

## Cultural and community services

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### **Sport and Leisure Management - the number of attendances per 1,000 population for all pools**

Attendance figures indicate the extent to which pools are used.

This indicator does not record the number of users; a particular figure may reflect high usage by a small number of individuals or low usage by a large number of individuals. The indicator may also conceal wide variations in usage between different facilities within a council.

#### **Points to bear in mind**

Important factors that influence attendance levels include:

- number and size of facilities available for use
- the age, quality and range of these facilities
- the extent to which facilities and activities are publicised
- the opening hours, variety, programming and cost of activities on offer
- the location of pools in relation to other competing leisure facilities.

The characteristics of the catchment area for a facility may also have an influence on this indicator.

## Cultural and community services

Sport and Leisure Management - the number of attendances per 1,000 population for all pools

| Council             | Rank in 03/04 |                 | PI measurement  |       |       | Better ✓ or worse ✗ since 01/02 |        |      |
|---------------------|---------------|-----------------|-----------------|-------|-------|---------------------------------|--------|------|
|                     | 1-32          | ✓1-8<br>✗ 25-32 | 01/02           | 02/03 | 03/04 | 5-9%                            | 10-14% | >15% |
| Aberdeen City       | 16            |                 | 3005            | 3503  | 3467  |                                 |        | ✓    |
| Aberdeenshire       | 11            |                 | 3761            | 3676  | 3678  |                                 |        |      |
| Angus               | 24            |                 | 3543            | 3637  | 3079  |                                 | x      |      |
| Argyll & Bute       | 2             | ✓               | 4621            | 4596  | 5467  |                                 |        | ✓    |
| Clackmannanshire    | 28            | x               | 2299            | 2590  | 2709  |                                 |        | ✓    |
| Dumfries & Galloway | 25            | x               | 3067            | 2615  | 3031  |                                 |        |      |
| Dundee City         | 8             | ✓               | 2358            | 4232  | 4309  |                                 |        | ✓    |
| East Ayrshire       | 30            | x               | 2195            | 2293  | 2183  |                                 |        |      |
| East Dunbartonshire | 19            |                 | 2630            | 3952  | 3332  |                                 |        | ✓    |
| East Lothian        | 12            |                 | FTR             | 4773  | 3666  |                                 |        |      |
| East Renfrewshire   | 27            | x               | 3544            | 3520  | 2874  |                                 |        | x    |
| City of Edinburgh   | 14            |                 | 3470            | 3691  | 3595  |                                 |        |      |
| Falkirk             | 23            |                 | 3077            | 3042  | 3129  |                                 |        |      |
| Fife                | 15            |                 | 3699            | 3557  | 3514  | x                               |        |      |
| Glasgow City        | 26            | x               | 2877            | 2834  | 2966  |                                 |        |      |
| Highland            | 4             | ✓               | 4059            | 4552  | 4687  |                                 |        | ✓    |
| Inverclyde          | 10            |                 | 3348            | 3507  | 3947  |                                 |        | ✓    |
| Midlothian          | 21            |                 | 2857            | 2999  | 3277  |                                 | ✓      |      |
| Moray               | 5             | ✓               | 4989            | 4345  | 4671  | x                               |        |      |
| North Ayrshire      | 20            |                 | 3947            | 4037  | 3323  |                                 |        | x    |
| North Lanarkshire   | 22            |                 | 3693            | 3483  | 3254  |                                 | x      |      |
| Orkney Islands      | 3             | ✓               | 6338            | 6100  | 5408  |                                 | x      |      |
| Renfrewshire        | 17            |                 | 3322            | 3326  | 3426  |                                 |        |      |
| Scottish Borders    | 6             | ✓               | 4792            | 4403  | 4556  |                                 |        |      |
| Shetland Islands    | 1             | ✓               | 14130           | 15001 | 15850 |                                 | ✓      |      |
| South Ayrshire      | 18            |                 | 3562            | 3457  | 3351  | x                               |        |      |
| South Lanarkshire   | 13            |                 | 3793            | 3970  | 3604  |                                 |        |      |
| Stirling            | 29            | x               | 2794            | 2286  | 2495  |                                 | x      |      |
| West Dunbartonshire | 9             |                 | 4208            | 4270  | 3995  | x                               |        |      |
| West Lothian        | 7             | ✓               | 4238            | 3862  | 4364  |                                 |        |      |
|                     |               |                 | <b>Scotland</b> |       |       |                                 |        |      |
|                     |               |                 | 4149            | 4046  | 3588  |                                 |        |      |

| Ranked performance         | 01/02 | 02/03 | 03/04 |
|----------------------------|-------|-------|-------|
| Highest ranked performance | 14130 | 15001 | 15850 |
| Upper quartile             | 4059  | 4261  | 4231  |
| Median                     | 3544  | 3657  | 3491  |
| Lower quartile             | 3005  | 3359  | 3160  |
| Lowest ranked performance  | 2195  | 2286  | 2183  |

| Data features     | Symbol | 01/02 | 02/03 | 03/04 |
|-------------------|--------|-------|-------|-------|
| PI not applicable | (-)    | 0     | 0     | 0     |
| No service        | (NS)   | 0     | 0     | 0     |

| Count of councils showing significant change since 2001/02 |   |
|--|---|
| <b>Improvement</b>   |   |
| 5-9%   | - |
| 10-14%   | 2 |
| >15%   | 7 |
| <b>Decline</b>   |   |
| 5-9%   | 4 |
| 10-14%   | 4 |
| >15%   | 2 |

Unreliable/Unreported Data in 2003/04

| Council         | 01/02 | 02/03       | 03/04       |
|-----------------|-------|-------------|-------------|
| Eilean Siar     | 2309  | 2803        | <u>2834</u> |
| Perth & Kinross | 4894  | <u>4298</u> | <u>4375</u> |

### Notes

An underlined PI measurement indicates unreliable data.

## Cultural and community services

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### Sport and Leisure Management - the number of attendances per 1,000 population for all pools

**The following councils were ranked 25th or below in 2001/02:**

Clackmannanshire  
Dundee City  
East Ayrshire  
East Dunbartonshire  
Eilean Siar  
Midlothian  
Stirling

**The following councils did not make any material improvement in their performance by 2003/04:**

East Ayrshire  
Eilean Siar (unreliable in 2003/2004)  
Stirling

## Cultural and community services

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### **Indoor facilities – the number of attendances per 1,000 population**

This indicator relates to all activities provided by the council at purpose built indoor sports and recreational facilities other than pools. Attendance figures indicate the extent to which indoor leisure facilities are used. This indicator does not record the number of users; a particular figure may reflect high usage by a small number of individuals or low usage by a large number of individuals.

### **Points to bear in mind**

Important factors that influence attendance levels include:

- the age, quality, size and range of facilities available
- the extent to which facilities and activities are publicised
- the variety, scheduling and cost of activities on offer
- the location of pools in relation to other competing leisure facilities.

