

Authority	Aberdeen City Council
Total findings	2 (7)

Findings: Material to Decision		
Subject	%	Total
Guidance not followed correctly	0% (100%)	0 (2)
Total	0% (100%)	0 (2)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	50% (20%)	1 (1)
Guidance not followed correctly	50% (20%)	1 (1)
Internal council recording issue	0% (20%)	0 (1)
Other	0% (20%)	0 (1)
Positive feedback	0% (20%)	0 (1)
Total	100% (100%)	2 (5)

Authority	Aberdeenshire Council
Total findings	12 (27)

Findings: Material to Decision		
Subject	%	Total
Guidance not followed correctly	50% (16.66%)	1 (1)
Incorrect interpretation of information	0% (33.33%)	0 (2)
Insufficient information/ inquisitorial failure	0% (16.66%)	0 (1)
New information provided	50% (33.33%)	1 (2)
Total	100% (*99.98%)	2 (6)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	70% (38.1%)	7 (8)
Guidance not followed correctly	10% (23.8%)	1 (5)
Incorrect interpretation of information	0% (19%)	0 (4)
Internal council recording issue	20% (4.8%)	2 (1)
Other	0% (9.5%)	0 (2)
Positive feedback	0% (4.8%)	0 (1)
Total	100% (100%)	10 (21)

Authority	Angus Council
Total findings	8 (17)

Findings: Material to Decision		
Subject	%	Total
Guidance not followed correctly	100% (40%)	2 (2)
Incorrect interpretation of information	0% (40%)	0 (2)
Insufficient information/ inquisitorial failure	0% (20%)	0 (1)
Total	100% (100%)	2 (5)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	83% (42%)	5 (5)
Guidance not followed correctly	17% (25%)	1 (3)
Incorrect interpretation of information	0% (8%)	0 (1)
Positive feedback	0% (8%)	0 (1)
Timescales	0% (17%)	0 (2)
Total	100% (100%)	6 (12)

Authority	Argyll and Bute Council
Total findings	12 (2)

Findings: Material to Decision		
Subject	%	Total
Guidance not followed correctly	50% (0%)	1 (0)
Incorrect interpretation of information	50% (0%)	1 (0)
Total	100% (0%)	2 (3)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	50% (50%)	5 (1)
Guidance not followed correctly	30% (50%)	3 (1)
Incorrect interpretation of information	10% (0%)	1 (0)
Internal council recording issue	10% (0%)	1 (0)
Total	100% (100%)	2 (2)

Authority	Clackmannanshire Council
Total findings	120 (24)

Findings: Material to Decision		
Subject	%	Total
Guidance not followed correctly	32% (33.33%)	6 (2)
Incorrect interpretation of information	58% (33.33%)	11 (2)
Insufficient information/ inquisitorial failure	5% (16.66%)	1 (1)
New information provided	5% (16.66%)	1 (1)
Total	100% (*99.98%)	19 (6)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	34% (33.33%)	34 (6)
Communication issues – verbal	1% (0%)	1 (0)
Guidance not followed correctly	41% (0%)	41 (4)
Incorrect information	1% (0%)	1 (0)
Incorrect interpretation of information	2% (11.11%)	2 (2)
Insufficient information/ inquisitorial failure	6% (0%)	6 (0)
Internal council recording issue	16% (11.11%)	16 (2)
Positive feedback	0% (11.11%)	0 (2)
Timescales	0% (11.11%)	0 (2)
Total	*101% (*99.99%)	101 (18)

Authority	Dumfries and Galloway Council
Total findings	13 (18)

Findings: Material to Decision		
Subject	%	Total
Guidance not followed correctly	0% (16.66%)	0 (1)
Incorrect interpretation of information	100% (50%)	3 (3)
Insufficient information/ inquisitorial failure	0% (16.66%)	0 (1)
New information provided	0% (16.66%)	0 (1)
Total	0% (*99.98%)	3 (6)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	90% (75%)	9 (9)
Guidance not followed correctly	10% (8.3%)	1 (1)
Positive feedback	0% (8.3%)	0 (1)
Timescales	0% (8.3%)	0 (1)
Total	100% (*99.9%)	10 (12)



