APSE / SCOTS roads satisfaction survey

David Knapman, MMRS, IQ Software Systems











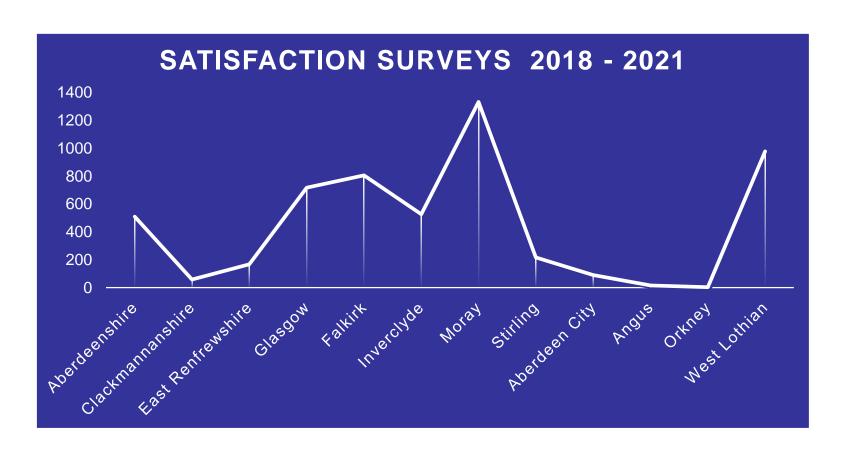
Society of Chief Officers of Transportation in Scotland



APSE / SCOTS roads survey

- Pilot in 2018/19 (3 authorities)
- Rolled out in 2019/20 (8 authorities)
- End of 2020/21 10 authorities had collected Customer Satisfaction data
- As at November 2021 12 authorities have active CSS links published and are collecting results
- 5,400 responses received to date

Uptake between 2018 and 2021



APSE / SCOTS roads survey

Dedicated to roads and street lighting

- not part of a wider general survey
- specific questions relating to carriageways, footways, cycleways, winter maintenance and street lighting.
- collects demographics data which enables cross referencing (e.g. live/work, car driver/pedestrian/cyclist, blue badge holder)
- differentiates between 'Council roadworks' and 'utility company roadworks' or Trunk Roads

APSE / SCOTS roads survey

- 'real time' feedback from local road users / intervention
- quick & easy to complete (maximum of 40 check-boxes / up to 3 optional, open comment boxes): average time to complete
 <5 minutes
- easy extraction of data sets & graphs for internal reporting / Service Development Plans etc

Accessing the survey and promoting it

People access the survey online via a link

- can be on Council website, sent out on request or in response to other communications received.
- can be circulated via "user groups" and other stakeholders including utility companies and contractors.
- can be published on emails, letterheads, information literature, notices, etc

People access the survey online via a link

Survey hyperlink provided by APSE https://www.surveymonkey.co.uk/r/east-Renfrewshire-2

Format the hyperlink as you like, make it an image or button or just a 'click here' in your text

To complete the survey click here

Councils access the survey results online via another link

Results link for each Council provided by APSE e.g.

https://www.surveymonkey.com/results/SM-B3TFQLRQ7/

View "running totals" for all questions

Interrogate individual responses

See 'real time' comments on current schemes, roadworks or other issues

Formal, annual reporting

- Real time data and feedback relating to current roadworks and schemes
- Annual 'Authority CSS Report' for financial year
- Inclusion of 11 KPI's in APSE Performance Networks annual performance reports
- Inclusion of 1 headline KPI in annual Best Performer / Most Improved Performer awards for both Roads & Street Lighting
- Inclusion of 11 KPI's in annual SCOTS Road Asset Management report
- Inclusion of 11 KPI's in annual SCOTS RAMP 5 Year comparison report
- Inclusion of CSS KPI's in SCOTS Executive return

www.apse.org.uk



Roads, highways and winter maintenance

2019-20. Issue 1

Performance indicator graphical report

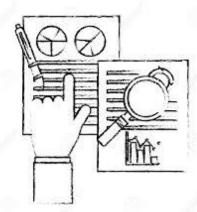


Individual, annual "Authority CSS Report"

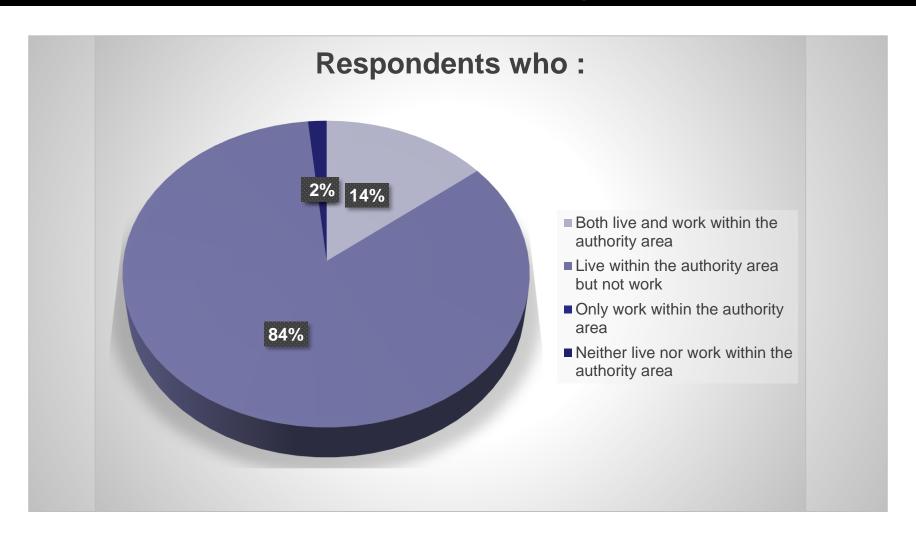
Statistical & graphical analysis of your own Council's results for the financial year

