

Libraries

Book requests

1. The average time taken to satisfy book requests.

What the indicator reports

This indicator reports the average time taken by each council to fulfil users' requests for books.

The indicator refers only to those cases where the council met a request from its own stock (including transferring the book from another of the council's libraries), or by purchasing the book. Books supplied to the council from other bodies ('inter-library loans') are excluded.

The indicator is based on books only. Audio-visual media (eg tapes) are excluded.

Points to bear in mind

The time taken to satisfy book requests will be affected by:

- the level of demand for books
- the availability of books
- the efficiency of the ordering systems in use - for example, whether the council has a computerised system which can speedily check the location and availability of books which have been requested
- the loan period in a particular council, which may vary from two to four weeks
- the extent of late returns from borrowers.

When a book has to be purchased, performance will be affected by the level of publishers' stocks and the speed of response of distribution companies.

Stock turnover

2. The number and percentage changes in library stock for adults, and children and teenagers, showing:

- opening stock per 1,000 population
- percentage of national target for additions achieved
- actual additions per 1,000 population
- stock withdrawals per 1,000 population
- percentage change in stock at year end.

What the indicator reports

The indicator shows the changes to available lending stock expressed as a percentage of the stock numbers for adults and children at the 31st March of the previous year. A COSLA report 'Standards for the Public Library Service in Scotland 1995' recommended that 'annual additions to adult lending stock, book and audio materials should be 280 items per 1,000 population' and that 'the annual addition of children's and teenage material should be 100 items per 1,000 of the population'.

Points to bear in mind

Changes to library stock will be affected by:

- the purchasing policy of an authority
- the demand for library stock
- levels of investment in the lending stock.

Libraries

Library users

3. **Borrowers from public libraries:**
 - a) **borrowers as a percentage of the resident population**
 - b) **average number of issues per borrower.**

What the indicator reports

This indicator shows the percentage of the resident population that borrowed books and other items (as opposed to people registered with the library service as members) during the year and the average number of items each of them borrowed.

The average number of issues is calculated by dividing the total number of items of all forms of media issued on loan during the year by the number of borrowers.

Points to bear in mind

The percentage of the population who actively use library loan facilities will be affected by:

- the marketing policy of an authority
- the ability of an authority to supply the stock which its users want
- the location of libraries
- the demand for library stock
- levels of investment in the lending stock.

Despite their importance for the provision of management information, computerised library systems have not yet been introduced in some councils.

4. **Learning centre and learning access point users**
 - a) **The number of users as a percentage of the resident population**
 - b) **The number of times the terminals are used per 1,000 population.**

What the indicator reports

'Learning centres or access points' are terminals provided either in clusters or singly within the council's public libraries (including mobile libraries) for the provision of a range of networked electronic resources that include:

- office packages covering word processing, spreadsheet and database applications
- information resources including CD Rom, disk and database services
- Internet and e-mail facilities.

The indicator reflects the use being made of the facilities provided through councils' library services in conjunction with the New Opportunities Fund as part of the government's commitment to life-long learning and improving information technology and communications skills. As with other library services, councils are responsible for developing the use of these services.

Points to bear in mind

The proportion of the population using the learning centres and access points will reflect the extent to which each council is developing its provision across its area in accordance with the needs of its population.

The use of the service will reflect the extent to which it is marketed by the council and is seen as a valuable service meeting the needs of users.

Facilities have been introduced across council libraries throughout the year and the reported information may not reflect a full year's use. It is, therefore, inappropriate to draw any comparison between the reported performance of councils during 2002/03. Some councils require time to put in place robust systems to provide information on the extent to which the facilities are used.