Authority	Dundee Council
Total findings	21 (38)

Findings: Material to Decision		
Subject	%	Total
Guidance not followed correctly	50% (30%)	2 (3)
Incorrect information	0% (10%)	0 (1)
Incorrect interpretation of information	25% (30%)	1 (3)
Insufficient information/ inquisitorial failure	0% (10%)	0 (1)
New information provided	25% (20%)	1 (2)
Total	100% (100%)	4 (10)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	65% (68%)	11 (19)
Guidance not followed correctly	29% (14.3%)	5 (4)
Incorrect interpretation of information	0% (3.6%)	0 (1)
Internal council recording issue	6% (3.6%)	1 (1)
Positive feedback	0% (10.7%)	0 (3)
Total	100% (*102%)	17 (28)

Authority	East Ayrshire Council
Total findings	30 (16)

Findings: Material to Decision		
Subject	%	Total
Guidance not followed correctly	15% (25%)	2 (1)
Incorrect interpretation of information	62% (75%)	8 (3)
Insufficient information/ inquisitorial failure	8% (0%)	1 (0)
New information provided	15% (0%)	2 (0)
Total	100% (100%)	13 (4)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	88% (58.33%)	15 (7)
Guidance not followed correctly	6% (16.66%)	1 (2)
Internal council recording issue	0% (8.33%)	0 (1)
Positive feedback	6% (8.33%)	1 (1)
Timescales	0% (8.33%)	0 (1)
Total	100% (*99.98%)	17 (12)

Authority	East Dunbartonshire Council
Total findings	23 (24)

Findings: Material to Decision		
Subject	%	Total
Incorrect information	0% (25%)	0 (1)
Incorrect interpretation of information	67% (50%)	2 (2)
Insufficient information/ inquisitorial failure	33% (0%)	1 (0)
New information provided	0% (25%)	0 (1)
Total	100% (100%)	3 (4)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – verbal	0% (5%)	0 (1)
Communication issues – written	60% (45%)	12 (9)
Guidance not followed correctly	25% (25%)	5 (5)
Incorrect interpretation of information	10% (5%)	2 (1)
Internal council recording issue	5% (14%)	1 (1)
Other	0% (5%)	0 (1)
Positive feedback	0% (15%)	0 (2)
Total	100% (100%)	20 (20)

Authority	East Lothian Council
Total findings	8 (4)

Findings: Material to Decision		
Subject	%	Total
Guidance not followed correctly	100% (0%)	1 (0)
Total	100% (0%)	1 (0)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	86% (75%)	6 (3)
Internal council recording issue	14% (0%)	1 (0)
Positive feedback	0% (25%)	0 (1)
Total	100% (100%)	7 (4)



Authority	East Renfrewshire Council
Total findings	7 (2)

Findings: Material to Decision		
Subject	%	Total
New information	100% (0%)	1 (0)
Total	100% (0%)	1 (0)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	50% (50%)	3 (1)
Guidance not followed correctly	50% (0%)	3 (1)
Total	100% (100%)	6 (2)



Authority	Falkirk Council
Total findings	16 (19)

Findings: Material to Decision		
Subject	%	Total
Guidance not followed correctly	25% (25%)	1 (1)
Incorrect interpretation of information	50% (75%)	2 (3)
Insufficient information/ inquisitorial failure	25% (0%)	1 (0)
Total	100% (100%)	4 (4)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	50% (53.33%)	6 (8)
Communication issues – verbal	8% (0%)	1 (0)
Guidance not followed correctly	8% (33.33%)	1 (5)
Incorrect interpretation of information	8% (0%)	1 (0)
Insufficient information/ inquisitorial failure	8% (6.66%)	1 (1)
Internal council recording issue	17% (0%)	2 (0)
Timescales	0% (6.66%)	0 (1)
Total	*99% (*99.98%)	12 (15)