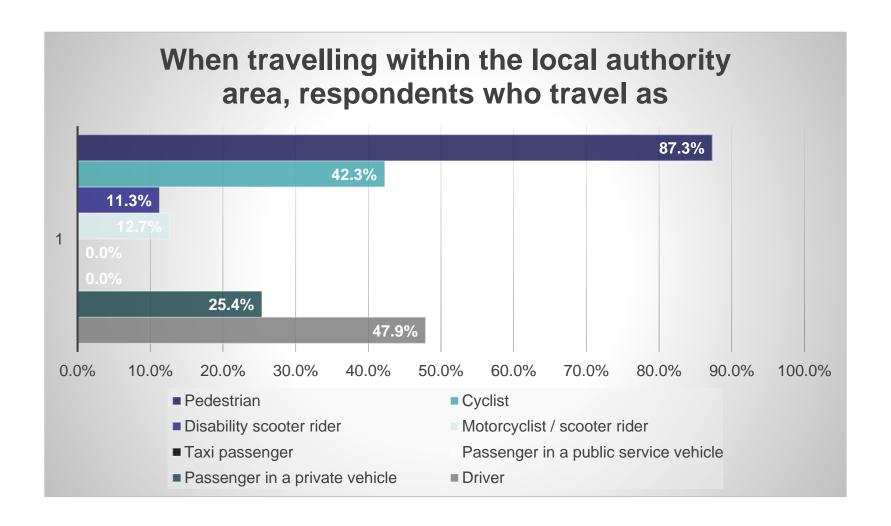
CSS Annual Report

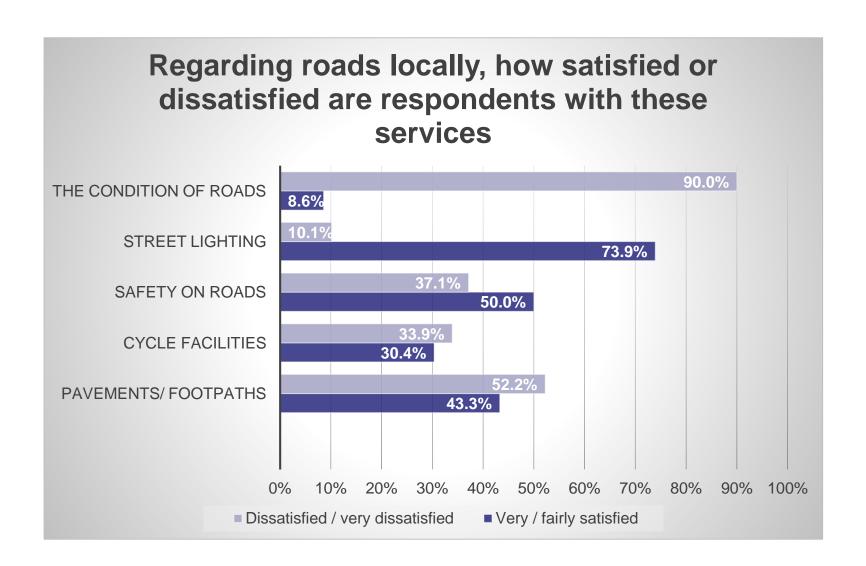




Individual, annual "Authority CSS Report"