Libraries

Libraries	Indicator 1			Indicator 2		
	Average number of days taken to satisfy library book requests			Total number of opening adult stock items per 1,000 population		
	2000/2001	2001/2002	2002/2003	2000/2001	2001/2002	2002/2003
Aberdeen City	20 days	17 days	12 days	1,580	1,543	1,504
Aberdeenshire	44 days	21 days	21 days	1,934	1,927	1,868
Angus	17 days	18 days	19 days	2,287	2,258	2,259
Argyll & Bute	36 days	36 days	33 days	2,182	2,024	1,912
Clackmannanshire	31 days	26 days	26 days	3,692	3,218	3,229
Dumfries & Galloway	21 days	18 days	18 days	1,971	1,952	1,893
Dundee City	11 days	11 days	11 days	2,183	2,107	2,036
East Ayrshire	19 days	16 days	16 days	2,413	2,338	2,351
East Dunbartonshire	19 days	19 days	19 days	1,556	2,059	2,119
East Lothian	32 days	24 days	18 days	1,522	1,657	1,746
East Renfrewshire	21 days	20 days	20 days	1,358	1,345	1,325
Edinburgh, City of	15 days	13 days	12 days	1,679	1,603	1,520
Eilean Siar	33 days	32 days	30 days	3,657	3,829	3,678
Falkirk	19 days	16 days	16 days	1,810	1,768	1,652
Fife	33 days	24 days	19 days	1,749	1,569	1,503
Glasgow City	19 days	14 days	17 days	1,027	1,014	1,049
Highland	32 days	26 days	25 days	1,127	1,129	1,092
Inverclyde	29 days	26 days	26 days	1,257	1,234	1,127
Midlothian	29 days	19 days	20 days	1,538	1,552	1,608
Moray	22 days	25 days	23 days	2,831	2,702	2,651
North Ayrshire	29 days	21 days	16 days	1,423	1,450	1,484
North Lanarkshire	22 days	13 days	9 days	1,315	1,339	1,416
Orkney Islands	20 days	20 days	18 days	4,424	4,326	5,435
Perth & Kinross	15 days	16 days	14 days	1,955	1,904	1,847
Renfrewshire	20 days	21 days	21 days	1,737	1,653	1,673
Scottish Borders	19 days	25 days	16 days	2,091	1,994	1,937
Shetland Islands	11 days	13 days	Not Reported	3,318	3,389	2,435
South Ayrshire	30 days	28 days	26 days	1,695	1,657	1,702
South Lanarkshire	21 days	14 days	17 days	1,685	1,656	1,748
Stirling	14 days	13 days	13 days	3,306	3,196	3,077
West Dunbartonshire	39 days	40 days	29 days	2,490	2,514	2,007
West Lothian	21 days	19 days	22 days	1,170	1,152	1,121
Scotland	24 days	21 days	20 days	1,716	1,656	1,625

Libraries

Libraries	Indicator 2					
	Target number of additions to adult lending stock			Number of additions to adult lending book and audio-visual stock		
	2000/2001	2001/2002	2002/2003	2000/2001	2001/2002	2002/2003
Aberdeen City	59,150	59,150	59,395	26,551	26,329	27,767
Aberdeenshire	63,616	63,616	63,524	27,313	27,084	20,761
Angus	30,755	30,570	30,352	20,652	21,588	22,125
Argyll & Bute	24,861	24,861	25,566	7,058	7,029	11,327
Clackmannanshire	13,569	13,569	13,462	12,300	10,570	11,043
Dumfries & Galloway	40,824	40,824	41,374	25,417	27,230	34,849
Dundee City	39,956	39,956	40,786	22,634	22,789	21,063
East Ayrshire	33,776	33,776	33,666	27,106	28,697	22,240
East Dunbartonshire	30,800	31,013	30,308	17,549	22,452	29,368
East Lothian	25,558	25,558	25,225	23,283	21,058	19,171
East Renfrewshire	25,141	25,141	25,007	15,701	15,751	16,066
Edinburgh, City of	126,960	126,960	125,615	62,351	73,253	61,284
Eilean Siar	7,610	7,610	7,421	5,856	2,590	2,084
Falkirk	40,410	40,410	40,653	37,090	32,892	34,705
Fife	98,112	98,112	97,840	76,194	81,150	63,481
Glasgow City	170,624	170,624	161,803	114,113	115,927	121,822
Highland	58,408	58,408	58,496	35,755	42,581	52,895
Inverclyde	23,688	23,688	23,577	8,999	8,609	8,909
Midlothian	23,016	23,016	22,663	10,805	9,031	9,156
Moray	23,786	23,786	24,343	17,433	18,628	23,931
North Ayrshire	38,878	38,878	38,029	31,202	30,322	31,151
North Lanarkshire	91,734	91,734	89,899	38,412	52,602	56,326
Orkney Islands	5,454	5,454	5,389	4,281	4,987	4,215
Perth & Kinross	37,414	37,414	37,786	28,346	26,938	21,471
Renfrewshire	49,552	49,552	48,403	51,198	52,444	51,109
Scottish Borders	29,960	29,932	29,894	20,166	10,024	8,906
Shetland Islands	6,284	6,283	6,157	8,459	5,929	4,406
South Ayrshire	31,898	31,898	31,387	20,227	19,466	19,331
South Lanarkshire	86,072	86,072	84,620	39,432	46,125	59,943
Stirling	23,880	23,862	24,139	17,138	18,651	19,355
West Dunbartonshire	26,488	26,488	26,146	15,658	15,285	16,363
West Lothian	43,873	43,873	44,440	32,555	31,274	40,877
Scotland	1,432,107	1,243,254	1,196,682	901,234	825,736	838,577

