

Incorrect information	0	1	1
Incorrect interpretation of information	0	2	2
Internal council recording issue	0	2	2
SIS - timescales not in line with regulations	0	3	3
South Lanarkshire Council	9	59	68
Communication issues - written	0	22	22
Decision letter(s) not sent	0	1	1
Guidance not followed correctly	1	15	16
Incorrect interpretation of information	4	4	8
Insufficient information / Inquisitorial failure	0	2	2
Internal council recording issue	0	3	3
New Information provided	4	1	5
Other	0	1	1
Positive feedback	0	2	2
SIS – issues arising from draft guidance or data	0	2	2
SIS - timescales not in line with regulations	0	2	2
Timescales not followed	0	4	4
Stirling Council	0	8	8
Communication issues - written	0	2	2
Guidance not followed correctly	0	1	1
Incorrect information	0	1	1
Internal council recording issue	0	2	2
Timescales not followed	0	2	2
The City of Edinburgh Council	95	473	568
Communication issues - verbal	0	1	1
Communication issues - written	0	180	180
Covid-19 Lack of decision letters	0	2	2
Covid-19 Timescales not followed	0	3	3
Decision letter(s) not sent	0	1	1
Guidance not followed correctly	15	86	101
Incorrect information	1	7	8
Incorrect interpretation of information	27	29	56
Insufficient information / Inquisitorial failure	20	17	37
Internal council recording issue	0	75	75
New Information provided	26	3	29
Other	0	1	1
SIS – issues arising from draft guidance or data	2	1	3

SIS - issues arising from guidance or data sharing arrangements	4	0	4
SIS - timescales not in line with regulations	0	54	54
Timescales not followed	0	13	13
The Highland Council	12	59	71
Communication issues - written	0	27	27
Guidance not followed correctly	4	19	23
Incorrect information	0	1	1
Incorrect interpretation of information	3	2	5
Insufficient information / Inquisitorial failure	1	0	1
Internal council recording issue	0	6	6
New Information provided	4	0	4
SIS - timescales not in line with regulations	0	4	4
The Moray Council	0	2	2
Guidance not followed correctly	0	1	1
Incorrect information	0	1	1
West Dunbartonshire Council	2	22	24
Communication issues - written	0	8	8
Guidance not followed correctly	1	6	7
Incorrect interpretation of information	1	2	3
Internal council recording issue	0	6	6
West Lothian Council	1	34	35
Communication issues - written	0	13	13
Covid-19 Lack of decision letters	0	1	1
Covid-19 Timescales not followed	0	1	1
Guidance not followed correctly	1	3	4
Incorrect information	0	1	1
Incorrect interpretation of information	0	2	2
Insufficient information / Inquisitorial failure	0	1	1
Internal council recording issue	0	8	8
SIS - timescales not in line with regulations	0	2	2
Timescales	0	1	1
Timescales not followed	0	1	1
TOTAL	322	1,641	1,963