SCOTS Road Asset Management Project - Task 4

	Official	ice in	dicat	or Re	suits	2019	-20																						
Go to 'Carriageways' Summary	Salety % of Cat 1 defects made safe within response times.	% of safety inspections completed on time.	Total number of Cat 1 defects	Total number of 3 rd party claims	Total number of 3rd party claims per Km of carriageway	% of carriagev precautionary	% carriageway network deemed top priority (Winter Maintenance operations)	% of respondents satisfied with the way the Council undertakes gritting & snow clearance of carriageways	Continuomassa rresavation % of carriageway length to be considered for maintenance treatment	% of carriageway length treated	% of carriageway area – surface dressed	% of carriageway area – thin/micro surface (up to 25mm)	% of carriageway area – thin overlay (>25mm and less than 60mm)	86	% of carriageway area – structural overlay (>100mm)	% of carriageway area – thin inlay (less than 60mm)	% of carriageway area – moderate Inlay (60mm – 100mm)	8 ⊑	% of carriageway area – planned patching	% of car reconstr	% of "A' conside treatme	% of "B" conside treatmen	882	% of "U" Class roads to be considered for maintenance treatment	Only regarding roads locally, % of respondents satisfied with the condition of roads (New PI for 19-20)	Only regarding roads locally, % of respondents dissatisfied with the condition of roads (New Pi for 19-20)	Total exper	Total cost pe travelled for treatment	Total carriageway contractor maintenance expenditure by carriageway network length
PIN Name of Authority	1.1.01 (PI 03a)	1.2.01 (PI 39)	1.3.01	1.3.02	1.3.03	1.4.01 (PI 114)		1.5.01 (PI 211)	2.1.01 (PI 40)	2.1.02 (PI 41)	2.3.01	2.3.02	2.3.03	2.3.04	2.3.05	2.3.06	2.3.07	2.3.08	2.3.14	2.3.09	2.3.10 (PI 02d)	2.3.11	2.3.12	2.3.13	2.4.01 (Pl 209a)	2.4.02) (Pl 209b)	6.1.01 (PI 42a)	6.1.02 (PI 57)	6.1.03 (PI 42b
Confidence rating (H, M, L)	(F1 (5a)	(F138) H	м	н	н	(F1114)	н Г	H	(F140)	(F141)	н	нΙ	н	нΙ	нΙ	н	н	нΙ	нΙ	н	(F1 020)	н	н	н	(F1 205a)	H	(F1 42a)	(F137)	(F1 425
PI / Stat	PI	PI	Stat	Stat	Stat	Stat	Stat	PI	PI	PI	Stat			Stat	Stat		Stat	Stat	Stat	Stat	Stat	Stat	Stat	Stat	PI	PI	PI	PI	PI
Ideal Position	I	P1	acat .	a cat	a tat	atat	aidt	Ţ'	"		stat ±	Stat	Stat	atat	aut	±	stat	aut	atat	atat	a tat	atat .	a tat	stat	[[1 " 1			± ±
idealPosition		Т	•		*	#	#		_	₽	¥	¥	¥	¥	¥	¥		¥	•	•		*	•		Т	•	-	¥	•
Family Group 1 (Rural)																													
8000 Aberdeenshire Council	No data	93.93%	14		0.05	31.48%		60.61%	26.20%	5.77%	3.82%	0.00%	0.02%		0.01%		0.06%	0.02%	0.13%	0.01%	27.50%	23.50%	20.80%				£4,002	£12.00	£3,
8001 Angus Council	No data	100.00%	50	50	0.03	33.10%		No data	32.70%	3.16%	2.18%	0.00%	0.15%	0.00%	0.00%		0.17%	0.00%	0.11%	0.02%	26.33%	32.27%	28.44%		No data		£3,232	£121.00	£3
8072 Argyll & Bute Council	94.29%	40.78%	35	65	0.03	52.70%	8.00%	No data	54.17%	6.21%	3.61%	0.06%	1.37%	0.05%	0.04%	0.53%	0.18%	0.06%	0.02%	0.08%	41.59%	61.73%	57.25%	54.70%	No data	No data	£5,563	£11.00	£5
8145 Scottish Borders Council	No data	No data	0	314	0.11	38.75%	38.75%	No data	45.20%	2.80%	2.13%	0.00%	0.32%	0.16%	0.00%	0.16%	0.02%	0.00%	0.13%	0.00%	37.21%	42.83%	39.45%	53.59%	No data	a No data	£3,173	£10.00	£2,
8055 Dumfries & Galloway Council	No data	98.71%	2	368	0.09	35.85%	48.16%	No data	47.88%	No data	3.10%	0.00%	0.00%	0.38%	0.13%	0.00%	0.00%	0.00%	0.17%	0.00%	33.86%	35.37%	45.87%	58.40%	No data	a Nodata	£3,102	No data	£3
8086 Highland Council	No data	No data	0	No data	No data	No data	32.10%	No data	37.81%	0.82%	No data	No data	No data	No data	No data	No data 1	Vo data	No data	No data	No data	30.60%	37.00%	40.83%	40.03%	No data	No data	£2,055	No data	£1,
8063 Moray Council	96.97%	100.00%	132	46	0.03	38.37%	38.37%	29.67%	30.60%	4.81%	3.51%	0.00%	0.04%	0.00%	0.00%	0.01%	0.16%	0.00%	0.00%	0.23%	29.16%	25.80%	25.20%	35.50%	14.46%	78.58%	£3,084	£33.00	£2,
B158 Perth & Kinross Council	100.00%	99.18%	72	207	0.08	37.47%	37.47%	No data	37.00%	7.11%	4.64%	0.11%	0.07%	0.27%	0.00%	0.07%	0.62%	0.25%	0.42%	0.01%	39.31%	35.48%	35.89%	37.87%	No data	a Nodata	£5,955	£56.00	£5
Family Group Average	97.09%	88.77%	38	193	0.06	38.25%		45.14%	35.14%	4.38%	3.28%	0.02%	0.28%	0.14%	0.03%		0.17%	0.05%	0.14%	0.05%	33.20%	36.75%	36.72%	42.78%	18.08%	74.33%	£3,771	£40.50	£3,
Family Group - High	100.00%	100.00%	132	368	0.11	52.70%	48.16%	60.61%	54.17%	7.11%	4.64%	0.11%	1.37%	0.38%	0.13%		0.62%	0.25%	0.42%	0.23%	41.59%	61.73%	57.25%	58.40%	21.69%	78.58%	£5,955	£121.00	£5,
Family Group - Low	94.29%	40.78%	n	46	0.03	31.48%		29.67%	26.20%	0.82%	2.13%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%	0.00%	0.00%	26,33%	23.50%	20.80%	30.10%			€2,055	£10.00	£1,
Family Group 3 (Semi Urban)																											,		,
1 1 1 1								- 1																					
8082 East Avrshire Council	86 27%	95.88%	51	94	0.08	46 62%	46 62%	No data	37.80%	4.84%	n nn%[0.00%	3 41%	0.00%	0.00%	1.08%	0.01%	0.00%	0.00%	0.00%	23 00%	32 50%	38.80%	42 10%	No data	No data	£7 172	£9 NN	£6
8082 East Ayrshire Council	86.27% No data	95.88% 100.00%	51 0	94 No data	0.08 No data	46.62% 38.03%	46.62% 38.03%		37.80% 32.20%	4.84%	0.00% No data	0.00% No data	3.41% No data	0.00% No data	0.00% No data		0.01% Vo data	0.00% No data	0.00% No data	0.00% No data	23.00% 28.18%	32.50% 31.46%	38.80% 25.76%		No data		£7,172	£9.00	
8064 East Lothian Council	No data	100.00%	0	No data	No data	38.03%	38.03%	No data	32.20%	3.63%	No data	No data	No data	No data	No data	No data 1	No data	No data	No data	No data	28.18%	31.46%	25.76%	36.57%	No data	a No data	£5,408	£87.00	£4
8064 East Lothian Council 8134 Fife Council	No data No data	100.00% No data	0 782	No data 372	No data 0.15	38.03% 58.25%	38.03% 84.75%	No data No data	32.20% 33.29%	3.63% 1.86%	No data 0.02%	No data 0.00%	No data 0.12%	No data 0.07%	No data 0.03%	No data 1 0.46%	Vo data 0.98%	No data 0.07%	No data 3.92%	No data 0.00%	28.18% 32.51%	31.46% 23.59%	25.76% 33.56%	36.57% 35.66%	No data No data	a Nodata a Nodata	£5,408 £5,570	£87.00 £23.00	£4