Libraries

Libraries	Indicator 2					
	Number of additions per 1,000 population to adult lending book and audio-visual stock			Number of withdrawals from adult lending stock of book and audio-visual material		
	2000/2001	2001/2002	2002/2003	2000/2001	2001/2002	2002/2003
Aberdeen City	126	125	131	34,384	33,112	32,966
Aberdeenshire	120	119	92	28,880	41,146	33,540
Angus	188	198	204	25,320	23,259	21,944
Argyll & Bute	79	79	124	8,156	12,186	21,446
Clackmannanshire	254	218	230	17,012	24,917	11,551
Dumfries & Galloway	174	187	236	28,220	31,304	34,513
Dundee City	159	160	145	33,436	27,001	25,455
East Ayrshire	225	238	185	36,100	28,076	30,458
East Dunbartonshire	160	203	271	21,867	21,189	22,738
East Lothian	255	231	213	15,041	13,340	19,150
East Renfrewshire	175	175	180	19,729	20,213	22,202
Edinburgh, City of	138	162	137	121,011	118,483	110,292
Eilean Siar	215	95	79	1,172	9,201	2,381
Falkirk	257	228	239	43,152	50,847	48,999
Fife	217	232	182	98,722	90,702	97,238
Glasgow City	187	190	211	122,418	127,263	106,423
Highland	171	204	253	51,897	49,250	41,952
Inverclyde	106	102	106	11,926	18,146	20,850
Midlothian	131	110	113	25,743	6,418	10,139
Moray	205	219	275	28,318	17,625	14,674
North Ayrshire	225	218	229	30,465	38,804	29,049
North Lanarkshire	117	161	175	30,582	36,670	67,126
Orkney Islands	220	256	219	4,643	579	2,397
Perth & Kinross	212	202	159	35,130	32,043	23,812
Renfrewshire	289	296	296	66,044	55,775	91,433
Scottish Borders	188	94	83	30,538	16,396	29,231
Shetland Islands	377	264	200	6,887	4,878	4,024
South Ayrshire	178	171	172	24,375	17,293	18,279
South Lanarkshire	128	150	198	48,277	26,833	27,349
Stirling	201	219	225	26,788	25,754	33,979
West Dunbartonshire	166	162	175	13,407	65,690	21,744
West Lothian	208	200	258	35,381	46,162	44,696
Scotland	176	186	196	1,125,021	929,407	927,766

Libraries

Libraries	Indicator 2					
	Number of withdrawals from adult stock per 1,000 population			Total number of closing stock items per 1,000 population for adult lending book and audio-visual stock		
	2000/2001	2001/2002	2002/2003	2000/2001	2001/2002	2002/2003
Aberdeen City	163	157	155	1,543	1,513	1,480
Aberdeenshire	127	181	148	1,927	1,865	1,812
Angus	231	213	202	2,244	2,243	2,260
Argyll & Bute	92	137	235	2,170	1,966	1,801
Clackmannanshire	351	514	240	3,595	2,922	3,230
Dumfries & Galloway	194	215	234	1,952	1,919	1,884
Dundee City	234	189	175	2,107	2,078	2,005
East Ayrshire	299	233	253	2,339	2,344	2,283
East Dunbartonshire	199	191	210	1,517	2,071	2,180
East Lothian	165	146	213	1,613	1,741	1,746
East Renfrewshire	220	225	249	1,345	1,318	1,251
Edinburgh, City of	267	261	246	1,550	1,504	1,411
Eilean Siar	43	339	90	3,829	3,586	3,666
Falkirk	299	352	337	1,768	1,662	1,554
Fife	282	259	278	1,569	1,498	1,452
Glasgow City	201	209	184	1,014	995	1,076
Highland	249	236	201	1,001	1,094	1,116
Inverclyde	141	214	248	1,239	1,122	985
Midlothian	313	78	125	1,356	1,583	1,596
Moray	333	207	169	2,702	2,714	2,757
North Ayrshire	219	279	214	1,445	1,388	1,500
North Lanarkshire	93	112	209	1,339	1,388	1,383
Orkney Islands	238	30	125	4,405	4,582	5,530
Perth & Kinross	263	240	176	1,904	1,866	1,830
Renfrewshire	373	315	529	1,653	1,634	1,440
Scottish Borders	285	153	274	1,994	1,935	1,747
Shetland Islands	307	217	183	3,389	3,436	2,452
South Ayrshire	214	152	163	1,657	1,675	1,712
South Lanarkshire	157	87	90	1,656	1,719	1,856
Stirling	314	302	394	3,193	3,113	2,907
West Dunbartonshire	142	694	233	2,514	1,981	1,468
West Lothian	226	295	282	1,152	1,057	1,097
Scotland	220	209	217	1,664	1,630	1,623

