



SCOTS Road Asset Management Project - Task 4
Customer Services Performance Indicator Results 2016-17



[Go to 'Customer Services' Summary](#)

PIN	Name of Authority	% of customer enquiries/requests for services closed off within Council's own identified response times. (PI 37)	% of abnormal lead notifications dealt with in time. (PI 38)	% of enquiries made under the Freedom of Information Act that the client was dealt with within the allowable time. (PI 61)	Total number of enquiries received under the Freedom of Information Act. 3.3.02
	Confidence rating (H, M, L)	H	H	H	H
	PI / Stat	PI	PI	Stat	Stat
	Ideal Position	↑	↑	↓	↓
	Family Group 1 (Rural)				
8000	Aberdeenshire Council	No data	96.17%	95.96%	99
8001	Angus Council	No data	No data	No data	No data
8072	Argyll & Bute Council	84.99%	100.00%	76.92%	39
8145	Scottish Borders Council	89.88%	100.00%	100.00%	50
8055	Dumfries & Galloway Council	No data	No data	No data	No data
8086	Highland Council	No data	96.00%	No data	No data
8063	Moray Council	No data	No data	No data	No data
8158	Perth & Kinross Council	77.70%	No data	87.50%	136
	Family Group Average	84.19%	98.04%	90.10%	81
	Family Group - High	89.88%	100.00%	100.00%	136
	Family Group - Low	77.70%	96.00%	76.92%	39
	Family Group 2 (Island)				
8081	Orkney Islands Council	73.91%	100.00%	97.83%	46
8037	Shetland Islands Council	No data	100.00%	100.00%	29
8101	Western Isles Council	No data	100.00%	97.44%	39
	Family Group Average	73.91%	100.00%	98.42%	38
	Family Group - High	73.91%	100.00%	100.00%	46
	Family Group - Low	73.91%	100.00%	97.44%	29
	Family Group 3 (Semi Urban)				
8082	East Ayrshire Council	88.66%	100.00%	99.03%	103
8064	East Lothian Council	45.41%	100.00%	71.30%	115
8134	Fife Council	No data	100.00%	94.50%	109
8027	Midlothian Council	97.13%	100.00%	100.00%	12
8059	North Ayrshire Council	95.81%	100.00%	74.16%	89
8042	South Ayrshire Council	87.91%	100.00%	98.88%	89
8120	South Lanarkshire Council	68.88%	100.00%	96.89%	103
8040	Stirling Council	79.53%	No data	No data	No data
8109	West Lothian Council	68.78%	100.00%	95.18%	83
	Family Group Average	80.24%	100.00%	91.24%	99
	Family Group - High	97.91%	100.00%	100.00%	193
	Family Group - Low	45.41%	100.00%	71.30%	12
	Family Group 4 (Urban)				
8087	Clackmannanshire Council	No data	No data	No data	No data
8014	East Dunbartonshire Council	No data	No data	No data	No data
8137	East Renfrewshire Council	No data	100.00%	82.95%	88
8071	Falkirk Council	60.44%	99.52%	100.00%	60
8060	Inverclyde Council	96.98%	100.00%	97.87%	96
8121	North Lanarkshire Council	82.24%	100.00%	98.34%	181
8036	Renfrewshire Council	68.31%	100.00%	100.00%	197
8057	West Dunbartonshire Council	No data	No data	81.82%	55
	Family Group Average	74.49%	99.90%	93.46%	111
	Family Group - High	96.96%	100.00%	100.00%	197
	Family Group - Low	68.31%	99.52%	81.82%	55
	Family Group 5 (City)				
8073	Aberdeen City Council	No data	100.00%	95.62%	137
8159	Dundee City Council	No data	No data	No data	54
8015	City of Edinburgh Council	No data	3.77%	85.21%	257
8016	Glasgow City Council	69.97%	No data	77.63%	152
	Family Group Average	69.97%	51.89%	86.16%	150
	Family Group - High	69.97%	100.00%	95.62%	257
	Family Group - Low	69.97%	3.77%	77.63%	54
	Scotland Average	78.02%	95.25%	91.87%	100
	Scotland - High	97.91%	100.00%	100.00%	257
	Scotland - Low	45.41%	3.77%	71.30%	12

Authorities in red have NOT returned data