When a council has more than one pool, the level of attendance at any one pool may vary considerably from the average attendance for that council.

The indicator may also conceal wide variations in usage between different facilities within a council.

## Cultural and community services

### Indoor facilities - the number of attendances per 1,000 population

| Council             | Rank in 03/04 |                 | PI measurement  |       |       | Better ✓ or worse ✗ since 01/02 |        |      |
|---------------------|---------------|-----------------|-----------------|-------|-------|---------------------------------|--------|------|
|                     | 1-32          | ✓1-8<br>✗ 25-32 | 01/02           | 02/03 | 03/04 | 5-9%                            | 10-14% | >15% |
| Aberdeen City       | 24            |                 | 2277            | 2424  | 2455  | ✓                               |        |      |
| Aberdeenshire       | 29            | ✗               | 630             | 592   | 587   | ✗                               |        |      |
| Angus               | 4             | ✓               | 7504            | 7810  | 8361  |                                 | ✓      |      |
| Argyll & Bute       | 27            | ✗               | 1063            | 1090  | 965   | ✗                               |        |      |
| Clackmannanshire    | 5             | ✓               | 7590            | 8537  | 7927  |                                 |        |      |
| Dumfries & Galloway | 12            |                 | 4616            | 4595  | 4438  |                                 |        |      |
| Dundee City         | 16            |                 | 1826            | 3095  | 4124  |                                 |        | ✓    |
| East Ayrshire       | 7             | ✓               | 4775            | 5045  | 4867  |                                 |        |      |
| East Dunbartonshire | 18            |                 | 4004            | 3760  | 3986  |                                 |        |      |
| East Lothian        | 15            |                 | FTR             | 4340  | 4139  |                                 |        |      |
| East Renfrewshire   | 14            |                 | 1590            | 4363  | 4180  |                                 |        | ✓    |
| City of Edinburgh   | 23            |                 | 2953            | 2873  | 2926  |                                 |        |      |
| Falkirk             | 13            |                 | 4625            | 3773  | 4298  | ✗                               |        |      |
| Fife                | 8             | ✓               | 5510            | 5029  | 4862  |                                 | ✗      |      |
| Glasgow City        | 22            |                 | 2549            | 2737  | 3031  |                                 |        | ✓    |
| Highland            | 26            | ✗               | 1885            | 2447  | 2104  |                                 | ✓      |      |
| Inverclyde          | 3             | ✓               | 7849            | 8350  | 8542  | ✓                               |        |      |
| Midlothian          | 2             | ✓               | 6332            | 8545  | 10382 |                                 |        | ✓    |
| Moray               | 25            | ✗               | 2525            | 2292  | 2344  | ✗                               |        |      |
| North Ayrshire      | 10            |                 | 2595            | 2992  | 4468  |                                 |        | ✓    |
| North Lanarkshire   | 17            |                 | 4050            | 4246  | 4074  |                                 |        |      |
| Orkney Islands      | 6             | ✓               | 7157            | 7790  | 7009  |                                 |        |      |
| Renfrewshire        | 21            |                 | 2192            | 3070  | 3077  |                                 |        | ✓    |
| Scottish Borders    | 28            | ✗               | 824             | 812   | 949   |                                 |        | ✓    |
| Shetland Islands    | 1             | ✓               | 15584           | 16508 | 16269 |                                 |        |      |
| South Ayrshire      | 11            |                 | 3770            | 4009  | 4457  |                                 |        | ✓    |
| South Lanarkshire   | 19            |                 | 3914            | 4074  | 3761  |                                 |        |      |
| Stirling            | 30            | ✗               | 98              | 110   | 96    |                                 |        |      |
| West Dunbartonshire | 20            |                 | 3876            | 3650  | 3565  | ✗                               |        |      |
| West Lothian        | 9             |                 | 5439            | 5397  | 4793  |                                 | ✗      |      |
|                     |               |                 | <b>Scotland</b> |       |       |                                 |        |      |
|                     |               |                 | 3457            | 3664  | 3758  |                                 |        |      |

| Ranked performance         | 01/02 | 02/03 | 03/04 |
|----------------------------|-------|-------|-------|
| Highest ranked performance | 15584 | 16508 | 16269 |
| Upper quartile             | 5439  | 5041  | 4845  |
| Median                     | 3876  | 3891  | 4132  |
| Lower quartile             | 2192  | 2771  | 2952  |
| Lowest ranked performance  | 98    | 110   | 96    |

| Data features     | Symbol | 01/02 | 02/03 | 03/04 |
|-------------------|--------|-------|-------|-------|
| PI not applicable | (-)    | 0     | 0     | 0     |
| No service        | (NS)   | 0     | 0     | 0     |

| Count of councils showing significant change since 2001/02 |   |
|--|---|
| <b>Improvement</b>   |   |
| 5-9%   | 2 |
| 10-14%   | 2 |
| >15%   | 8 |
| <b>Decline</b>   |   |
| 5-9%   | 5 |
| 10-14%   | 2 |
| >15%   | - |

#### Unreliable/Unreported Data in 2003/04

| Council         | 01/02 | 02/03       | 03/04       |
|-----------------|-------|-------------|-------------|
| Eilean Siar     | 1828  | 2049        | <u>2073</u> |
| Perth & Kinross | 3881  | <u>3097</u> | <u>2866</u> |

#### Notes

An underlined PI measurement indicates unreliable data.

## Cultural and community services

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### Indoor facilities - the number of attendances per 1,000 population

**The following councils were ranked 25th or below in 2001/02:**

Aberdeenshire  
Argyll & Bute  
Dundee City  
East Renfrewshire  
Eilean Siar  
Scottish Borders  
Stirling

**The following councils did not make any material improvement in their performance by 2003/04:**

Aberdeenshire  
Argyll & Bute  
Eilean Siar (unreliable in 2003/2004)  
Stirling

## Cultural and community services

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### **Processing time – the average time (days) taken to satisfy book requests**

This indicator reports how long, on average, each council takes to fulfil a user's request for a book. It excludes musical and visual media.

### **Points to bear in mind**

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

- 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.

The time taken by other libraries to supply books on inter-library loan, and the extent to which this facility is required, will also affect performance.

When a book has to be purchased, publishers' stocks and the speed of sales and distribution companies will affect performance.

Some councils restrict requests to non-fiction books.