8064 East Lothian Council 8134 Fife Council 8027 Midlothian Council	No data No data No data	100.00% No data No data	782 No data	No data 372 No data	No data 0.15 No data	38.03% 58.25% No data	38.03% 84.75% No data	No data No data No data	32.20% 33.29% No data	3.63% 1.86% No data	No data 0.02% No data	No data 0.00% No data	No data 0.12% No data	No data 0.07% No data	No data 0.03% No data	No data 1 0.46% No data 1	Vodata 0.98% Vodata	No data 0.07% No data	No data 3.92% No data	No data 0.00% No data	28.18% 32.51% No data	31.46% 23.59% No data	25.76% 33.56% No data	36.57% 35.66% No data	No data No data No data	No data No data No data	£5,408 £5,570 No data	£87.00 £23.00 No data	£4 £5 No
8064 East Lothian Council 8134 Fife Council 8027 Midlothian Council 8059 North Ayrshire Council	No data No data No data 98.07%	100.00% No data No data 98.96%	782 No data 363	No data 372 No data 160	No data 0.15 No data 0.15	38.03% 58.25% No data 45.70%	38.03% 84.75% No data 45.70%	No data No data No data No data	32.20% 33.29% No data 37.30%	3.63% 1.86% No data 5.40%	No data 0.02% No data 2.71%	No data 0.00% No data 0.00%	No data 0.12% No data 1.60%	No data 0.07% No data 0.02%	No data 0.03% No data 0.00%	No data 1 0.46% No data 1 0.21%	No data 0.98% No data 1.67%	No data 0.07% No data 0.00%	No data 3.92% No data 0.05%	No data 0.00% No data 0.00%	28.18% 32.51% No data 38.78%	31.46% 23.59% No data 36.83%	25.76% 33.56% No data 46.93%	36.57% 35.66% No data 33.65%	No data No data No data No data	No data No data No data No data	£5,408 £5,570 No data £6,100	£87.00 £23.00 No data £5.00	£4 £5 No £4
8064 East Lothian Council 8134 Fife Council 8027 Midlothian Council 8059 North Ayrshire Council 8042 South Ayrshire Council	No data No data No data 98.07% 88.24%	100.00% No data No data 98.96% 94.50%	0 782 No data 363	No data 372 No data 160 41	No data 0.15 No data 0.15 0.03	38.03% 58.25% No data 45.70% 42.98%	38.03% 84.75% No data 45.70% 42.98%	No data No data No data No data No data	32.20% 33.29% No data 37.30% 40.60%	3.63% 1.86% No data 5.40% 2.10%	No data 0.02% No data 2.71% 0.00%	No data 0.00% No data 0.00% 0.00%	No data 0.12% No data 1.60% 0.85%	No data 0.07% No data 0.02% 0.07%	No data 0.03% No data 0.00%	No data 1 0.46% No data 1 0.21% 1.53%	Vo data 0.98% Vo data 1.67% 0.00%	No data 0.07% No data 0.00% 0.00%	No data 3.92% No data 0.05% 0.16%	No data 0.00% No data 0.00% 0.00%	28.18% 32.51% No data 38.78% 34.14%	31.46% 23.59% No data 36.83% 36.92%	25.76% 33.56% No data 46.93% 42.20%	36.57% 35.66% No data 33.65% 42.35%	No data No data No data No data No data	No data No data No data No data No data No data	£5,408 £5,570 No data £6,100 £4,343	£87.00 £23.00 No data £5.00 £7.00	£4 £5 No £4
8084 East Lothian Council 8134 Fife Council 8027 Midlothian Council 8059 North Ayrshire Council 8042 South Ayrshire Council 8120 South Lanarkshire Council	No data No data No data 98.07% 88.24% 94.02%	100.00% No data No data 98.96% 94.50% 98.98%	0 782 No data 363 17 468	No data 372 No data 160 41 237	No data 0.15 No data 0.15 0.03 0.10	38.03% 58.25% No data 45.70% 42.98% 49.02%	38.03% 84.75% No data 45.70% 42.98% 49.02%	No data No data No data No data No data No data	32.20% 33.29% No data 37.30% 40.60% 30.30%	3.63% 1.86% No data 5.40% 2.10% 3.35%	No data 0.02% No data 2.71% 0.00% 0.81%	No data 0.00% No data 0.00% 0.00% 0.25%	No data 0.12% No data 1.60% 0.85% 0.32%	No data 0.07% No data 0.02% 0.07% 0.04%	No data 0.03% No data 0.00% 0.00%	No data 1 0.46% No data 1 0.21% 1.53%	0.98% 0.98% No data 1.67% 0.00%	No data 0.07% No data 0.00% 0.00%	No data 3.92% No data 0.05% 0.16% 0.49%	No data 0.00% No data 0.00% 0.00%	28.18% 32.51% No data 38.78% 34.14% 23.20%	31.46% 23.59% No data 36.83% 36.92% 25.30%	25.76% 33.56% No data 46.93% 42.20% 37.70%	36.57% 35.66% No data 33.65% 42.35% 30.30%	No data No data No data No data No data No data	No data	£5,408 £5,570 No data £6,100 £4,343 £7,962	£87.00 £23.00 No data £5.00 £7.00 £16.00	£4 £5 No £4 £3
8064 East Lothian Council 8134 Fife Council 8027 Mildothian Council 8059 North Ayrshire Council 8042 South Ayrshire Council 8120 South Lanarkshire Council 8040 Strifing Council	No data No data No data 98.07% 88.24% 94.02% 29.41%	100.00% No data No data 98.96% 94.50% 98.98% 99.10%	0 782 No data 363 17 468 340	No data 372 No data 160 41 237 164	No data 0.15 No data 0.15 0.03 0.10	38.03% 58.25% No data 45.70% 42.98% 49.02% 43.79%	38.03% 84.75% No data 45.70% 42.98% 49.02% 43.79%	No data No data No data No data No data No data 68.75%	32.20% 33.29% No data 37.30% 40.60% 30.30% 41.20%	3.63% 1.86% No data 5.40% 2.10% 3.35% 4.11%	No data 0.02% No data 2.71% 0.00% 0.81% 1.84%	No data 0.00% No data 0.00% 0.00% 0.25% 0.00%	No data 0.12% No data 1.60% 0.85% 0.32% 0.00%	No data 0.07% No data 0.02% 0.07% 0.04% 1.18%	No data 0.03% No data 0.00% 0.00% 0.00%	No data 1 0.46% No data 1 0.21% 1.53% 1.27% 0.31%	No data 0.98% No data 1.67% 0.00% 0.83% 0.34%	No data 0.07% No data 0.00% 0.00% 0.04% 0.00%	No data 3.92% No data 0.05% 0.16% 0.49% 0.00%	No data 0.00% No data 0.00% 0.00% 0.00% 0.00%	28.18% 32.51% No data 38.78% 34.14% 23.20% 31.95%	31.46% 23.59% No data 36.83% 36.92% 25.30% 40.11%	25.76% 33.56% No data 46.93% 42.20% 37.70% 40.48%	36.57% 35.66% No data 33.65% 42.35% 30.30% 46.09%	No data No data No data No data No data No data 21.88%	a No data a No data a No data a No data a No data a No data a No data 6 67.50%	£5,408 £5,570 No data £6,100 £4,343 £7,962 No data	£87.00 £23.00 No data £5.00 £7.00 £16.00 No data	£4 £5 No £4 £3 £7
