

The Accounts Commission

The Accounts Commission is a statutory, independent body, which through, the audit process, assists local authorities in Scotland to achieve the highest standards of financial stewardship and the economic, efficient and effective use of their resources. The Commission has five main responsibilities:

- · securing the external audit
- following up issues of concern identified through the audit, to ensure satisfactory resolutions
- reviewing the management arrangements which audited bodies have in place to achieve value for money
- carrying out national value for money studies to improve economy, efficiency and effectiveness in local government
- issuing an annual direction to local authorities which sets out the range of performance information which they are required to publish.

The Commission secures the audit of 32 councils and 35 joint boards (including police and fire services). Local authorities spend over £9 billion of public funds a year.

Audit Scotland is a statutory body set up in April 2000 under the Public Finance and Accountability (Scotland) Act 2000. It provides services to the Accounts Commission and the Auditor General for Scotland. Together they ensure that the Scotlish Executive and public sector bodies in Scotland are held to account for the proper, efficient and effective use of public funds.

Main findings

Indicator 1 Page 4

Across Scotland, in 2002/03 the proportion of people borrowing from libraries fell for the fifth year running to just over 24%. Among the councils providing reliable information, just over 1.2 million people borrowed more than 34.1 million items during the year. Overall, the average number of issues per borrower was 28.7, which is also a year on year decline over the last five years.

Indicator 2 Page 7

Scotland's councils have consistently failed to meet the national targets for additions to both adult, and children and teenager library lending stock every year since the targets were established in 1995. However, in 2002/03, for the 27 councils reporting reliable information (ie, excluding Argyll & Bute, Clackmannanshire, City of Edinburgh, Scottish Borders and West Dunbartonshire) adult stock additions rose to 70.1% of the target set, continuing a rise in investment since 1999/2000. Nevertheless, additions to stock for children and teenagers fell to 75.4% of the target.

Indicator 3 Page 10

For the 30 councils that provided reliable information (ie, excluding Scottish Borders and Shetland Islands) the average time taken to satisfy library book requests was 20 days in 2002/03, down from 21 days last year and continuing the steady improvement in performance since 1996/97. Fourteen councils reduced the average number of days to satisfy book requests in comparison with 2001/02.

Indicator 4 Page 12

Scotland's councils reported that they either managed or financially supported 252 museums in 2002/03, six more than in the previous year. Overall, 72% of these museums were registered under the Museums and Galleries Commission scheme.

Indicator 5 Page 14

In 2002/03, there were nearly 35.9 million attendances at councils' sports facilities, for the 31 councils that reported this information (ie, excluding Perth & Kinross). This was an increase of just over 0.7 million attendances compared with the previous year. The average number of attendances per head of population at all facilities was 7.3, an increase of 0.3 since last year.

Introduction





Each year councils publish a range of information to show people how well they are providing their services and how they compare with other councils.

This pamphlet contains information on five indicators relating to councils' management of cultural and community services and how they compare with other councils. They are:

- the level of borrowing from public libraries
- changes in library stock
- the time taken to satisfy library book requests
- the proportion of museums managed or supported by councils that are registered under the Galleries and Museum Commission scheme
- attendance levels at sports facilities

Other pamphlets published by the Commission cover:

Children's services
Corporate management
Environmental and regulatory services
Housing and social work services
Police and Fire services

The Commission will also be providing on its website:

- a comprehensive compendium of the information for all the services for which there are performance indicators
- council profiles analysing indicators on a council-by-council basis.

Using the information

For each activity we have set out why some of the differences in performance may have arisen. We also highlight particular features of the information – for example, the range in performance achieved by different councils' or the overall change in performance over time.

Several factors affect the way a council performs its activities. You need to be aware of these in order to understand why results may vary. Some of these factors are outwith the control of a council – for example, population size and density, geographical area, and the mix between urban and rural settlements. Others may be specific to the service or the groups of people it serves. These local factors may mean that a council with a performance which, at first sight, appears to be worse than that of another has, in fact, done better given the circumstances it faces.

In this pamphlet we have shown information for councils for 2002/03 and where appropriate made comparison with previous years. However, for some indicators, councils have submitted data that their auditors have identified as unreliable because of doubts about the reliability of the arrangements for producing the information (see below).

In such cases we have shown the information separately and have not included it in the calculation of any overall Scottish averages, although such information was included prior to 2001/02.

Key

Auditors appointed by the Accounts Commission have reviewed authorities' arrangements for producing the performance information. In the tables shown in this pamphlet, an asterisk (*) against the data for a council indicates that the auditor expressed doubts about the reliability of its arrangements for producing the information.