## Cultural and community services

### Processing time - the average time (days) taken to satisfy library book requests

| Council             | Rank in 03/04 |                 | PI measurement  |           |       | Better ✓ or worse ✗ since 01/02 |        |      |
|---------------------|---------------|-----------------|-----------------|-----------|-------|---------------------------------|--------|------|
|                     | 1-32          | ✓1-8<br>✗ 25-32 | 01/02           | 02/03     | 03/04 | 5-9%                            | 10-14% | >15% |
| Aberdeen City       | 2             | ✓               | 17              | 12        | 11    |                                 |        | ✓    |
| Aberdeenshire       | 21            |                 | 21              | 21        | 20    |                                 |        |      |
| Angus               | 20            |                 | 18              | 19        | 19    | ✗                               |        |      |
| Argyll & Bute       | 31            | ✗               | 36              | 33        | 31    |                                 | ✓      |      |
| Clackmannanshire    | 30            | ✗               | 26              | 26        | 29    |                                 | ✗      |      |
| Dumfries & Galloway | 12            |                 | 18              | 18        | 16    |                                 | ✓      |      |
| Dundee City         | 2             | ✓               | 11              | 11        | 11    |                                 |        |      |
| East Ayrshire       | 10            |                 | 16              | 16        | 15    | ✓                               |        |      |
| East Dunbartonshire | 16            |                 | 19              | 19        | 18    | ✓                               |        |      |
| East Lothian        | 16            |                 | <u>24</u>       | 18        | 18    |                                 |        |      |
| East Renfrewshire   | 12            |                 | 20              | 20        | 16    |                                 |        | ✓    |
| City of Edinburgh   | 6             | ✓               | 13              | 12        | 12    | ✓                               |        |      |
| Eilean Siar         | 27            | ✗               | 32              | 30        | 25    |                                 |        | ✓    |
| Falkirk             | 8             | ✓               | 16              | 16        | 13    |                                 |        | ✓    |
| Fife                | 6             | ✓               | 24              | 19        | 12    |                                 |        | ✓    |
| Glasgow City        | 12            |                 | 14              | 17        | 16    |                                 | ✗      |      |
| Highland            | 27            | ✗               | 26              | 25        | 25    |                                 |        |      |
| Inverclyde          | 24            |                 | 26              | 26        | 22    |                                 |        | ✓    |
| Midlothian          | 15            |                 | 19              | 20        | 17    |                                 | ✓      |      |
| Moray               | 24            |                 | 25              | 23        | 22    |                                 | ✓      |      |
| North Ayrshire      | 2             | ✓               | 21              | 16        | 11    |                                 |        | ✓    |
| North Lanarkshire   | 1             | ✓               | 13              | 9         | 10    |                                 |        | ✓    |
| Orkney Islands      | 21            |                 | 20              | 18        | 20    |                                 |        |      |
| Perth & Kinross     | 10            |                 | 16              | 14        | 15    | ✓                               |        |      |
| Renfrewshire        | 23            |                 | 21              | 21        | 21    |                                 |        |      |
| Scottish Borders    | 16            |                 | 25              | <u>16</u> | 18    |                                 |        | ✓    |
| South Ayrshire      | 27            | ✗               | 28              | 26        | 25    |                                 | ✓      |      |
| South Lanarkshire   | 8             | ✓               | 14              | 17        | 13    | ✓                               |        |      |
| Stirling            | 2             | ✓               | 13              | 13        | 11    |                                 |        | ✓    |
| West Dunbartonshire | 26            | ✗               | 40              | 29        | 23    |                                 |        | ✓    |
| West Lothian        | 16            |                 | 19              | 22        | 18    | ✓                               |        |      |
|                     |               |                 | <b>Scotland</b> |           |       |                                 |        |      |
|                     |               |                 | 21              | 20        | 18    |                                 |        |      |

| Ranked performance         | 01/02 | 02/03 | 03/04 |
|----------------------------|-------|-------|-------|
| Highest ranked performance | 11    | 9     | 10    |
| Upper quartile             | 16    | 16    | 13    |
| Median                     | 20    | 19    | 18    |
| Lower quartile             | 25    | 23    | 22    |
| Lowest ranked performance  | 40    | 33    | 31    |

| Data features     | Symbol | 01/02 | 02/03 | 03/04 |
|-------------------|--------|-------|-------|-------|
| PI not applicable | (-)    | 0     | 0     | 0     |
| No service        | (NS)   | 0     | 0     | 0     |

| Count of councils showing significant change since 2001/02 |    |
|--|----|
| <b>Improvement</b>   |    |
| 5-9%   | 6  |
| 10-14%   | 5  |
| >15%   | 11 |
| <b>Decline</b>   |    |
| 5-9%   | 1  |
| 10-14%   | 2  |
| >15%   | -  |

#### Unreliable/Unreported Data in 2003/04

| Council          | 01/02 | 02/03 | 03/04     |
|------------------|-------|-------|-----------|
| Shetland Islands | 13    | FTR   | <u>24</u> |

#### Notes

An underlined PI measurement indicates unreliable data.



## Cultural and community services

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### Processing time - the average time (days) taken to satisfy library book requests

**The following councils were ranked 25th or below in 2001/02:**

Argyll & Bute  
Clackmannanshire  
Eilean Siar  
Highland  
Inverclyde  
South Ayrshire  
West Dunbartonshire

**The following councils did not make any material improvement in their performance by 2003/04:**

Clackmannanshire  
Highland

## Cultural and community services

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### **Stock turnover – the percentage of the national target met for replenishing lending stock for adults**

This indicator measures the changes in library stock.

#### **Points to bear in mind**

The COSLA report '*Standards for the Public Library Service in Scotland*', published in 1995, recommends that "annual additions of adult material should be 280 items per 1,000 of the population".

Factors likely to affect the performance of councils include:

- the purchasing policy of a council
- the demand for library stock
- levels of investment in the lending stock.

## Cultural and community services

Stock turnover – the percentage of the national target met for replenishing lending stock for adults