8064 East Lothian Council 8134 Fife Council 8027 Midlothian Council 8059 North Ayshire Council 8069 South Ayshire Council 8100 South Lanarkhire Council 8100 South Lanarkhire Council 8100 West Lothian Council	No data No data No data 98.07% 88.24% 94.02% 29.41% No data	100.00% No data No data 98.96% 94.50% 98.98% 99.10% 69.44%	0 782 No data 363 17 468 340 255	No data 372 No data 160 41 237 164 119	No data 0.15 No data 0.15 0.03 0.10 0.16 0.11	38.03% 58.25% No data 45.70% 42.98% 49.02% 43.79% 49.25%	38.03% 84.75% No data 45.70% 42.98% 49.02% 43.79% 49.25%	No data No data No data No data No data No data 68.75% No data	32.20% 33.29% No data 37.30% 40.60% 30.30% 41.20% 27.30%	3.63% 1.86% No data 5.40% 2.10% 3.35% 4.11%	No data 0.02% No data 2.71% 0.00% 0.81% 1.84% 0.85%	No data 0.00% No data 0.00% 0.00% 0.25% 0.00% 0.00%	No data 0.12% No data 1.60% 0.85% 0.32% 0.00% 0.09%	No data 0.07% No data 0.02% 0.07% 0.04% 1.18% 0.00%	No data 0.03% No data 0.00% 0.00% 0.00% 0.00%	No data 1 0.46% No data 1 0.21% 1.53% 1.27% 0.31% 0.23%	No data 0.98% No data 1.67% 0.00% 0.83% 0.34% 0.30%	No data 0.07% No data 0.00% 0.00% 0.04% 0.00%	No data 3.92% No data 0.05% 0.16% 0.49% 0.00%	No data 0.00% No data 0.00% 0.00% 0.00% 0.00%	28.18% 32.51% No data 38.78% 34.14% 23.20% 31.95% 20.20%	31.46% 23.59% No data 36.83% 36.92% 25.30% 40.11% 29.50%	25.76% 33.56% No data 46.93% 42.20% 37.70% 40.48% 39.50%	36.57% 35.66% No data 33.65% 42.35% 30.30% 46.09%	No data No data No data No data No data No data 21.88% No data	a No data a No data a No data a No data a No data a No data 6 67.50% a No data	£5,408 £5,570 No data £6,100 £4,343 £7,962 No data	£87.00 £23.00 No data £5.00 £7.00 £16.00 No data £21.00	£4 £5 No £4 £3 £7 No
8064 East Lothian Council 8134 Fife Council 8027 Midlothian Council 8059 North Ayrshire Council 8042 South Ayrshire Council 8140 South Lanarkshire Council 8140 Stirling Council 8109 West Lothian Council Family Group Average	No data No data No data 98.07% 88.24% 94.02% 29.41% No data 79.20%	100.00% No data No data 98.96% 94.50% 98.98% 99.10% 69.44% 93.84%	0 782 No data 363 17 468 340 255 285	No data 372 No data 180 41 237 164 119	No data 0.15 No data 0.15 0.03 0.10 0.16 0.11	38.03% 58.25% No data 45.70% 42.98% 49.02% 43.79% 49.25% 46.71%	38.03% 84.75% No data 45.70% 42.98% 49.02% 43.79% 49.25% 50.02 %	No data No data No data No data No data No data 68.75% No data 68.75%	32.20% 33.29% No data 37.30% 40.60% 30.30% 41.20% 27.30% 35.00%	3.63% 1.86% No data 5.40% 2.10% 3.35% 4.11% 2.11% 3.43%	No data 0.02% No data 2.71% 0.00% 0.81% 1.84% 0.85% 0.89 %	No data 0.00% No data 0.00% 0.00% 0.25% 0.00% 0.00%	No data 0.12% No data 1.60% 0.85% 0.32% 0.00% 0.09%	No data 0.07% No data 0.02% 0.07% 0.04% 1.18% 0.00% 0.20%	No data 0.03% No data 0.00% 0.00% 0.00% 0.00% 0.00%	No data 1 0.46% No data 1 0.21% 1.53% 1.27% 0.31% 0.23% 0.73%	No data 0.98% No data 1.67% 0.00% 0.83% 0.34% 0.30%	No data 0.07% No data 0.00% 0.00% 0.04% 0.00% 0.00%	No data 3.92% No data 0.05% 0.16% 0.49% 0.00% 0.04%	No data 0.00% No data 0.00% 0.00% 0.00% 0.00% 0.00%	28.18% 32.51% No data 38.78% 34.14% 23.20% 31.95% 20.20% 29.00%	31.46% 23.59% No data 36.83% 36.92% 25.30% 40.11% 29.50% 32.03%	25.76% 33.56% No data 46.93% 42.20% 37.70% 40.48% 39.50% 38.12%	36.57% 35.66% No data 33.65% 42.35% 30.30% 46.09% 26.50%	No data No data No data No data No data No data 21.88% No data 21.88%	a No data a No data a No data a No data a No data a No data a No data 6 67.50% a No data	£5,408 £5,570 No data £6,100 £4,343 £7,962 No data £7,051 £6,229	£87.00 £23.00 No data £5.00 £7.00 £16.00 No data £21.00 £24.00	£4 £5 No £4 £3 £7 No £5
8064 East Lothian Council 9134 Fife Council 8027 Midlothian Council 8059 North Ayrshire Council 8059 South Ayrshire Council 8100 South Ayrshire Council 8100 South Ayrshire Council 8109 West Lothian Council Family Group Average Family Group - High	No data No data No data No data 98.07% 88.24% 94.02% 29.41% No data 79.20% 98.07%	100.00% No data No data 98.96% 94.50% 98.98% 99.10% 69.44% 93.84% 100.00%	0 782 No data 363 17 468 340 255	No data 372 No data 160 41 237 164 119 170 372	No data 0.15 No data 0.15 0.03 0.10 0.16 0.11 0.11	38.03% 58.25% No data 45.70% 42.98% 49.02% 43.79% 49.25% 46.71% 58.25%	38.03% 84.75% No data 45.70% 42.98% 49.02% 43.79% 49.25% 50.02% 84.75%	No data No data No data No data No data No data 68.75% No data 68.75% 68.75%	32.20% 33.29% No data 37.30% 40.60% 30.30% 41.20% 27.30% 35.00%	3.63% 1.86% No data 5.40% 2.10% 3.35% 4.11% 2.11% 3.43% 5.40%	No data 0.02% No data 2.71% 0.00% 0.81% 1.84% 0.85% 0.89% 2.71%	No data 0.00% No data 0.00% 0.00% 0.25% 0.00% 0.00% 0.04% 0.25%	No data 0.12% No data 1.60% 0.85% 0.32% 0.00% 0.09% 0.91% 3.41%	No data 0.07% No data 0.02% 0.07% 0.04% 1.18% 0.00% 0.20%	No data 0.03% No data 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	No data 1 0.46% No data 1 0.21% 1.53% 1.27% 0.31% 0.23% 1.53% 1.53% 1.53%	0.98% No data 1.67% 0.00% 0.83% 0.34% 0.30% 0.59%	No data 0.07% No data 0.00% 0.00% 0.04% 0.00% 0.00% 0.00% 0.02% 0.07%	No data 3.92% No data 0.05% 0.16% 0.49% 0.00% 0.04% 0.67% 3.92%	No data 0.00% No data 0.00% 0.00% 0.00% 0.00% 0.01% 0.08%	28.18% 32.51% No data 38.78% 34.14% 23.20% 31.95% 20.20% 29.00% 38.78%	31.46% 23.59% No data 36.83% 36.92% 25.30% 40.11% 29.50% 32.03% 40.11%	25.76% 33.56% No data 46.93% 42.20% 37.70% 40.48% 39.50% 38.12% 46.93%	36.57% 35.66% No data 33.65% 42.35% 30.30% 46.09% 26.50% 46.09%	No data No data No data No data No data No data 21.88% No data 21.88% 21.88%	a No data b 67.50% a No data 67.50%	£5,408 £5,570 No data £6,100 £4,343 £7,962 No data £7,051 £6,229	£87.00 £23.00 No data £5.00 £7.00 £16.00 No data £21.00 £24.00 £87.00	£4 £5 No £4 £3 £7 No £5 £5
8084 East Lothian Council 8134 Fife Council 8027 Midlothian Council 8059 North Ayrshire Council 8040 South Ayrshire Council 8100 South Lanarkhire Council 8100 South Lanarkhire Council 8100 West Lothian Council Family Group Average Family Group High Family Group Low	No data No data No data 98.07% 88.24% 94.02% 29.41% No data 79.20%	100.00% No data No data 98.96% 94.50% 98.98% 99.10% 69.44% 93.84%	0 782 No data 363 17 468 340 255 285	No data 372 No data 180 41 237 164 119	No data 0.15 No data 0.15 0.03 0.10 0.16 0.11	38.03% 58.25% No data 45.70% 42.98% 49.02% 43.79% 49.25% 46.71%	38.03% 84.75% No data 45.70% 42.98% 49.02% 43.79% 49.25% 50.02% 84.75%	No data No data No data No data No data No data 68.75% No data 68.75%	32.20% 33.29% No data 37.30% 40.60% 30.30% 41.20% 27.30% 35.00%	3.63% 1.86% No data 5.40% 2.10% 3.35% 4.11% 2.11% 3.43%	No data 0.02% No data 2.71% 0.00% 0.81% 1.84% 0.85% 0.89 %	No data 0.00% No data 0.00% 0.00% 0.25% 0.00% 0.00%	No data 0.12% No data 1.60% 0.85% 0.32% 0.00% 0.09%	No data 0.07% No data 0.02% 0.07% 0.04% 1.18% 0.00% 0.20%	No data 0.03% No data 0.00% 0.00% 0.00% 0.00% 0.00%	No data 1 0.46% No data 1 0.21% 1.53% 1.27% 0.31% 0.23% 1.53% 1.53% 1.53%	No data 0.98% No data 1.67% 0.00% 0.83% 0.34% 0.30%	No data 0.07% No data 0.00% 0.00% 0.04% 0.00% 0.00%	No data 3.92% No data 0.05% 0.16% 0.49% 0.00% 0.04%	No data 0.00% No data 0.00% 0.00% 0.00% 0.00% 0.00%	28.18% 32.51% No data 38.78% 34.14% 23.20% 31.95% 20.20% 29.00%	31.46% 23.59% No data 36.83% 36.92% 25.30% 40.11% 29.50% 32.03%	25.76% 33.56% No data 46.93% 42.20% 37.70% 40.48% 39.50% 38.12%	36.57% 35.66% No data 33.65% 42.35% 30.30% 46.09% 26.50% 46.09%	No data No data No data No data No data No data 21.88% No data 21.88% 21.88%	a No data b 67.50% a No data 67.50%	£5,408 £5,570 No data £6,100 £4,343 £7,962 No data £7,051 £6,229	£87.00 £23.00 No data £5.00 £7.00 £16.00 No data £21.00 £24.00	£4, £5, No: £4, £3, £7, No: £5,