Libraries

Libraries	Indicator 2					
	Total number of opening children's and teenagers' stock items per 1,000 population			Target number of additions to children's and teenagers' lending stock		
	2000/2001	2001/2002	2002/2003	2000/2001	2001/2002	2002/2003
Aberdeen City	571	569	559	21,125	21,125	21,213
Aberdeenshire	711	703	717	22,720	22,720	22,687
Angus	629	646	672	10,984	10,918	10,840
Argyll & Bute	590	525	512	8,879	8,879	9,131
Clackmannanshire	1,774	1,875	1,921	4,846	4,846	4,808
Dumfries & Galloway	654	617	610	14,580	14,580	14,777
Dundee City	815	858	846	14,270	14,270	14,566
East Ayrshire	913	875	896	12,063	12,063	12,024
East Dunbartonshire	633	621	631	11,000	11,076	10,824
East Lothian	467	551	589	9,128	9,128	9,009
East Renfrewshire	529	536	523	8,979	8,979	8,931
Edinburgh, City of	449	510	421	45,343	45,343	44,862
Eilean Siar	1,743	1,736	1,724	2,718	2,718	2,650
Falkirk	486	469	448	14,432	14,432	14,519
Fife	696	694	659	35,040	35,040	34,943
Glasgow City	353	353	408	60,937	60,937	57,787
Highland	503	509	514	20,860	20,860	20,891
Inverclyde	475	410	383	8,460	8,460	8,420
Midlothian	815	678	700	8,220	8,220	8,094
Moray	925	899	901	8,495	8,495	8,694
North Ayrshire	573	572	557	13,885	13,885	13,582
North Lanarkshire	438	467	512	32,762	32,762	32,107
Orkney Islands	1,594	1,563	2,048	1,948	1,948	1,925
Perth & Kinross	737	744	772	13,362	13,362	13,495
Renfrewshire	624	602	626	17,697	17,697	17,287
Scottish Borders	481	484	488	10,700	10,690	10,676
Shetland Islands	3,239	3,483	308	2,244	2,244	2,199
South Ayrshire	606	586	604	11,392	11,392	11,210
South Lanarkshire	577	615	597	30,740	30,740	30,222
Stirling	1,205	1,264	1,219	8,529	8,522	8,621
West Dunbartonshire	911	909	830	9,398	9,460	9,338
West Lothian	388	384	333	15,669	15,669	15,871
Scotland	611	621	608	511,405	444,019	427,388