| Council             | Rank in 03/04 |                 | PI measurement  |             |       | Better ✓ or worse ✗ since 01/02 |        |      |
|---------------------|---------------|-----------------|-----------------|-------------|-------|---------------------------------|--------|------|
|                     | 1-32          | ✓1-8<br>✗ 25-32 | 01/02           | 02/03       | 03/04 | 5-9%                            | 10-14% | >15% |
| Aberdeen City       | 25            | ✗               | 44.5            | 46.7        | 47.9  | ✓                               |        |      |
| Aberdeenshire       | 27            | ✗               | 42.6            | 32.7        | 40.7  |                                 |        |      |
| Angus               | 23            |                 | 70.6            | 72.9        | 49.9  |                                 |        | ✗    |
| Argyll & Bute       | 30            | ✗               | 28.3            | <u>44.3</u> | 27.3  |                                 |        |      |
| Clackmannanshire    | 1             | ✓               | 77.9            | <u>82.0</u> | 100.0 |                                 |        | ✓    |
| Dumfries & Galloway | 12            |                 | 66.7            | 84.2        | 70.2  | ✓                               |        |      |
| Dundee City         | 14            |                 | 57.0            | 51.6        | 67.9  |                                 |        | ✓    |
| East Ayrshire       | 20            |                 | 85.0            | 66.1        | 57.3  |                                 |        | ✗    |
| East Dunbartonshire | 15            |                 | 72.4            | 96.9        | 67.3  | ✗                               |        |      |
| East Lothian        | 21            |                 | 82.4            | 76.0        | 56.4  |                                 |        | ✗    |
| East Renfrewshire   | 16            |                 | 62.7            | 64.2        | 65.2  |                                 |        |      |
| Eilean Siar         | 28            | ✗               | 34.0            | 28.1        | 37.0  | ✓                               |        |      |
| Falkirk             | 10            |                 | 81.4            | 85.4        | 74.5  | ✗                               |        |      |
| Fife                | 22            |                 | 82.7            | 64.9        | 51.8  |                                 |        | ✗    |
| Glasgow City        | 13            |                 | 67.9            | 75.3        | 68.2  |                                 |        |      |
| Highland            | 4             | ✓               | 72.9            | 90.4        | 96.0  |                                 |        | ✓    |
| Inverclyde          | 29            | ✗               | 36.3            | 37.8        | 35.3  |                                 |        |      |
| Midlothian          | 26            | ✗               | 39.2            | 40.4        | 42.8  | ✓                               |        |      |
| Moray               | 3             | ✓               | 78.3            | 98.3        | 96.2  |                                 |        | ✓    |
| North Ayrshire      | 5             | ✓               | 78.0            | 81.9        | 90.1  |                                 |        | ✓    |
| North Lanarkshire   | 7             | ✓               | 57.3            | 62.7        | 85.2  |                                 |        | ✓    |
| Orkney Islands      | 8             | ✓               | <u>91.4</u>     | 78.2        | 77.2  |                                 |        |      |
| Perth & Kinross     | 24            |                 | 72.0            | 56.8        | 49.5  |                                 |        | ✗    |
| Renfrewshire        | 2             | ✓               | 105.8           | 105.6       | 99.1  | ✗                               |        |      |
| Scottish Borders    | 11            |                 | <u>33.5</u>     | <u>29.8</u> | 71.8  |                                 |        |      |
| South Ayrshire      | 19            |                 | 61.0            | 61.6        | 57.7  | ✗                               |        |      |
| South Lanarkshire   | 18            |                 | 53.6            | 70.8        | 59.7  |                                 | ✓      |      |
| Stirling            | 6             | ✓               | 78.2            | 80.2        | 85.3  | ✓                               |        |      |
| West Dunbartonshire | 17            |                 | <u>57.7</u>     | <u>62.6</u> | 62.0  |                                 |        |      |
| West Lothian        | 9             |                 | 71.3            | 92.0        | 75.3  | ✓                               |        |      |
|                     |               |                 | <b>Scotland</b> |             |       |                                 |        |      |
|                     |               |                 | 66.4            | 70.1        | 66.2  |                                 |        |      |

| Ranked performance         | 01/02 | 02/03 | 03/04 |
|----------------------------|-------|-------|-------|
| Highest ranked performance | 105.8 | 105.6 | 100.0 |
| Upper quartile             | 78.1  | 82.0  | 76.7  |
| Median                     | 69.3  | 68.4  | 66.2  |
| Lower quartile             | 54.5  | 52.9  | 50.4  |
| Lowest ranked performance  | 28.3  | 28.1  | 27.3  |

| Data features     | Symbol | 01/02 | 02/03 | 03/04 |
|-------------------|--------|-------|-------|-------|
| PI not applicable | (-)    | 0     | 0     | 0     |
| No service        | (NS)   | 0     | 0     | 0     |

| Count of councils showing significant change since 2001/02 |   |
|--|---|
| <b>Improvement</b>   |   |
| 5-9%   | 6 |
| 10-14%   | 1 |
| >15%   | 6 |
| <b>Decline</b>   |   |
| 5-9%   | 4 |
| 10-14%   | - |
| >15%   | 5 |

### Unreliable/Unreported Data in 2003/04

| Council           | 01/02       | 02/03       | 03/04       |
|-------------------|-------------|-------------|-------------|
| City of Edinburgh | <u>57.7</u> | <u>48.8</u> | <u>59.5</u> |
| Shetland Islands  | 94.4        | 71.6        | <u>83.1</u> |

### Notes

An underlined PI measurement indicates unreliable data.

## Cultural and community services

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### Stock turnover – the percentage of the national target met for replenishing lending stock for adults

The following councils were ranked 25th or below in 2001/02:

Argyll & Bute  
Eilean Siar  
Inverclyde  
Midlothian

The following councils did not make any material improvement in their performance by 2003/04:

Argyll & Bute  
Inverclyde

## Cultural and community services

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### **Stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers**

This indicator measures the changes in library stock.

#### **Points to bear in mind**

The COSLA report '*Standards for the Public Library Service in Scotland*', published in 1995, recommends that "annual additions of children's and teenage material should be 100 items per 1,000 of the population".

Factors likely to affect the performance of councils include:

- the purchasing policy of a council
- the demand for library stock
- levels of investment in the lending stock.