8068 East Lothian Council 8134 Fife Council 8027 Midlothian Council 8059 North Ayrshire Council 8069 South Agrshire Council 8120 South Agrshire Council 8140 South Agrshire Council 8160 West Lothian Council Family Group Average Family Group High	No data No data No data No data 98.07% 88.24% 94.02% 29.41% No data 79.20% 98.07%	100.00% No data No data 98.96% 94.50% 98.98% 99.10% 69.44% 100.00% 69.44%	0 782 No data 363 17 468 340 255 285	No data 372 No data 160 41 237 164 119 170 372 41	No data 0.15 No data 0.15 0.03 0.10 0.16 0.11 0.11 0.16 0.03	38.03% 58.25% No data 45.70% 42.98% 49.02% 43.79% 49.25% 46.71% 58.25% 38.03%	38.03% 84.75% No data 45.70% 42.98% 49.02% 43.79% 49.25% 50.02% 84.75% 38.03%	No data No data No data No data No data No data No data 68.75% No data 68.75% 68.75%	32.20% 33.29% No data 37.30% 40.60% 30.30% 41.20% 27.30% 41.20% 27.30%	3.63% 1.86% No data 5.40% 2.10% 3.35% 4.11% 2.11% 3.43% 5.40% 1.86%	No data 0.02% No data 2.71% 0.00% 0.81% 1.84% 0.85% 0.89% 2.71% 0.00%	No data 0.00% No data 0.00% 0.00% 0.25% 0.00% 0.00% 0.04% 0.25%	No data 0.12% No data 1.60% 0.85% 0.32% 0.00% 0.09% 0.91% 3.41%	No data 0.07% No data 0.02% 0.07% 0.04% 1.18% 0.00% 0.20%	No data 0.03% No data 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	No data 1 0.46% No data 1 0.21% 1.53% 1.27% 0.31% 0.23% 0.73% 1.53% 0.24%	0.98% No data 1.67% 0.00% 0.83% 0.34% 0.30% 0.59%	No data 0.07% No data 0.00% 0.00% 0.04% 0.00% 0.00% 0.00% 0.00% 0.00%	No data 3.92% No data 0.05% 0.16% 0.49% 0.00% 0.04% 0.67% 3.92% 0.00%	No data 0.00% No data 0.00% 0.00% 0.00% 0.00% 0.01% 0.08%	28.18% 32.51% No data 38.78% 34.14% 23.20% 31.95% 20.20% 29.00% 38.78% 20.20%	31.46% 23.59% No data 36.83% 36.92% 25.30% 40.11% 29.50% 32.03% 40.11% 23.59%	25.76% 33.56% No data 46.93% 42.20% 37.70% 40.48% 39.50% 38.12% 46.93%	36.57% 35.66% No data 33.65% 42.35% 30.30% 46.09% 26.50% 46.09%	No data No data No data No data No data No data 21.88% No data 21.88% 21.88%	a No data a Official (15,50%) a No data b (67,50%) b (67,50%) c (7,50%)	£5,408 £5,570 No data £6,100 £4,343 £7,962 No data £7,051 £6,229 £7,962 £4,343	£87.00 £23.00 No data £5.00 £7.00 £16.00 No data £21.00 £24.00 £87.00	£4 £5 No £4 £3 £7 No £5 £5
8054 East Lothan Council 8134 Fife Council 8137 Midothian Council 8057 North Ayrshire Council 8058 North Ayrshire Council 8105 South Lanarkshire Council 8106 Striling Council 8107 West Lothian Council Family Group Average Family Group High Family Group - Low	No data No data No data No data 98.07% 88.24% 94.02% 29.41% No data 79.20% 98.07%	100.00% No data No data 98.96% 94.50% 98.98% 99.10% 69.44% 93.84% 100.00%	0 782 No data 363 17 468 340 255 285	No data 372 No data 160 41 237 164 119 170 372	No data 0.15 No data 0.15 0.03 0.10 0.16 0.11 0.11	38.03% 58.25% No data 45.70% 42.98% 49.02% 43.79% 49.25% 46.71% 58.25%	38.03% 84.75% No data 45.70% 42.98% 49.02% 43.79% 49.25% 50.02% 84.75% 38.03%	No data No data No data No data No data No data 68.75% No data 68.75% 68.75%	32.20% 33.29% No data 37.30% 40.60% 30.30% 41.20% 27.30% 35.00%	3.63% 1.86% No data 5.40% 2.10% 3.35% 4.11% 2.11% 3.43% 5.40%	No data 0.02% No data 2.71% 0.00% 0.81% 1.84% 0.85% 0.89% 2.71%	No data 0.00% No data 0.00% 0.00% 0.25% 0.00% 0.00% 0.04% 0.25%	No data 0.12% No data 1.60% 0.85% 0.32% 0.00% 0.09% 0.91% 3.41%	No data 0.07% No data 0.02% 0.07% 0.04% 1.18% 0.00% 0.20%	No data 0.03% No data 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	No data 1 0.46% No data 1 0.21% 1.53% 1.27% 0.31% 0.23% 1.53% 1.53% 1.53%	0.98% No data 1.67% 0.00% 0.83% 0.34% 0.30% 0.59%	No data 0.07% No data 0.00% 0.00% 0.04% 0.00% 0.00% 0.00% 0.02% 0.07%	No data 3.92% No data 0.05% 0.16% 0.49% 0.00% 0.04% 0.67% 3.92%	No data 0.00% No data 0.00% 0.00% 0.00% 0.00% 0.01% 0.08%	28.18% 32.51% No data 38.78% 34.14% 23.20% 31.95% 20.20% 29.00% 38.78%	31.46% 23.59% No data 36.83% 36.92% 25.30% 40.11% 29.50% 32.03% 40.11%	25.76% 33.56% No data 46.93% 42.20% 37.70% 40.48% 39.50% 38.12% 46.93%	36.57% 35.66% No data 33.65% 42.35% 30.30% 46.09% 26.50% 46.09%	No data No data No data No data No data No data 21.88% No data 21.88% 21.88%	a No data a Official (15,50%) a No data b Official (15,50%) b Official (15,50%) c Official (15,5	£5,408 £5,570 No data £6,100 £4,343 £7,962 No data £7,051 £6,229 £7,962 £4,343	£87.00 £23.00 No data £5.00 £7.00 £16.00 No data £21.00 £24.00 £87.00	£4 £5 No £4 £3 £7 No £5 £5 £3
8064 East Lothian Council 8134 Fife Council 8027 Midlothian Council 8059 North Ayrshire Council 8069 South Ayrshire Council 8100 South Lanarkshire Council 8100 Settining Council 8100 West Lothian Council Family Group Average Family Group - High Family Group - Low Family Group - Low	No data No data No data 98.07% 88.24% 94.02% 29.41% No data 79.20% 98.07% 29.41%	100.00% No data No data 98.96% 94.50% 98.98% 99.10% 69.44% 100.00% 69.44%	0 782 No data 363 17 468 340 255 285	No data 372 No data 160 41 237 164 119 170 372 41	No data 0.15 No data 0.15 0.03 0.10 0.16 0.11 0.11 0.16 0.03	38.03% 58.25% No data 45.70% 42.98% 49.02% 43.79% 49.25% 46.71% 58.25% 38.03%	38.03% 84.75% No data 45.70% 42.99% 49.02% 43.79% 49.25% 50.25% 50.25% 38.03%	No data 68.75% No data 68.75% 68.75% 671.43% No data	32.20% 33.29% No data 37.30% 40.80% 30.30% 41.20% 27.30% 41.20% 27.30% 35.70% 35.70% 35.70%	3.63% 1.86% No data 5.40% 2.10% 3.35% 4.11% 2.11% 3.43% 5.40% 1.86%	No data 0.02% No data 2.71% 