Indicator 1: Borrowers from public libraries

Borrowers as a percentage of the resident population and the average number of issues per borrower.

This indicator shows the number of people who borrowed books and other items of media during the year, expressed as a percentage of the resident population. It also shows the average number of items they borrowed.

Points to bear in mind

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

- the marketing policy of the council
- whether the council supplies 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.

Commentary

Twenty-eight councils provided reliable information for this indicator in 2002/03. The information provided by Argyll & Bute and Orkney Islands was unreliable and both Eilean Siar and Shetland Islands were unable to report the required information.

Across Scotland, in 2002/03 the proportion of people borrowing from libraries fell for the fifth year running, to just over 24% (Table 1a). Among the councils providing reliable information, just over 1.2 million people borrowed more than 34.1 million items during the year. Overall, the average number of issues per borrower was 28.7, which is also a year on year decline over the last five years (Table 1b).

Borrowing varied among councils from 18.1% of the population in Renfrewshire to 35.2% in Moray. Four councils (East Renfrewshire, Moray, Perth & Kinross and Stirling) reported that more than 30% of their population borrowed items from their libraries. Similarly, the level of borrowing varied from 22.1 items per borrower in East Renfrewshire to 40.3 items per borrower in Falkirk.

Table 1a
Borrowers from public libraries as a percentage of resident population

	Borrowers as a percentage of resident population					
	2002/03	2001/02	2000/01	1999/2000	1998/99	
Aberdeen City	27.6	29.2	31.8	22.1	25.1	
Aberdeenshire	21.7	23.2	22.2	34.3		
Angus	28.3	29.3	32.3	33.2	52.9	
Clackmannanshire	23.8	24.9	25.6	28.0	30.5	
Dumfries & Galloway	28.6	29.6	31.4	29.9	29.5	
Dundee City	24.6	26.1	26.7	26.5	33.3	
East Ayrshire	23.5	22.2	20.4			
East Dunbartonshire	28.3	29.0	30.3	31.8	33.3	
East Lothian	28.0	*21.6				
East Renfrewshire	35.1	35.1	36.3	37.8	37.7	
Edinburgh, City of	24.7	25.5	24.3	22.0	22.2	
Falkirk	26.5	26.5	27.7	29.4	30.8	
Fife	22.4	*26.7	27.5	*36.8	*35.5	
Glasgow City	19.2	18.8	18.0	18.8	13.0	
Highland	23.0	25.0	24.9	26.9	36.0	
Inverclyde	19.0	19.2	*22.7			
Midlothian	22.2	23.2	22.4			
Moray	35.2	34.3	36.3	38.3	39.7	
North Ayrshire	27.9	26.8				
North Lanarkshire	20.1	20.8	22.3	24.5	26.0	
Perth & Kinross	30.6	28.6	29.8	*48.2	*52.5	
Renfrewshire	18.1	15.9	16.3	18.1	17.0	
Scottish Borders	20.7	21.5	22.1	21.5	24.8	
South Ayrshire	25.8	25.3	26.7	29.0	32.4	
South Lanarkshire	26.3	27.8	28.6	30.8	32.7	
Stirling	30.2	31.6	31.6	31.6	34.6	
West Dunbartonshire	21.5	23.5	*41.7	*45.1	*43.8	
West Lothian	27.1	26.2	25.6	28.6	29.9	
Scotland	24.1	24.7	26.0	28.4	29.1	
UNRELIABLE/UNREPOR	TED DATA					
Argyll & Bute	*45.6	*44.8	*41.3	*42.3	*41.1	
Eilean Siar						
Orkney Islands	*38.7	*35.2	39.1	31.7		
Shetland Islands		*49.0	49.0	48.9	49.3	

Councils that provided unreliable information are excluded from the Scotland figures for 2001/02 and 2002/03.

Empty cells indicate that the council did not provide the information.