## Cultural and community services

Stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers

| Council             | Rank in 03/04 |                 | PI measurement  |             |       | Better ✓ or worse ✗ since 01/02 |        |      |
|---------------------|---------------|-----------------|-----------------|-------------|-------|---------------------------------|--------|------|
|                     | 1-32          | ✓1-8<br>✗ 25-32 | 01/02           | 02/03       | 03/04 | 5-9%                            | 10-14% | >15% |
| Aberdeen City       | 27            | ✗               | 34.8            | 38.4        | 42.7  |                                 |        | ✓    |
| Aberdeenshire       | 17            |                 | 79.2            | 57.9        | 66.5  |                                 |        | ✗    |
| Angus               | 26            | ✗               | 92.0            | 59.9        | 46.9  |                                 |        | ✗    |
| Argyll & Bute       | 25            | ✗               | 45.2            | <u>56.4</u> | 48.2  | ✓                               |        |      |
| Clackmannanshire    | 2             | ✓               | 189.8           | <u>89.5</u> | 115.2 |                                 |        | ✗    |
| Dumfries & Galloway | 18            |                 | 46.2            | 72.0        | 63.0  |                                 |        | ✓    |
| Dundee City         | 7             | ✓               | 89.7            | 80.3        | 82.1  | ✗                               |        |      |
| East Ayrshire       | 8             | ✓               | 80.2            | 89.3        | 80.7  |                                 |        |      |
| East Dunbartonshire | 4             | ✓               | 92.6            | 109.6       | 97.3  | ✓                               |        |      |
| East Lothian        | 11            |                 | 143.3           | 73.2        | 73.5  |                                 |        | ✗    |
| East Renfrewshire   | 13            |                 | 90.2            | 80.1        | 72.3  |                                 |        | ✗    |
| Eilean Siar         | 22            |                 | 63.4            | 49.5        | 52.4  |                                 |        | ✗    |
| Falkirk             | 19            |                 | 66.7            | 54.4        | 59.6  |                                 | ✗      |      |
| Fife                | 15            |                 | 89.4            | 71.4        | 68.8  |                                 |        | ✗    |
| Glasgow City        | 23            |                 | 93.3            | 57.6        | 51.0  |                                 |        | ✗    |
| Highland            | 10            |                 | 86.6            | 116.4       | 75.2  |                                 | ✗      |      |
| Inverclyde          | 30            | ✗               | 26.0            | 30.4        | 27.0  |                                 |        |      |
| Midlothian          | 28            | ✗               | 41.8            | 45.5        | 36.9  |                                 | ✗      |      |
| Moray               | 14            |                 | 96.4            | 140.5       | 71.4  |                                 |        | ✗    |
| North Ayrshire      | 6             | ✓               | 52.6            | 99.9        | 94.8  |                                 |        | ✓    |
| North Lanarkshire   | 9             |                 | 70.8            | 64.2        | 76.4  | ✓                               |        |      |
| Orkney Islands      | 1             | ✓               | <u>165.6</u>    | 138.3       | 128.5 |                                 |        |      |
| Perth & Kinross     | 24            |                 | 74.1            | 66.5        | 48.8  |                                 |        | ✗    |
| Renfrewshire        | 5             | ✓               | 83.0            | 125.2       | 96.1  |                                 |        | ✓    |
| Scottish Borders    | 29            | ✗               | <u>33.4</u>     | <u>34.4</u> | 33.7  |                                 |        |      |
| South Ayrshire      | 16            |                 | 86.1            | 73.9        | 67.0  |                                 |        | ✗    |
| South Lanarkshire   | 21            |                 | 64.3            | 74.1        | 53.5  |                                 |        | ✗    |
| Stirling            | 3             | ✓               | 90.0            | 97.4        | 104.7 |                                 |        | ✓    |
| West Dunbartonshire | 20            |                 | <u>43.3</u>     | <u>51.8</u> | 57.1  |                                 |        |      |
| West Lothian        | 12            |                 | 68.0            | 108.7       | 73.3  | ✓                               |        |      |
|                     |               |                 | <b>Scotland</b> |             |       |                                 |        |      |
|                     |               |                 | 79.1            | 75.4        | 65.5  |                                 |        |      |

| Ranked performance         | 01/02 | 02/03 | 03/04 |
|----------------------------|-------|-------|-------|
| Highest ranked performance | 189.8 | 140.5 | 128.5 |
| Upper quartile             | 90.2  | 95.5  | 79.6  |
| Median                     | 79.7  | 72.6  | 67.9  |
| Lower quartile             | 55.3  | 56.7  | 51.3  |
| Lowest ranked performance  | 26.0  | 30.4  | 27.0  |

| Data features     | Symbol | 01/02 | 02/03 | 03/04 |
|-------------------|--------|-------|-------|-------|
| PI not applicable | (-)    | 0     | 0     | 0     |
| No service        | (NS)   | 0     | 0     | 0     |

| Count of councils showing significant change since 2001/02 |    |
|--|----|
| <b>Improvement</b>   |    |
| 5-9%   | 4  |
| 10-14%   | -  |
| >15%   | 5  |
| <b>Decline</b>   |    |
| 5-9%   | 1  |
| 10-14%   | 3  |
| >15%   | 12 |

Unreliable/Unreported Data in 2003/04

| Council           | 01/02       | 02/03       | 03/04        |
|-------------------|-------------|-------------|--------------|
| City of Edinburgh | <u>68.6</u> | <u>62.9</u> | <u>68.4</u>  |
| Shetland Islands  | 337.9       | 80.8        | <u>249.6</u> |

### Notes

An underlined PI measurement indicates unreliable data.

## Cultural and community services

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### Stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers

The following councils were ranked 25th or below in 2001/02:

Aberdeen City  
Argyll & Bute  
Inverclyde  
Midlothian

The following councils did not make any material improvement in their performance by 2003/04:

Inverclyde  
Midlothian

## Cultural and community services

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### **Use of libraries – the number of borrowers as a percentage of the resident population**

This indicator shows the number of people who actively borrowed books and other items of media during the year, expressed as a percentage of the resident population. The average 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 the council
- the ability of the council to supply the stock which its users want
- the loan period and the number of items that may be borrowed
- the location of libraries
- the demand for library stock
- levels of investment in the lending stock.



## Cultural and community services

### Use of libraries – the number of borrowers as a percentage of the resident population

| Council             | Rank in 03/04 |                 | PI measurement  |       |       | Better ✓ or worse ✗ since 01/02 |        |      |
|---------------------|---------------|-----------------|-----------------|-------|-------|---------------------------------|--------|------|
|                     | 1-32          | ✓1-8<br>✗ 25-32 | 01/02           | 02/03 | 03/04 | 5-9%                            | 10-14% | >15% |
| Aberdeen City       | 12            |                 | 29.2            | 27.6  | 27.1  | ✗                               |        |      |
| Aberdeenshire       | 21            |                 | 23.2            | 21.7  | 22.7  |                                 |        |      |
| Angus               | 9             |                 | 29.3            | 28.3  | 27.6  | ✗                               |        |      |
| Clackmannanshire    | 22            |                 | 24.9            | 23.8  | 22.4  |                                 | ✗      |      |
| Dumfries & Galloway | 4             | ✓               | 29.6            | 28.6  | 29.5  |                                 |        |      |
| Dundee City         | 14            |                 | 26.1            | 24.6  | 25.5  |                                 |        |      |
| East Ayrshire       | 23            |                 | 22.2            | 23.5  | 22.1  |                                 |        |      |
| East Dunbartonshire | 9             |                 | 29.0            | 28.3  | 27.6  |                                 |        |      |
| East Lothian        | 11            |                 | <u>21.6</u>     | 28.0  | 27.5  |                                 |        |      |
| East Renfrewshire   | 1             | ✓               | 35.1            | 35.1  | 34.8  |                                 |        |      |
| City of Edinburgh   | 16            |                 | 25.5            | 24.7  | 25.0  |                                 |        |      |
| Falkirk             | 13            |                 | 26.5            | 26.5  | 26.1  |                                 |        |      |
| Fife                | 24            |                 | <u>26.7</u>     | 22.4  | 21.2  |                                 |        |      |
| Glasgow City        | 27            | ✗               | 18.8            | 19.2  | 18.7  |                                 |        |      |
| Highland            | 18            |                 | 25.0            | 23.0  | 23.6  | ✗                               |        |      |
| Inverclyde          | 28            | ✗               | 19.2            | 19.0  | 17.9  | ✗                               |        |      |
| Midlothian          | 19            |                 | 23.2            | 22.2  | 23.0  |                                 |        |      |
| Moray               | 2             | ✓               | 34.3            | 35.2  | 34.4  |                                 |        |      |
| North Ayrshire      | 6             | ✓               | 26.8            | 27.9  | 27.8  |                                 |        |      |
| North Lanarkshire   | 25            | ✗               | 20.8            | 20.1  | 20.3  |                                 |        |      |
| Perth & Kinross     | 6             | ✓               | 28.6            | 30.6  | 27.8  |                                 |        |      |
| Renfrewshire        | 19            |                 | 15.9            | 18.1  | 23.0  |                                 |        | ✓    |
| Scottish Borders    | 26            | ✗               | 21.5            | 20.7  | 19.4  | ✗                               |        |      |
| South Ayrshire      | 5             | ✓               | 25.3            | 25.8  | 28.4  |                                 | ✓      |      |
| South Lanarkshire   | 15            |                 | 27.8            | 26.3  | 25.2  | ✗                               |        |      |
| Stirling            | 3             | ✓               | 31.6            | 30.2  | 29.9  | ✗                               |        |      |
| West Dunbartonshire | 17            |                 | 23.5            | 21.5  | 24.2  |                                 |        |      |
| West Lothian        | 8             | ✓               | 26.2            | 27.1  | 27.7  | ✓                               |        |      |
|                     |               |                 | <b>Scotland</b> |       |       |                                 |        |      |
|                     |               |                 | 24.7            | 24.3  | 24.3  |                                 |        |      |