0.00% 0.81% 1.84% 0.85% 0.89% 2.71% 0.00%	No data 0.00% No data 0.00% 0.00% 0.25% 0.00% 0.00% 0.00% 0.00%	No data 0.12% No data 1.60% 0.85% 0.02% 0.09% 0.09% 0.91% 3.41% 0.00%	No data 0.07% No data 0.02% 0.07% 0.04% 1.18% 0.00% 1.18% 0.20% 1.18%	No data 0.03% No data 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	No data 1 0.46% No data 1 0.21% 1.53% 1.27% 0.31% 0.23% 0.73% 0.23% 0.23% 0.24%	No data 0.98% No data 1.67% 0.00% 0.83% 0.34% 0.30% 0.59% 1.67% 0.00%	No data 0.07% No data 0.00% 0.00% 0.04% 0.00% 0.00% 0.00% 0.00% 0.00%	No data 3.92% No data 0.05% 0.16% 0.49% 0.00% 0.04% 0.67% 3.92% 0.00%	No data 0.00% No data 0.00% 0.00% 0.00% 0.00% 0.01% 0.08%	28.18% 32.51% No data 38.78% 34.14% 23.20% 31.95% 20.20% 29.00% 38.78% 20.20%	31.46% 23.59% No data 36.83% 36.92% 25.30% 40.11% 29.50% 32.03% 40.11% 23.59%	25.76% 33.56% No data 46.93% 42.20% 37.70% 40.48% 39.50% 38.12% 46.93% 25.76%	36.57% 35.66% No data 33.65% 42.35% 30.30% 46.09% 26.50% 46.09% 46.09%	No data 21.88% No data 21.88%	a No data a No data 6 67.50% 6 67.50% 6 67.50% 6 67.50%	£5,408 £5,570 No data £6,100 £4,343 £7,962 No data £7,051 £6,229 £7,962 £4,343	£87.00 £23.00 No data £5.00 £7.00 £16.00 No data £21.00 £24.00 £87.00	£4 £5 No £4 £3 £7 No £5 £5 £3
B054 East Lothian Council B134 Fife Council B027 Midlothian Council B059 North Ayrshire Council B040 South Agrahire Council B100 South Agrahire Council B100 South Lanarkshire Council B109 West Lothian Council Family Group Average Family Group - High Family Group - Low Family Group - Low Family Group 1 (Urban) B087 Clackmannanshire Council	No data No data No data No data 98.07% 88.24% 94.02% 29.41% No data 79.20% 98.07% 29.41%	100.00% No data No data 98.96% 94.50% 98.98% 99.10% 69.44% 100.00% 69.44%	0 782 No data 363 17 468 340 255 285	No data 372 No data 160 41 237 164 119 170 372 41	No data 0.15 No data 0.15 0.03 0.10 0.16 0.11 0.11 0.16 0.03	38.03% 58.25% No data 45.70% 42.98% 49.02% 43.79% 49.25% 46.71% 58.25% 38.03%	38.03% 84.75% No data 45.70% 42.99% 49.02% 43.79% 49.25% 50.25% 50.25% 38.03%	No data No data No data No data No data No data No data 68.75% No data 68.75% 68.75% 68.75% 71.43%	32.20% 33.29% No data 37.30% 40.60% 30.30% 41.20% 27.30% 41.20% 27.30%	3.63% 1.86% No data 5.40% 2.10% 3.35% 4.11% 2.11% 3.43% 5.40% 1.86%	No data 0.02% No data 2.71% 0.00% 0.81% 1.84% 0.85% 0.85% 0.89% 2.71% 0.00%	No data 0.00% No data 0.00% 0.00% 0.25% 0.00% 0.00% 0.00% 0.00% 0.00%	No data 0.12% No data 1.60% 0.85% 0.02% 0.00% 0.09% 0.91% 3.41% 0.00%	No data 0.07% No data 0.02% 0.07% 0.04% 1.18% 0.00% 1.18% 0.00%	No data 0.03% No data 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	No data 1 0.46% No data 1 0.21% 1.53% 1.27% 0.31% 0.23% 0.73% 1.53% 0.24% 0.40% 0.40%	No data 0.98% No data 1.67% 0.00% 0.83% 0.34% 0.30% 0.59% 1.67% 0.00%	No data 0.07% No data 0.00% 0.00% 0.04% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	No data 3, 92% No data 0, 05% 0, 16% 0, 49% 0, 00% 0, 04% 0, 067% 3,92% 0,00%	No data 0.00% No data 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	28.18% 32.51% No data 38.78% 34.14% 23.20% 31.95% 20.20% 29.00% 20.20% 20.20%	31.46% 23.59% No data 36.83% 36.92% 25.30% 40.11% 29.50% 32.03% 40.11% 23.59%	25.76% 33.56% No data 46.93% 42.20% 37.70% 40.48% 39.50% 38.12% 46.93% 25.76%	36.57% 35.66% No data 33.65% 42.35% 30.30% 46.09% 26.50% 46.09% 46.09%	No data 21.88% No data 21.88% 21.88% 17.39%	a No data b 67.50% a No data b 67.50% b 67.50% b 73.91% a No data	£5,408 £5,570 No data £6,100 £4,343 £7,962 No data £7,051 £6,229 £7,962 £4,343	£87.00 £23.00 No data £5.00 £7.00 £16.00 No data £21.00 £24.00 £5.00	£6, £4, £5, No o £4, £3, No o £5, £5, £5, £5, £5, £7, £3,
8084 East Lothan Council 8134 Fife Council 8027 Midlothan Council 8059 North Ayshire Council 8069 South Ayshire Council 8108 South Lanarkhire Council 8109 South Lanarkhire Council 8109 West Lothan Council Family Group High Family Group - High Family Group - Low Family Group - Low 8007 Lackmannanshire Council 8014 East Dunbartonshire Council	No data No data No data No data 98.07% 88.24% 94.02% 29.41% No data 79.20% 98.07% 29.41%	100.00% No data No data 98.96% 94.50% 98.98% 99.10% 69.44% 100.00% 69.44%	0 782 No data 363 17 468 340 255 285 782 0	No data 372 No data 160 41 41 170 372 41 No data No data	No data 0.15 No data 0.15 0.03 0.10 0.16 0.11 0.16 0.03 No data	38.03% 58.25% No data 45.70% 42.98% 49.02% 49.02% 49.25% 46.71% 58.25% 38.03%	38.03% 84.75% No data 45.70% 42.98% 49.02% 43.79% 49.25% 50.02% 84.75% 38.03% 57.51% 82.16% 55.60%	No data 68.75% No data 68.75% 68.75% 671.43% No data	32.20% 33.29% No data 37.30% 40.80% 30.30% 41.20% 27.30% 41.20% 27.30% 35.70% 35.70% 35.70%	3.63% 1.86% No data 5.40% 2.10% 3.35% 4.11% 2.11% 5.40% 1.86% No data	No data 0.02% No data 2.71% 0.00% 0.81% 1.84% 0.85% 0.89% 2.71% 0.00%	No data 0.00% No data 0.00% 0.00% 0.05% 0.00% 0.00% 0.00% 0.00%	No data 0.12% No data 1.60% 0.85% 0.00% 0.09% 0.09% 0.91% 3.41% 0.00%	No data 0.07% No data 0.02% 0.07% 0.04% 0.00% 0.20% 1.18% 0.00% 0.20%	No data 0.03% No data 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	No data 1 0.46% No data 1 0.21% 1.53% 1.27% 0.31% 0.23% 0.73% 1.53% 0.24% 0.40% 0.40%	No data 0.98% No data 1.67% 0.00% 0.83% 0.34% 0.30% 0.59% 1.67% 0.00% 1.16% 1.16%	No data 0.07% No data 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	No data 3, 92% No data 0, 05% 0, 16% 0, 49% 0, 00% 0, 04% 0, 067% 3,92% 0,00%	No data 0.00% No data 0.00% 0.00% 0.00% 0.08% 0.01% 0.08% 0.00%	28.18% 32.51% No data 38.78% 34.14% 23.20% 20.20% 29.00% 38.78% 20.20% 20.20% 29.00%	31.46% 23.59% No data 36.83% 36.92% 25.30% 40.11% 29.50% 32.03% 40.11% 23.59%	25.76% 33.56% No data 46.93% 42.20% 37.70% 40.48% 39.50% 38.12% 46.93% 25.76%	36.57% 35.66% No data 33.65% 42.35% 30.30% 46.09% 26.50% 36.65% 46.09% 26.50%	No data 21.88% No data 21.98% 21.98% 17.39% No data	a No data a No data 6 67.50% a No data 67.50% 67.50% 67.50% 67.50%	£5,408 £5,570 No data £6,100 £4,343 £7,962 No data £7,051 £6,229 £7,962 £4,343	£87.00 £23.00 No data £5.00 £7.00 £16.00 No data £21.00 £24.00 £87.00 £5.00	£4, £5, No 0 £4, £3, £7, No 0 £5, £5, £7, £3,