Authority	Fife Council
Total findings	106 (62)

Findings: Material to Decision		
Subject	%	Total
Guidance not followed correctly	6% (18.75%)	1 (3)
Incorrect interpretation of information	67% (62.5%)	12 (10)
Insufficient information/ inquisitorial failure	22% (6.25%)	4 (1)
New information provided	6% (12.5%)	1 (2)
Total	*101% (100%)	18 (16)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	64% (65.2%)	56 (30)
Guidance not followed correctly	15% (17.4%)	13 (8)
Incorrect information	0% (2.2%)	0 (1)
Incorrect interpretation of information	3% (2.2%)	3 (1)
Insufficient information/ inquisitorial failure	1% (0%)	1 (0)
Internal council recording issue	6% (6.5%)	5 (3)
Positive feedback	2% (0%)	2 (0)
Timescales	9% (6.5%)	8 (3)
Total	100% (100%)	88 (46)

Authority	Glasgow Council
Total findings	421 (477)

Findings: Material to Decision		
Subject	%	Total
Guidance not followed	23% (31.5%)	26 (34)
Incorrect information	2% (1.85%)	2 (2)
Incorrect interpretation of information	39% (28.7%)	45 (31)
Insufficient information/ inquisitorial failure	23% (16.66%)	26 (18)
New information provided	14% (19.5%)	16 (21)
Other	0% (1.85%)	0 (2)
Total	*101% (100.06%)	115 (108)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	59% (48.8%)	181 (180)
Communication issues – verbal	0% (0.3%)	0 (1)
Guidance not followed correctly	24% (32.8%)	72 (121)
Incorrect information	1% (0.5%)	2 (2)
Incorrect interpretation of information	6% (4.1%)	19 (15)
Insufficient information/ inquisitorial failure	1% (2.2%)	4 (8)
Internal council recording issue	3% (4.1%)	10 (15)
Other	1% (1.6%)	3 (6)
Positive feedback	1% (4.33%)	1 (16)
Timescales	5% (1.4%)	14 (5)
Total	*101% (*101.1%)	306 (369)

Authority	Inverclyde Council
Total findings	13 (15)

Findings: Material to Decision		
Subject	%	Total
Incorrect interpretation of information	50% (33.33%)	1 (1)
Insufficient information/ inquisitorial failure	0% (33.33%)	0 (1)
New information provided	50% (33.33%)	1 (1)
Total	100% (*99.99%)	2 (3)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	36% (33.33%)	4 (4)
Guidance not followed correctly	18% (25%)	2 (3)
Incorrect interpretation of information	9% (0%)	1 (0)
Internal council recording issue	0% (8.33%)	0 (1)
Positive feedback	36% (33.33%)	4 (4)
Total	*99% (*99.99%)	11 (12)

Authority	Midlothian Council
Total findings	14 (9)

Findings: Material to Decision		
Subject	%	Total
Incorrect interpretation of information	0% (100%)	0 (1)
Total	0% (100%)	0 (1)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	64% (37.5%)	9 (3)
Guidance not followed correctly	14% (37.5%)	2 (3)
Incorrect information	14% (0%)	2 (0)
Positive feedback	7% (25%)	1 (2)
Total	*99% (100%)	14 (8)



Authority	North Ayrshire Council
Total findings	12 (12)

Findings: Material to Decision		
Subject	%	Total
Guidance not followed correctly	0% (75%)	0 (3)
Incorrect interpretation of information	100% (25%)	1 (1)
Total	100% (100%)	1 (4)

Findings: Not Material to Decision		
Subject	%	Total
Communications issues - written	45% (50%)	5 (4)
Guidance not followed correctly	36% (12.5%)	4 (1)
Internal council recording issue	9% (0%)	1 (0)
Positive feedback	9% (12.5%)	1 (1)
Timescales	0% (25%)	0 (2)
Total	*99% (100%)	11 (8)

Authority	North Lanarkshire Council
Total findings	108 (122)