| Ranked performance         | 01/02 | 02/03 | 03/04 |
|----------------------------|-------|-------|-------|
| Highest ranked performance | 35.1  | 35.2  | 34.8  |
| Upper quartile             | 28.7  | 28.1  | 27.7  |
| Median                     | 25.8  | 25.3  | 25.4  |
| Lower quartile             | 23.0  | 22.1  | 22.6  |
| Lowest ranked performance  | 15.9  | 18.1  | 17.9  |

| Data features     | Symbol | 01/02 | 02/03 | 03/04 |
|-------------------|--------|-------|-------|-------|
| PI not applicable | (-)    | 0     | 0     | 0     |
| No service        | (NS)   | 0     | 0     | 0     |

| Count of councils showing significant change since 2001/02 |   |
|--|---|
| <b>Improvement</b>   |   |
| 5-9%   | 1 |
| 10-14%   | 1 |
| >15%   | 1 |
| <b>Decline</b>   |   |
| 5-9%   | 7 |
| 10-14%   | 1 |
| >15%   | - |

#### Unreliable/Unreported Data in 2003/04

| Council          | 01/02       | 02/03       | 03/04       |
|------------------|-------------|-------------|-------------|
| Argyll & Bute    | <u>44.8</u> | <u>45.6</u> | <u>23.1</u> |
| Orkney Islands   | <u>35.2</u> | <u>38.7</u> | <u>38.9</u> |
| Shetland Islands | <u>49.0</u> | FTR         | <u>41.6</u> |
| Eilean Siar      | FTR         | FTR         | FTR         |

#### Notes

An underlined PI measurement indicates unreliable data.

## Cultural and community services

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### Use of libraries – the number of borrowers as a percentage of the resident population

The following councils were ranked 25th or below in 2001/02:

Glasgow City  
Renfrewshire

The following councils did not make any material improvement in their performance by 2003/04:

Glasgow City

## **Cultural and community services**

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### **Use of libraries – the average number of issues per borrower**

This indicator shows the extent of borrowing by those people who make use of the library lending facilities. Borrowers exclude those who, although members of the library, did not borrow any items during the year

The average 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 the council
- the ability of the council to supply the stock which its users want
- the loan period and the number of items that may be borrowed
- the location of libraries
- the demand for library stock
- levels of investment in the lending stock.

## Cultural and community services

### Use of libraries – the average number of issues per borrower

| Council             | Rank in 03/04 |                 | PI measurement  |       |       | Better ✓ or worse ✗ since 01/02 |        |      |
|---------------------|---------------|-----------------|-----------------|-------|-------|---------------------------------|--------|------|
|                     | 1-32          | ✓1-8<br>✗ 25-32 | 01/02           | 02/03 | 03/04 | 5-9%                            | 10-14% | >15% |
| Aberdeen City       | 23            |                 | 24.1            | 24.1  | 23.8  |                                 |        |      |
| Aberdeenshire       | 16            |                 | 28.0            | 24.5  | 26.3  | ✗                               |        |      |
| Angus               | 12            |                 | 30.6            | 29.3  | 27.4  |                                 | ✗      |      |
| Clackmannanshire    | 1             | ✓               | 28.8            | 36.1  | 34.5  |                                 |        | ✓    |
| Dumfries & Galloway | 15            |                 | 29.3            | 30.1  | 26.8  | ✗                               |        |      |
| Dundee City         | 23            |                 | 25.2            | 24.8  | 23.8  | ✗                               |        |      |
| East Ayrshire       | 7             | ✓               | 31.8            | 28.7  | 29.0  | ✗                               |        |      |
| East Dunbartonshire | 14            |                 | 28.5            | 28.7  | 27.1  |                                 |        |      |
| East Lothian        | 13            |                 | <u>36.5</u>     | 28.2  | 27.2  |                                 |        |      |
| East Renfrewshire   | 27            | ✗               | 23.5            | 22.1  | 21.3  | ✗                               |        |      |
| City of Edinburgh   | 9             |                 | 29.7            | 29.9  | 27.9  | ✗                               |        |      |
| Falkirk             | 2             | ✓               | 41.4            | 40.3  | 34.4  |                                 |        | ✗    |
| Fife                | 5             | ✓               | <u>28.6</u>     | 31.9  | 31.6  |                                 |        |      |
| Glasgow City        | 18            |                 | 28.8            | 27.7  | 26.0  | ✗                               |        |      |
| Highland            | 4             | ✓               | 30.2            | 32.9  | 31.8  | ✓                               |        |      |
| Inverclyde          | 22            |                 | 24.7            | 24.1  | 24.0  |                                 |        |      |
| Midlothian          | 20            |                 | 27.0            | 27.1  | 25.4  | ✗                               |        |      |
| Moray               | 21            |                 | 28.3            | 25.2  | 24.9  |                                 | ✗      |      |
| North Ayrshire      | 17            |                 | 26.9            | 26.9  | 26.1  |                                 |        |      |
| North Lanarkshire   | 6             | ✓               | 29.3            | 31.1  | 30.0  |                                 |        |      |
| Perth & Kinross     | 9             |                 | 29.9            | 27.5  | 27.9  | ✗                               |        |      |
| Renfrewshire        | 8             | ✓               | 43.8            | 38.0  | 28.1  |                                 |        | ✗    |
| Scottish Borders    | 9             |                 | 29.8            | 28.4  | 27.9  | ✗                               |        |      |
| South Ayrshire      | 28            | ✗               | 25.9            | 23.3  | 19.5  |                                 |        | ✗    |
| South Lanarkshire   | 18            |                 | 26.7            | 26.2  | 26.0  |                                 |        |      |
| Stirling            | 3             | ✓               | 33.3            | 32.8  | 32.1  |                                 |        |      |
| West Dunbartonshire | 25            | ✗               | 26.4            | 28.7  | 23.6  |                                 | ✗      |      |
| West Lothian        | 26            | ✗               | 28.2            | 25.6  | 23.5  |                                 |        | ✗    |
|                     |               |                 | <b>Scotland</b> |       |       |                                 |        |      |
|                     |               |                 | 29.1            | 28.7  | 27.2  |                                 |        |      |