Table 1b
The average number of issues per borrower

	Average number of issues per borrower						
	2002/03	2001/02	2000/01	1999/2000	1998/99		
Aberdeen City	24.1	24.1	24.2	37.5	37.7		
Aberdeenshire	24.5	28.0	29.3	20.0			
Angus	29.3	30.6	30.1	31.3	17.7		
Clackmannanshire	36.1	28.8	28.0	29.0	29.5		
Dumfries & Galloway	30.1	29.3	29.6	30.9	32.4		
Dundee City	24.8	25.2	25.8	29.4	24.0		
East Ayrshire	28.7	31.8	31.2				
East Dunbartonshire	28.7	28.5	27.9	26.8	24.8		
East Lothian	28.2	*36.5					
East Renfrewshire	22.1	23.5	23.9	25.3	26.9		
Edinburgh, City of	29.9	29.7	31.5	40.9	53.1		
Falkirk	40.3	41.4	42.9	42.4	42.6		
Fife	31.9	*28.6	30.0	*25.3	*27.9		
Glasgow City	27.7	28.8	31.5	32.0	46.6		
Highland	32.9	30.2	29.7	28.0	22.3		
Inverclyde	24.1	24.7	*20.9				
Midlothian	27.1	27.0	30.5				
Moray	25.2	28.3	29.1	29.6	30.4		
North Ayrshire	26.9	26.9					
North Lanarkshire	31.1	29.3	27.5	28.7	30.8		
Perth & Kinross	27.5	29.9	30.4	*20.5	*20.1		
Renfrewshire	38.0	43.8	45.5	42.9	47.8		
Scottish Borders	28.4	29.8	30.9	32.5	29.3		
South Ayrshire	23.3	25.9	26.8	26.4	26.6		
South Lanarkshire	26.2	26.7	27.5	27.8	27.8		
Stirling	32.8	33.3	34.3	36.6	36.0		
West Dunbartonshire	28.7	26.4	*16.2	*16.3	*15.1		
West Lothian	25.6	28.2	31.4	31.1	32.0		
Scotland	28.7	29.1	29.0	29.2	31.0		
UNRELIABLE/UNREPORT	TED DATA						
Argyll & Bute	*12.5	*14.7	*16.8	*17.4	*19.4		
Eilean Siar							
Orkney Islands	*26.7	*31.3	29.8	38.7			
Shetland Islands		*20.6	21.0	21.2	21.1		

Councils that provided unreliable information are excluded from the Scotland figures for 2001/02 and 2002/03.

Empty cells indicate that the council did not provide the information.

Indicator 2: Changes in library stock

Library stock turnover per 1,000 population.

This indicator reports the level of stock turnover across councils.

The report 'Standards for the Public Library Services in Scotland' (1995) published by the Convention of Scottish Local Authorities (COSLA) set recommendations for the annual number of additions to stock. For lending stock, book and audio materials the recommendation for adults is 280 items per 1,000 population. For children and teenagers the recommendation is 100 items per 1,000 population.

Points to bear in mind

In setting its policy for expenditure, each council will take into consideration:

- the demand for the various categories of library stock
- the level of wear and tear on stock (eg, due to repeated use)
- the level of non-return and theft of stock
- patterns of past investment in the lending stock (eg, whether there are gaps in the coverage of the stock which the council has decided to address)
- income gained from charges for lending (eg, video hire charges).

Commentary

Scotland's councils have consistently failed to meet the national target levels for additions to both adult, and children & teenager lending stock every year since the targets were established in 1995. However, in 2002/03, for the 27 councils reporting reliable information (ie, excluding Argyll & Bute, Clackmannanshire, City of Edinburgh, Scottish Borders and West Dunbartonshire) adult stock additions rose to 70.1% of the target set, continuing a rise in investment since 1999/2000 (Figure 2). Nevertheless, additions to stock for children and teenagers fell to 75.4% of the target.

For adult lending stock, Renfrewshire was again the only council that met the recommended additional stock level. Five councils (Aberdeen City, Aberdeenshire, Eilean Siar, Inverclyde and Midlothian) reported that additions were less than 50% of the recommended target (Table 2).

Six councils (East Dunbartonshire, Highland, Moray, Orkney Islands, Renfrewshire and West Lothian) achieved in excess of the recommended target additions for children and teenage lending stock. Inverclyde reported that additions were only just over 30% of the recommended target.