Libraries

Libraries	Indicator 2					
	Number of additions to children's and teenage stock			Number of additions per 1,000 population to children's and teenagers' stock		
	2000/2001	2001/2002	2002/2003	2000/2001	2001/2002	2002/2003
Aberdeen City	9,264	7,347	8,155	44	35	38
Aberdeenshire	11,364	17,997	13,147	50	79	58
Angus	7,857	10,042	6,494	72	92	60
Argyll & Bute	3,845	4,010	5,148	43	45	56
Clackmannanshire	10,681	9,196	4,305	220	190	90
Dumfries & Galloway	7,059	6,743	10,642	48	46	72
Dundee City	13,551	12,795	11,692	95	90	80
East Ayrshire	9,462	9,677	10,742	78	80	89
East Dunbartonshire	13,353	10,252	11,865	121	93	110
East Lothian	9,042	13,081	6,592	99	143	73
East Renfrewshire	7,280	8,099	7,156	81	90	80
Edinburgh, City of	28,080	31,126	28,206	62	69	63
Eilean Siar	1,723	1,723	1,313	63	63	50
Falkirk	9,092	9,619	7,897	63	67	54
Fife	36,723	31,316	24,955	105	89	71
Glasgow City	39,188	56,857	33,298	64	93	58
Highland	16,854	18,073	24,326	81	87	116
Inverclyde	2,584	2,199	2,560	31	26	30
Midlothian	4,167	3,435	3,679	51	42	45
Moray	5,721	8,187	12,216	67	96	141
North Ayrshire	9,674	7,305	13,567	70	53	100
North Lanarkshire	16,150	23,197	20,621	49	71	64
Orkney Islands	2,672	3,225	2,662	137	166	138
Perth & Kinross	9,044	9,903	8,974	68	74	66
Renfrewshire	14,902	14,695	21,635	84	83	125
Scottish Borders	5,579	3,570	3,673	52	33	34
Shetland Islands	7,953	7,583	1,776	354	338	81
South Ayrshire	10,691	9,813	8,284	94	86	74
South Lanarkshire	14,425	19,777	22,389	47	64	74
Stirling	8,443	7,671	8,401	99	90	97
West Dunbartonshire	4,592	4,096	4,839	49	43	52
West Lothian	12,378	10,650	17,254	79	68	109
Scotland	363,393	351,242	322,292	71	79	75

Libraries

Libraries	Indicator 2					
	Number of withdrawals from children's and teenage stock			Number of withdrawals from children's and teenagers' stock per 1,000 population		
	2000/2001	2001/2002	2002/2003	2000/2001	2001/2002	2002/2003
Aberdeen City	9,716	8,545	10,662	46	40	50
Aberdeenshire	13,260	14,933	12,258	58	66	54
Angus	6,413	7,758	7,547	58	71	70
Argyll & Bute	987	3,937	3,953	11	44	43
Clackmannanshire	5,788	7,716	6,694	119	159	139
Dumfries & Galloway	12,367	13,186	9,908	85	90	67
Dundee City	7,381	11,993	16,540	52	84	114
East Ayrshire	14,037	7,455	10,109	116	62	84
East Dunbartonshire	9,429	10,817	13,297	86	98	123
East Lothian	6,542	8,244	5,700	72	90	63
East Renfrewshire	11,001	9,832	8,027	123	109	90
Edinburgh, City of	36,477	73,683	36,255	80	163	81
Eilean Siar	1,932	3,214	980	71	118	37
Falkirk	11,546	15,132	12,933	80	105	89
Fife	39,096	35,036	43,327	112	100	124
Glasgow City	39,337	36,249	31,863	65	59	55
Highland	18,647	13,275	13,607	89	64	65
Inverclyde	5,891	4,687	6,468	70	55	77
Midlothian	16,264	2,548	3,252	198	31	40
Moray	7,887	6,378	6,970	93	75	80
North Ayrshire	7,302	15,313	11,753	53	110	87
North Lanarkshire	6,871	11,688	22,278	21	36	69
Orkney Islands	909	1,710	1,719	47	88	89
Perth & Kinross	8,181	5,142	11,133	61	38	82
Renfrewshire	18,875	12,946	29,712	107	73	172
Scottish Borders	5,245	3,248	5,412	49	30	51
Shetland Islands	2,479	1,789	1,226	110	80	56
South Ayrshire	12,569	8,025	7,406	110	70	66
South Lanarkshire	2,764	28,261	26,122	9	92	86
Stirling	3,454	10,328	6,953	40	121	81
West Dunbartonshire	4,757	12,640	4,523	50	134	48
West Lothian	12,994	13,895	12,121	83	89	76
Scotland	360,398	328,322	343,871	70	74	80