| Ranked performance         | 01/02 | 02/03 | 03/04 |
|----------------------------|-------|-------|-------|
| Highest ranked performance | 43.8  | 40.3  | 34.5  |
| Upper quartile             | 30.0  | 30.4  | 28.3  |
| Median                     | 28.7  | 28.3  | 27.0  |
| Lower quartile             | 26.9  | 25.5  | 24.7  |
| Lowest ranked performance  | 23.5  | 22.1  | 19.5  |

| Data features     | Symbol | 01/02 | 02/03 | 03/04 |
|-------------------|--------|-------|-------|-------|
| PI not applicable | (-)    | 0     | 0     | 0     |
| No service        | (NS)   | 0     | 0     | 0     |

| Count of councils showing significant change since 2001/02 |    |
|--|----|
| <b>Improvement</b>   |    |
| 5-9%   | 1  |
| 10-14%   | -  |
| >15%   | 1  |
| <b>Decline</b>   |    |
| 5-9%   | 10 |
| 10-14%   | 3  |
| >15%   | 4  |

#### Unreliable/Unreported Data in 2003/04

| Council          | 01/02       | 02/03       | 03/04       |
|------------------|-------------|-------------|-------------|
| Argyll & Bute    | <u>14.7</u> | <u>12.5</u> | <u>23.3</u> |
| Orkney Islands   | <u>31.3</u> | <u>26.7</u> | <u>23.0</u> |
| Shetland Islands | <u>20.6</u> | FTR         | <u>24.8</u> |
| Eilean Siar      | FTR         | FTR         | FTR         |

#### Notes

An underlined PI measurement indicates unreliable data.

## Cultural and community services

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### Use of libraries – the average number of issues per borrower

The following councils were ranked 25th or below in 2001/02:

Aberdeen City  
East Renfrewshire

The following councils did not make any material improvement in their performance by 2003/04:

Aberdeen City  
East Renfrewshire

## Cultural and community services

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### **Learning centre and learning access points - number of users as a percentage of the resident population**

This indicator reflects the use being made of the learning opportunities and access to electronic information 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. 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.

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 electronic resources that must be networked and include:

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

They include only those in public library facilities and exclude provision for schools.

## Cultural and community services

### Learning centre and learning access points - number of users as a percentage of the resident population

| Council             | Rank in 03/04 |                 | PI measurement  |             |       | Better ✓ or worse ✗ since 01/02 |        |      |
|---------------------|---------------|-----------------|-----------------|-------------|-------|---------------------------------|--------|------|
|                     | 1-32          | ✓1-8<br>✗ 25-32 | 01/02           | 02/03       | 03/04 | 5-9%                            | 10-14% | >15% |
| Aberdeen City       | 14            |                 | -               | 2.8         | 6.0   |                                 |        |      |
| Aberdeenshire       | 25            | ✗               | -               | NS          | 3.6   |                                 |        |      |
| Angus               | 10            |                 | -               | 6.1         | 7.9   |                                 |        |      |
| Clackmannanshire    | 18            |                 | -               | 2.4         | 5.4   |                                 |        |      |
| Dumfries & Galloway | 7             | ✓               | -               | 10.9        | 8.7   |                                 |        |      |
| Dundee City         | 11            |                 | -               | FTR         | 7.2   |                                 |        |      |
| East Ayrshire       | 25            | ✗               | -               | 2.6         | 3.6   |                                 |        |      |
| East Dunbartonshire | 12            |                 | -               | 2.8         | 7.0   |                                 |        |      |
| East Lothian        | 16            |                 | -               | <u>2.3</u>  | 5.7   |                                 |        |      |
| East Renfrewshire   | 6             | ✓               | -               | 5.7         | 9.3   |                                 |        |      |
| City of Edinburgh   | 8             | ✓               | -               | 2.3         | 8.5   |                                 |        |      |
| Falkirk             | 9             |                 | -               | 3.4         | 8.3   |                                 |        |      |
| Fife                | 19            |                 | -               | 2.8         | 5.2   |                                 |        |      |
| Inverclyde          | 13            |                 | -               | 5.4         | 6.5   |                                 |        |      |
| Midlothian          | 4             | ✓               | -               | 3.7         | 10.5  |                                 |        |      |
| Moray               | 2             | ✓               | -               | 13.5        | 13.7  |                                 |        |      |
| North Ayrshire      | 20            |                 | -               | <u>10.1</u> | 4.7   |                                 |        |      |
| North Lanarkshire   | 21            |                 | -               | <u>6.2</u>  | 4.5   |                                 |        |      |
| Orkney Islands      | 23            |                 | -               | 2.2         | 3.9   |                                 |        |      |
| Renfrewshire        | 1             | ✓               | -               | <u>15.7</u> | 14.5  |                                 |        |      |
| Scottish Borders    | 15            |                 | -               | NS          | 5.9   |                                 |        |      |
| South Ayrshire      | 21            |                 | -               | 3.1         | 4.5   |                                 |        |      |
| South Lanarkshire   | 3             | ✓               | -               | 8.3         | 11.4  |                                 |        |      |
| Stirling            | 5             | ✓               | -               | <u>4.8</u>  | 9.4   |                                 |        |      |
| West Dunbartonshire | 16            |                 | -               | 4.5         | 5.7   |                                 |        |      |
| West Lothian        | 23            |                 | -               | 3.4         | 3.9   |                                 |        |      |
|                     |               |                 | <b>Scotland</b> |             |       |                                 |        |      |
|                     |               |                 | -               | 4.6         | 7.2   |                                 |        |      |

| Ranked performance         | 01/02 | 02/03 | 03/04 |
|----------------------------|-------|-------|-------|
| Highest ranked performance | -     | 15.7  | 14.5  |
| Upper quartile             | -     | 6.2   | 8.7   |
| Median                     | -     | 3.7   | 6.3   |
| Lower quartile             | -     | 2.8   | 4.8   |
| Lowest ranked performance  | -     | 2.2   | 3.6   |

| Data features     | Symbol | 01/02 | 02/03 | 03/04 |
|-------------------|--------|-------|-------|-------|
| PI not applicable | (-)    | 26    | 0     | 0     |
| No service        | (NS)   | 0     | 2     | 0     |

| Count of councils showing significant change since 2001/02 |   |  |
|--|---|--|
| <b>Improvement</b>   |   |  |
| 5-9%   | - |  |
| 10-14%   | - |  |
| >15%   | - |  |
| <b>Decline</b>   |   |  |
| 5-9%   | - |  |
| 10-14%   | - |  |
| >15%   | - |  |