11 Key Performance Indicators used in SCOTS Report and APSE PI Standings Reports

Only regarding roads locally, % of respondents satisfied / dissatisfied with pavements / footpaths

Only regarding roads locally, % of respondents satisfied / dissatisfied with the condition of roads

Only regarding roads locally, % of respondents satisfied / dissatisfied with the condition of cycleways

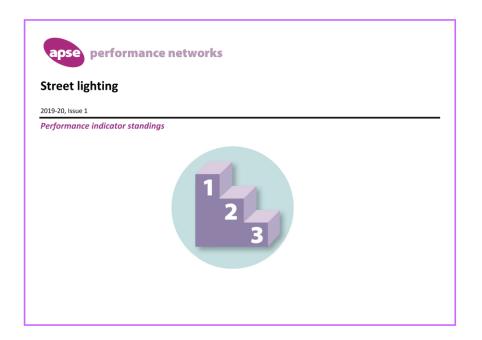
Taking everything into account, % of respondents satisfied / dissatisfied overall with the service provided

% of respondents satisfied with the way the Council undertakes gritting (salting) and snow clearance of road carriageways

% of respondents satisfied with the Council's time taken to complete roadworks (respondents "Always" or "Usually" aware of responsible organisation only)
Only regarding roads locally, % of respondents satisfied with the street lighting



Performance Networks awards



Inclusion of 2 KPI's in Performance Awards analysis with effect from 2020/21

- PI 44 Only regarding roads locally, % of respondents satisfied with the street lighting
- PI 208a Taking everything into account, % of respondents satisfied overall with the service provided

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Performance Networks 2021/22 onwards ...

Ongoing consultation, from 2022/23 corresponding NHT Survey results will be referenced and added to template.

SCOTS will continue to promote participation in the structured APSE Survey for 2021/22



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