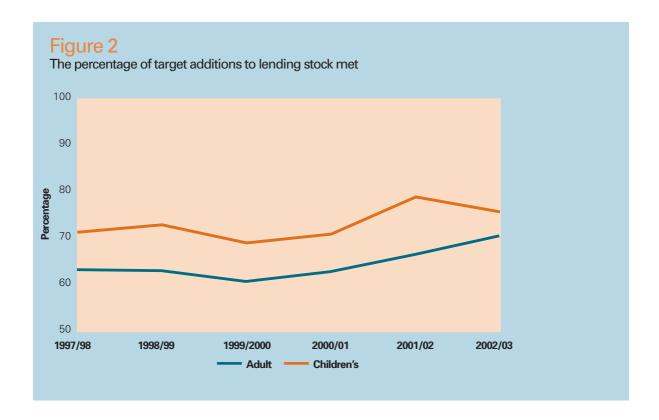


Table 2
Proportion of target additions achieved 2002/03

	Percentage achieved				
	Adult	Children & teenager			
Aberdeen City	46.7	38.4			
Aberdeenshire	32.7	57.9			
Angus	72.9	59.9			
Dumfries & Galloway	84.2	72.0			
Dundee City	51.6	80.3			
East Ayrshire	66.1	89.3			
East Dunbartonshire	96.6	109.6			
East Lothian	76.0	73.2			
East Renfrewshire	64.2	80.1			
Eilean Siar	28.1	49.5			
Falkirk	85.4	54.4			
Fife	64.9	71.4			
Glasgow City	75.3	57.6			
Highland	90.4	116.4			
Inverclyde	37.8	30.4			
Midlothian	40.4	45.5			
Moray	98.3	140.5			
North Ayrshire	81.9	99.9			
North Lanarkshire	62.7	64.2			
Orkney Islands	78.2	138.3			
Perth & Kinross	56.8	66.5			
Renfrewshire	105.6	125.2			
Shetland Islands	71.6	80.8			
South Ayrshire	61.6	73.9			
South Lanarkshire	70.8	74.1			
Stirling	80.2	97.4			
West Lothian	92.0	108.7			
Scotland	70.1	75.4			
UNRELIABLE DATA					
Argyll & Bute	*44.3	*56.4			
Clackmannanshire	*82.0	*89.5			
Edinburgh, City of	*48.8	*62.9			
Scottish Borders	*29.8	*34.4			
West Dunbartonshire	*62.6	*51.8			

Councils that provided unreliable information are excluded from the Scotland figures.

Indicator 3: Book requests

The average time taken to satisfy book requests.

This indicator reports the average time taken by each council to fulfill a user's request for a book. 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 a 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 may 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 that have been requested
- the loan period in a particular council, which may vary from two to four weeks
- borrowers returning books late.

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

Commentary

For the 30 councils that provided reliable information (ie, excluding Scottish Borders and Shetland Islands) the average time taken to satisfy book requests was 20 days in 2002/03, down from 21 days last year (Table 3) and continuing the steady improvement in performance since 1996/97. Fourteen councils reduced the average number of days to satisfy book requests in comparison with 2001/02.

The average time to satisfy requests in 2002/03 varied significantly between 9 days (North Lanarkshire) and 33 days (Argyll & Bute). Two councils (South Ayrshire and Highland) have reduced their average time to satisfy book requests year-on-year over the last six years.

Table 3
The average number of days to satisfy library book requests

	2002/03	2001/02	2000/01
Aberdeen City	12	17	20
Aberdeenshire	21	21	44
Angus	19	18	17
Argyll & Bute	33	36	36
Clackmannanshire	26	26	31
Dumfries & Galloway	18	18	21
Dundee City	11	11	11
East Ayrshire	16	16	19
East Dunbartonshire	19	19	19
East Lothian	18	*24	32
East Renfrewshire	20	20	21
Edinburgh, City of	12	13	15
Eilean Siar	30	32	33
Falkirk	16	16	19
Fife	19	24	33
Glasgow City	17	14	19
Highland	25	26	32
Inverclyde	26	26	29
Midlothian	20	19	29
Moray	23	25	22
North Ayrshire	16	21	29
North Lanarkshire	9	13	22
Orkney Islands	18	20	20
Perth & Kinross	14	16	15
Renfrewshire	21	21	20
South Ayrshire	26	28	30
South Lanarkshire	17	14	21
Stirling	13	13	14
West Dunbartonshire	29	40	39
West Lothian	22	19	21
Scotland	20	21	24
UNRELIABLE DATA			
Scottish Borders	*16	25	19
Shetland Islands		13	11

Councils that provided unreliable information are excluded from the Scotland figures for 2001/02 and 2002/03.

Empty cells indicate the council did not provide the information.

Indicator 4: Museums

The proportion of museums that are registered under the Museums and Galleries Commission registration scheme.

This indicator covers museums and galleries directly managed by councils and those for which they provide either direct financial support (eg, in the form of grants) or indirect support such as staff time or the use of buildings.

Achieving registration with the Museums and Galleries Commission shows that a museum has met established standards in relation to its financial management, collecting policy, documentation and public accessibility. Therefore, the indicator identifies the proportion of museums meeting a quality threshold covering important aspects of their management.

Points to bear in mind

Only those museums that meet the UK Museums Association definition and are therefore eligible for registration are included. Art galleries are eligible for registration if they have permanent collections. Museums do not include:

- natural or archaeological sites, and historical or industrial buildings which do not have associated collections
- science centres
- institutions that are based on live collections ie, zoos, botanical gardens
- venues for temporary exhibitions
- record offices, libraries, sound or other archives.