#### Unreliable/Unreported Data in 2003/04

| Council          | 01/02 | 02/03      | 03/04       |
|------------------|-------|------------|-------------|
| Argyll & Bute    | -     | <u>5.1</u> | <u>10.9</u> |
| Glasgow City     | -     | <u>8.0</u> | <u>14.3</u> |
| Highland         | -     | 5.1        | <u>9.0</u>  |
| Perth & Kinross  | -     | <u>1.9</u> | <u>6.0</u>  |
| Shetland Islands | -     | 5.9        | <u>10.1</u> |
| Eilean Siar      | -     | FTR        | FTR         |

#### Notes

An underlined PI measurement indicates unreliable data.

## Cultural and community services

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### **Learning centre and learning access points - number of time terminals are used per 1,000 population**

This indicator reflects the use being made of the learning opportunities and access to electronic information 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. The number of times terminals are accessed will be the number of times/sessions each terminal is logged on to or opened by a user, whether registered or not.

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 electronic resources that must be networked and include:

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

They include only those in public library facilities and exclude provision for schools.



## Cultural and community services

Learning centre and learning access points - number of time terminals are used per 1,000 population

| Council             | Rank in 03/04 |                 | PI measurement  |              |        | Better ✓ or worse ✗ since 01/02 |        |      |
|---------------------|---------------|-----------------|-----------------|--------------|--------|---------------------------------|--------|------|
|                     | 1-32          | ✓1-8<br>✗ 25-32 | 01/02           | 02/03        | 03/04  | 5-9%                            | 10-14% | >15% |
| Aberdeen City       | 2             | ✓               | -               | 672.6        | 1185.0 |                                 |        |      |
| Aberdeenshire       | 27            | ✗               | -               | NS           | 277.9  |                                 |        |      |
| Angus               | 14            |                 | -               | 388.4        | 597.7  |                                 |        |      |
| Clackmannanshire    | 26            | ✗               | -               | 177.2        | 347.7  |                                 |        |      |
| Dumfries & Galloway | 7             | ✓               | -               | 357.3        | 735.0  |                                 |        |      |
| Dundee City         | 3             | ✓               | -               | 1427.0       | 1077.6 |                                 |        |      |
| East Ayrshire       | 23            |                 | -               | 254.9        | 403.9  |                                 |        |      |
| East Dunbartonshire | 4             | ✓               | -               | 99.5         | 940.1  |                                 |        |      |
| East Lothian        | 8             | ✓               | -               | <u>181.2</u> | 730.3  |                                 |        |      |
| East Renfrewshire   | 5             | ✓               | -               | 707.1        | 874.6  |                                 |        |      |
| City of Edinburgh   | 11            |                 | -               | 113.1        | 617.4  |                                 |        |      |
| Eilean Siar         | 1             | ✓               | -               | 209.9        | 1283.4 |                                 |        |      |
| Falkirk             | 19            |                 | -               | 137.2        | 453.3  |                                 |        |      |
| Fife                | 16            |                 | -               | 242.0        | 507.1  |                                 |        |      |
| Inverclyde          | 20            |                 | -               | 173.1        | 444.7  |                                 |        |      |
| Midlothian          | 6             | ✓               | -               | 252.1        | 857.4  |                                 |        |      |
| Moray               | 10            |                 | -               | 451.9        | 635.5  |                                 |        |      |
| North Ayrshire      | 15            |                 | -               | 237.8        | 553.7  |                                 |        |      |
| North Lanarkshire   | 25            | ✗               | -               | <u>229.8</u> | 363.7  |                                 |        |      |
| Orkney Islands      | 17            |                 | -               | 39.0         | 483.0  |                                 |        |      |
| Renfrewshire        | 12            |                 | -               | 411.8        | 607.2  |                                 |        |      |
| Scottish Borders    | 9             |                 | -               | NS           | 668.0  |                                 |        |      |
| South Ayrshire      | 22            |                 | -               | 209.5        | 427.3  |                                 |        |      |
| South Lanarkshire   | 21            |                 | -               | 376.8        | 441.7  |                                 |        |      |
| Stirling            | 13            |                 | -               | <u>333.4</u> | 599.5  |                                 |        |      |
| West Dunbartonshire | 18            |                 | -               | 209.7        | 480.8  |                                 |        |      |
| West Lothian        | 24            |                 | -               | 330.8        | 402.3  |                                 |        |      |
|                     |               |                 | <b>Scotland</b> |              |        |                                 |        |      |
|                     |               |                 | -               | 359.2        | 593.0  |                                 |        |      |

| Ranked performance         | 01/02 | 02/03  | 03/04  |
|----------------------------|-------|--------|--------|
| Highest ranked performance | -     | 1427.0 | 1283.4 |
| Upper quartile             | -     | 376.8  | 732.7  |
| Median                     | -     | 242.0  | 597.7  |
| Lower quartile             | -     | 181.2  | 443.2  |
| Lowest ranked performance  | -     | 39.0   | 277.9  |

| Data features     | Symbol | 01/02 | 02/03 | 03/04 |
|-------------------|--------|-------|-------|-------|
| PI not applicable | (-)    | 27    | 0     | 0     |
| No service        | (NS)   | 0     | 2     | 0     |

| Count of councils showing significant change since 2001/02 |   |  |
|--|---|--|
| <b>Improvement</b>   |   |  |
| 5-9%   | - |  |
| 10-14%   | - |  |
| >15%   | - |  |
| <b>Decline</b>   |   |  |
| 5-9%   | - |  |
| 10-14%   | - |  |
| >15%   | - |  |

### Unreliable/Unreported Data in 2003/04

| Council          | 01/02 | 02/03        | 03/04         |
|------------------|-------|--------------|---------------|
| Argyll & Bute    | -     | <u>269.9</u> | <u>465.5</u>  |
| Glasgow City     | -     | <u>678.5</u> | <u>1052.4</u> |
| Highland         | -     | 533.2        | <u>600.2</u>  |
| Perth & Kinross  | -     | <u>78.8</u>  | <u>523.8</u>  |
| Shetland Islands | -     | 564.1        | <u>1051.0</u> |

### Notes

An underlined PI measurement indicates unreliable data.