Appendix 1

Stage 1	2013								
Service	Received	Justified	% Justified	within SLA	% within SLA	SI identified	% SI identified		
Access, Inclusion and Participation	9	2	22%	3	33%	2	22%		
Assurance and Democratic Services	16	8	50%	13	81%	9	56%		
Community Care Services	16	3	19%	11	69%	4	25%		
Culture	235	139	59%	216	92%	34	14%		
Environmental Services	239	67	28%	202	85%	7	3%		
Finance	593	217	37%	509	86%	11	2%		
Housing Services	1984	1173	59%	1575	79%	30	2%		
Housing Strategy and Options	104	31	30%	90	87%	13	13%		
Information and Support	116	68	59%	109	94%	59	51%		
Learning Environment	0	0	0%	0	0%	0	0%		
Learning Services	19	4	21%	13	68%	0	0%		
Legal Services	19	14	74%	14	74%	8	42%		
Older People's Services	6	1	17%	5	83%	1	17%		
Personalisation and Business Support	4	0	0%	2	50%	1	25%		
Planning and Commissioning	5	3	60%	1	20%	3	60%		
Planning and Economic Development	66	12	18%	52	79%	2	3%		
Regeneration, Transport and Highways	259	71	27%	238	92%	14	5%		
Safer and Stronger Communities	5	3	60%	4	80%	1	20%		
Social Care and Safeguarding	3	0	0%	0	0%	0	0%		
Strategic Asset Management	7	4	57%	7	100%	5	71%		
Total	3705	1820	49%	3064	83%	204	6%		

Stage 2	2013								
Service	Received	Justified	% Justified	within SLA	% within SLA	SI identified	% SI identified		
Assurance and Democratic Services	1	1	100%	0	0%	1	100%		
Community Care Services	1	0	0%	0	0%	0	0%		
Culture	15	4	27%	11	73%	2	13%		
Environmental Services	30	1	3%	22	73%	0	0%		
Finance	42	16	38%	38	90%	2	5%		
Housing Services	141	64	45%	94	67%	3	2%		
Housing Strategy and Options	13	4	31%	10	77%	3	23%		
Information and Support	3	1	33%	2	67%	1	33%		
Learning Environment	1	1	100%	1	100%	0	0%		
Learning Services	1	0	0%	0	0%	0	0%		
Legal Services	0	0	0%	0	0%	0	0%		
Older People's Services	0	0	0%	0	0%	0	0%		
Planning and Commissioning	1	0	0%	0	0%	0	0%		
Planning and Economic Development	17	1	6%	10	59%	0	0%		
Regeneration, Transport and Highways	22	2	9%	15	68%	0	0%		
Strategic Asset Management	3	0	0%	2	67%	0	0%		
Total	291	95	33%	205	70%	12	4%		