Findings: Material to Decision		
Subject	%	Total
Guidance not followed correctly	32% (38.71%)	6 (12)
Incorrect interpretation of information	21% (35.5%)	4 (11)
Insufficient information/ inquisitorial failure	26% (6.5%)	5 (2)
Internal council recording issue	5% (0%)	1 (0)
New information provided	16% (19.4%)	3 (6)
Total	100% (*100.11%)	19 (31)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – verbal	1% (0%)	1 (0)
Communication issues – written	60% (53.8%)	53 (49)
Guidance not followed correctly	17% (25.3%)	15 (23)
Incorrect information	1% (1.1%)	1 (1)
Incorrect interpretation of information	6% (3.3%)	5 (3)
Insufficient information/ inquisitorial failure	0% (1.1%)	0 (1)
Internal council recording issue	7% (3.3%)	6 (3)
Other	1% (2.2%)	1 (2)
Positive feedback	0% (3.3%)	0 (3)
Timescales	8% (6.6%)	7 (6)
Total	*101% (100%)	89 (91)

Authority	Perth and Kinross Council
Total findings	26 (22)

Findings: Material to Decision		
Subject	%	Total
Incorrect interpretation of information	100% (100%)	3 (3)
Total	100% (100%)	3 (3)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	65% (63.2%)	15 (12)
Guidance not followed correctly	30% (21.1%)	7 (4)
Incorrect interpretation of information	5% (5.2%)	1 (1)
Positive feedback	0% (10.5%)	0 (2)
Total	100% (100%)	23 (19)



Authority	Renfrewshire Council
Total findings	41 (21)

Findings: Material to Decision		
Subject	%	Total
Guidance not followed correctly	0% (33.33%)	0 (1)
Incorrect interpretation of information	86% (33.33%)	6 (1)
Insufficient information/ inquisitorial failure	0% (33.33%)	0 (1)
New information	14% (0%)	1 (0)
Total	100% (*99.99%)	7 (3)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	62% (44.44%)	21 (8)
Guidance not followed	18% (44.44%)	6 (8)
Incorrect interpretation of information	3% (5.6%)	1 (1)
Internal council recording issue	12% (5.6%)	4 (1)
Other	6% (0%)	2 (0)
Total	*101% (100.1%)	34 (18)

Authority	Scottish Borders Council
Total findings	11 (6)

Findings: Material to Decision		
Subject	%	Total
Incorrect interpretation of information	67% (0%)	2 (0)
New information	33% (0%)	1 (0)
Total	100% (0%)	3 (0)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	50% (66.66%)	4 (4)
Guidance not followed correctly	25% (0%)	2 (0)
Timescales	25% (33.33%)	2 (2)
Total	100% (*99.99%)	8 (6)



Authority	South Ayrshire Council
Total findings	14 (28)

Findings: Material to Decision		
Subject	%	Total
Guidance not followed correctly	100% (33.33%)	1 (2)
Incorrect interpretation of information	0% (66.66%)	0 (4)
Total	100% (*99.99%)	1 (6)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	62% (54.6%)	8 (12)
Guidance not followed correctly	15% (18.2%)	2 (4)
Incorrect interpretation of information	0% (4.5%)	0 (1)
Insufficient information/ inquisitorial failure	0% (4.5%)	0 (1)
Internal council recording issue	8% (9.1%)	1 (2)
Other	8% (0%)	1 (0)
Positive feedback	8% (9.1%)	1 (2)
Total	*101% (100%)	13 (22)

Authority	South Lanarkshire Council
Total findings	56 (22)

Findings: Material to Decision		
Subject	%	Total
Guidance not followed correctly	17% (33.33%)	2 (1)
Incorrect interpretation of information	50% (66.66%)	6 (2)
New information provided	33% (0%)	4 (0)
Total	100% (*99.99%)	12 (3)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – verbal	7% (0%)	3 (0)
Communication issues – written	59% (37%)	26 (7)
Guidance not followed correctly	20% (26.3%)	9 (5)
Incorrect information	2% (0%)	1 (0)
Incorrect interpretation of information	7% (5.3%)	3 (1)
Insufficient information/ inquisitorial failure	5% (10.5%)	2 (2)
Internal council recording issue	0% (10.5%)	0 (2)
Other	0% (5.3%)	0 (1)
Timescales	0% (5.3%)	0 (1)
Total	100% (*100.2%)	44 (19)

