Appendix 1

| Stage 1 | 2013 |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Service | Received | Justified | \% Justified | within SLA | $\begin{gathered} \text { \% within } \\ \text { SLA } \\ \hline \end{gathered}$ | $\begin{gathered} \mathrm{SI} \\ \text { identified } \end{gathered}$ | \% 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 | $\begin{gathered} \hline \% \\ \text { Justified } \end{gathered}$ | $\begin{gathered} \text { within } \\ \text { SLA } \end{gathered}$ | $\begin{gathered} \text { \% within } \\ \text { SLA } \end{gathered}$ | $\begin{gathered} \mathrm{SI} \\ \text { identified } \end{gathered}$ | $\begin{gathered} \hline \text { \% SI } \\ \text { identified } \end{gathered}$ |
| 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\% |

