	-7.4	3		
Midlothian	51.7	29			57	19	5.3	-10		
Moray	46.9	32			60	16	13.1	-16		
Scottish Borders	62.5	18			52	26	-10.5	8		
Stirling	63.7	16			57	19	-6.7	3		
Scotland	62.10				57.00		-5.10			

SW5

Average weekly cost per resident

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	% Value Change 2010/11- 2012/13	Change in rank 2010/11- 2012/13	% Value Change 2011/12- 2012/13	Change in rank 2011/12- 2012/13
Angus	368.43	14	397.96	18	377.42	19	2.44	5	-5.16	1
Argyll & Bute	446.22	26	443.68	25	445.74	28	-0.11	2	0.46	3
East Lothian	402.02	21	409.74	21	546.49	29	35.94	8	33.37	8
Highland	381.70	16	397.26	17	353.60	8	-7.36	-8	-10.99	-9
Midlothian	351.30	8	382.20	13	390.84	21	11.26	13	2.26	8
Moray	283.75	3	276.70	3	295.38	3	4.10	0	6.75	0
Scottish Borders	320.03	4	315.89	4	363.21	13	13.49	9	14.98	9
Stirling	445.34	25	401.42	19	392.14	23	-11.95	-2	-2.31	4
Scotland	388.60		398.31		372.63		-4.11		-6.45	

	Current LGBF Education Indicators	New Education Indicators
CHN 4	% of Pupils Gaining 5+ Awards at Level 5	<p>The 5 attainment measures within the current LGBF will be amended to align with measures published in the SPBT* launched this year.</p> <p>The four 'key' benchmark measures in the SPBT are:</p> <ul style="list-style-type: none"> - Positive leavers' destinations; - Attainment in literacy and numeracy; - Attainment of the top-performing 20% of leavers, the middle 60% and the lowest-performing 20% of leavers; - The attainment of leavers by SIMD decile <p>The exact indicator and publication details of the SPBT measures are still being finalised by the Scottish Government and their partners, and the LGBF project team will continue to work closely with them to harmonise the measures and timescales. The exact measures to be included in the LGBF will be confirmed as soon as possible.</p>
CHN5	% of Pupils Gaining 5+ Awards at Level 6	
CHN6	% of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)	
CHN7	% Pupils from Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)	
CHN11	Proportion of Pupils Entering Positive Destinations	

* Senior Phase Benchmarking Tool

Scottish Household Survey data

Percentage very or fairly satisfied with local services by Local Authority, 2012

Argyll and Bute Council

Excluding 'no opinions' (i.e. potentially all survey respondents)

Local Schools – ranked 18th

	Very/fairly satisfied	Neither satisfied nor dissatisfied	Very/fairly dissatisfied	Total	Number of respondents
<i>Adults</i> Argyll & Bute	84%	14%	2%	100%	170

Social care or social work services – ranked 31st

	Very/fairly satisfied	Neither satisfied nor dissatisfied	Very/fairly dissatisfied	Total	Number of respondents
<i>Adults</i> Argyll & Bute	56	37	7	100	120

Service users only

Local Schools

Notes: Analysis filtered by whether there is a school child present in the household

	Very/fairly satisfied	Neither satisfied nor dissatisfied	Very/fairly dissatisfied	Total	Number of respondents
<i>Adults</i> Argyll & Bute	*	*	*	*	100

(* = These data are judged to be insufficiently reliable for publication.)

Social care or social work services

	Very/fairly satisfied	Neither satisfied nor dissatisfied	Very/fairly dissatisfied	Total	Number of respondents
<i>Adults</i> Argyll & Bute	<i>Sample sizes are too small to provide robust analysis</i>				