Authority	Stirling Council
Total findings	11 (5)

Findings: Material to Decision		
Subject	%	Total
Guidance not followed correctly	100% (50%)	1 (1)
Incorrect interpretation of information	0% (50%)	0 (1)
Total	100% (100%)	1 (2)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	50% (33.33%)	5 (1)
Guidance not followed correctly	20% (33.33%)	2 (1)
Incorrect information	20% (0%)	2 (0)
Internal council recording issue	0% (33.33%)	0 (1)
Positive feedback	10% (0%)	1 (0)
Total	100% (*99.99%)	10 (3)

Authority	The City of Edinburgh Council
Total findings	229 (90)

Findings: Material to Decision		
Subject	%	Total
Guidance not followed correctly	40% (38.9%)	22 (7)
Incorrect interpretation of information	35% (38.9%)	19 (7)
Insufficient information/ inquisitorial failure	11% (16.66%)	6 (3)
New information provided	15% (5.6%)	8 (1)
Total	*101% (*101.1%)	55 (18)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	52% (59.7%)	91 (43)
Guidance not followed correctly	32% (22.2%)	56 (16)
Incorrect information	2% (1.4%)	3 (1)
Incorrect interpretation of information	5% (5.6%)	9 (4)
Insufficient information/ inquisitorial failure	2% (0%)	3 (0)
Internal council recording issue	6% (1.4%)	10 (1)
Positive feedback	0% (1.4%)	0 (1)
Timescales	1% (8.33%)	2 (6)
Total	100% (*100.03%)	174 (72)

Authority	The Highland Council
Total findings	19 (30)

Findings: Material to Decision		
Subject	%	Total
Guidance not followed	20% (37.5%)	1 (3)
Incorrect interpretation of information	80% (25%)	4 (2)
Insufficient information/ inquisitorial failure	0% (25%)	0 (2)
Other	0% (12.5%)	0 (1)
Total	100% (100%)	5 (8)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	50% (63.6%)	7 (14)
Guidance not followed correctly	21% (36.4%)	3 (8)
Internal council recording issue	29% (0%)	4 (0)
Total	100% (100%)	14 (22)

Authority	West Dunbartonshire Council
Total findings	7 (9)

Findings: Material to Decision		
Subject	%	Total
Guidance not followed	0% (50%)	0 (1)
Incorrect interpretation of information	100% (0%)	2 (0)
Insufficient information/ inquisitorial failure	0% (50%)	0 (1)
Total	100% (100%)	2 (2)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	40% (42.9%)	2 (3)
Guidance not followed	60% (28.6%)	3 (2)
Incorrect interpretation of information	0% (14.3%)	0 (1)
Timescales	0% (14.3%)	0 (1)
Total	100% (*100.1%)	5 (7)

Authority	West Lothian Council
Total findings	22 (16)

Findings: Material to Decision		
Subject	%	Total
Guidance not followed	75% (33.33%)	3 (1)
Incorrect interpretation of information	25% (0%)	1 (0)
Insufficient information/ inquisitorial failure	0% (33.33%)	0 (1)
New information provided	0% (33.33%)	0 (1)
Total	100% (*99.99%)	4 (3)

Findings: Not Material to Decision		
Subject	%	Total
Communication issues – written	67% (69.2%)	12 (9)
Guidance not followed correctly	17% (23.1%)	3 (3)
Incorrect information	6% (0%)	1 (0)
Internal council recording issue	6% (0%)	1 (0)
Positive feedback	0% (7.7%)	0 (1)
Timescales	6% (0%)	1 (0)
Total	*102% (100%)	18 (13)