Libraries

Libraries	Indicator 2			Indicator 3		
	Total number of closing stock items per 1,000 population for children's and teenagers' stock			Percentage of the resident population that are borrowers from public libraries		
	2000/2001	2001/2002	2002/2003	2000/2001	2001/2002	2002/2003
Aberdeen City	569	561	547	31.8%	29.2%	27.6%
Aberdeenshire	703	716	721	22.2%	23.2%	21.7%
Angus	642	667	662	32.3%	29.3%	28.3%
Argyll & Bute	623	526	525	41.3%	44.8%	45.6%
Clackmannanshire	1,875	1,905	1,909	25.6%	24.9%	23.8%
Dumfries & Galloway	617	575	623	31.4%	29.6%	28.6%
Dundee City	858	863	813	26.7%	26.1%	24.6%
East Ayrshire	875	893	901	20.4%	22.2%	23.5%
East Dunbartonshire	669	616	617	30.3%	29.0%	28.3%
East Lothian	495	604	599	Not Reported	21.6%	28.0%
East Renfrewshire	536	520	508	36.3%	35.1%	35.1%
Edinburgh, City of	430	417	403	24.3%	25.5%	24.7%
Eilean Siar	1,736	1,681	1,736	Not Reported	Not Reported	Not Reported
Falkirk	469	451	413	27.7%	26.5%	26.5%
Fife	682	657	629	27.5%	26.7%	22.4%
Glasgow City	353	387	411	18.0%	18.8%	19.2%
Highland	469	515	557	24.9%	25.0%	23.0%
Inverclyde	410	381	336	22.7%	19.2%	19.0%
Midlothian	668	689	705	22.4%	23.2%	22.2%
Moray	899	920	961	36.3%	34.3%	35.2%
North Ayrshire	590	515	571	Not Reported	26.8%	27.9%
North Lanarkshire	467	502	507	22.3%	20.8%	20.1%
Orkney Islands	1,684	1,729	2,097	39.1%	35.2%	38.7%
Perth & Kinross	744	779	756	29.8%	28.6%	30.6%
Renfrewshire	602	612	579	16.3%	15.9%	18.1%
Scottish Borders	484	487	472	22.1%	21.5%	20.7%
Shetland Islands	3,483	3,742	333	49.0%	49.0%	Not Reported
South Ayrshire	586	599	611	26.7%	25.3%	25.8%
South Lanarkshire	615	587	585	28.6%	27.8%	26.3%
Stirling	1,263	1,233	1,236	31.6%	31.6%	30.2%
West Dunbartonshire	909	819	541	41.7%	23.5%	21.5%
West Lothian	384	363	365	25.6%	26.2%	27.1%
Scotland	610	624	605	26.0%	24.7%	24.3%

Libraries

Libraries	Indicator 3			Indicator 4	
	Average number of issues per library borrower			Learning centre and learning access point users as a percentage of the population	Number of occasions that terminals are accessed per 1,000 population
	2000/2001	2001/2002	2002/2003	2002/2003	2002/2003
Aberdeen City	24.2	24.1	24.1	2.8%	673
Aberdeenshire	29.3	28.0	24.5	No Service	No Service
Angus	30.1	30.6	29.3	6.1%	388
Argyll & Bute	16.8	14.7	12.5	5.1%	270
Clackmannanshire	28.0	28.8	36.1	2.4%	177
Dumfries & Galloway	29.6	29.3	30.1	10.9%	357
Dundee City	25.8	25.2	24.8	Not Reported	1,427
East Ayrshire	31.2	31.8	28.7	2.6%	255
East Dunbartonshire	27.9	28.5	28.7	2.8%	100
East Lothian	Not Reported	36.5	28.2	2.3%	181
East Renfrewshire	23.9	23.5	22.1	5.7%	707
Edinburgh, City of	31.5	29.7	29.9	2.3%	113
Eilean Siar	Not Reported	Not Reported	Not Reported	Not Reported	210
Falkirk	42.9	41.4	40.3	3.4%	137
Fife	30.0	28.6	31.9	2.8%	242
Glasgow City	31.5	28.8	27.7	8.0%	679
Highland	29.7	30.2	32.9	5.1%	533
Inverclyde	20.9	24.7	24.1	5.4%	173
Midlothian	30.5	27.0	27.1	3.7%	252
Moray	29.1	28.3	25.2	13.5%	452
North Ayrshire	Not Reported	26.9	26.9	10.1%	238
North Lanarkshire	27.5	29.3	31.1	6.2%	230
Orkney Islands	29.8	31.3	26.7	2.2%	39
Perth & Kinross	30.4	29.9	27.5	1.9%	79
Renfrewshire	45.5	43.8	38.0	15.7%	412
Scottish Borders	30.9	29.8	28.4	No Service	No Service
Shetland Islands	21.0	20.6	Not Reported	5.9%	564
South Ayrshire	26.8	25.9	23.3	3.1%	210
South Lanarkshire	27.5	26.7	26.2	8.3%	377
Stirling	34.3	33.3	32.8	4.8%	333
West Dunbartonshire	16.2	26.4	28.7	4.5%	210
West Lothian	31.4	28.2	25.6	3.4%	331
Scotland	29.0	29.1	28.7	4.6%	359