Commentary

Scotland's councils reported that they either managed or financially supported 252 museums in 2002/03, six more than in the previous year. Councils reported a drop of five museums in the total number they managed and an increase of eleven in the number they supported.

Overall, 72% of these museums were registered under the Museums and Galleries Commission scheme. Eighty-three per cent of council-operated museums were registered compared with nearly 60% of other museums supported by councils. These levels are similar to 2001/02.

Table 4
The number and proportion of museums that are registered

	Number o	f museums		Perce	entage regist	ered	
	Council owned	Supported	Council owned	Supported		Overall	
					2002/03	2001/02	2000/01
Aberdeen City	3	0	66.7	0.0	66.7	66.7	50.0
Aberdeenshire	11	6	100.0	66.7	88.2	58.8	76.5
Angus	7	3	100.0	33.3	80.0	80.0	66.7
Argyll & Bute	1	12	100.0	41.7	46.2	45.5	42.9
Clackmannanshire	1	0	100.0	0.0	100.0	100.0	100.0
Dumfries & Galloway	12	5	91.7	80.0	88.2	94.4	75.0
Dundee City	3	2	100.0	100.0	100.0	100.0	100.0
East Ayrshire	5	1	60.0	0.0	50.0	50.0	50.0
East Dunbartonshire	2	0	100.0	0.0	100.0	100.0	100.0
East Lothian	3	0	33.3	0.0	33.3	25.0	33.3
Edinburgh, City of	9	0	100.0	0.0	100.0	100.0	100.0
Eilean Siar	2	10	100.0	50.0	58.3	58.3	87.5
Falkirk	4	2	100.0	50.0	83.3	83.3	83.3
Fife	9	4	100.0	75.0	92.3	93.3	92.9
Glasgow City	9	4	88.9	50.0	76.9	76.9	77.8
Highland	2	18	0.0	94.4	85.0	88.9	100.0
Inverclyde	1	1	100.0	0.0	50.0	50.0	100.0
Midlothian	1	0	100.0	0.0	100.0	100.0	100.0
Moray	5	7	60.0	28.6	41.7	71.4	71.4
North Ayrshire	4	5	75.0	100.0	88.9	88.9	77.8
North Lanarkshire	6	0	83.3	0.0	83.3	83.3	83.3
Orkney Islands	4	12	100.0	25.0	43.8	50.0	50.0
Perth & Kinross	3	3	100.0	66.7	83.3	83.3	85.7
Renfrewshire	2	0	100.0	0.0	100.0	66.7	75.0
Scottish Borders	11	3	63.6	100.0	71.4	86.7	80.0
Shetland Islands	3	9	100.0	66.7	75.0	66.7	77.8
South Ayrshire	2	2	50.0	100.0	75.0	0.0	0.0
South Lanarkshire	3	6	0.0	16.7	11.1	0.0	0.0
Stirling	1	0	0.0	0.0	0.0	0.0	0.0
West Dunbartonshire	1	1	100.0	0.0	50.0	0.0	0.0
West Lothian	3	3	100.0	100.0	100.0	100.0	100.0
Scotland	133	119	83.5	59.7	72.2	71.5	72.0

East Renfrewshire does not provide this service.

Indicator 5: Attendances at sports facilities

The number of attendances per head of population for swimming pools and other indoor sport and leisure facilities.

This indicator reports the use made of swimming pools and other indoor sport and leisure facilities, in each council. It shows the number of attendances per head of population for swimming pools and other types of indoor sports facilities in each council area.

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 facilities in relation to other competing leisure facilities.

Pools may vary considerably, from small traditional pools to major water activity leisure centres, and appeal to very different groups of users, so care should be exercised in comparing the figures for councils.

The indicator does not record the number of users; a council's attendance 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.

Indoor sport and leisure facilities are those provided by a council at purpose-built indoor sports and recreational amenities other than pools.

Commentary

In 2002/03, there were nearly 35.9 million attendances at councils' sports facilities, for the 31 councils that reported this information (ie, excluding Perth & Kinross). This was an increase of just over 0.7 million attendances compared with the previous year. The average number of attendances per head of population at all facilities was 7.3, an increase of 0.3 since last year (Table 5).

Swimming pools

Overall, councils reported 3.6 attendances per head of population at swimming pools. Attendance levels varied among councils from 2.3 per head of population (East Ayrshire and Stirling) to 15.0 per head of population (Shetland Islands). Fourteen councils reported an overall increase in the usage of their pools.

Other indoor sports and leisure facilities

The average attendance per head of population at indoor sport and leisure facilities was 3.7, an increase of 0.3 compared with the previous year.

Attendance varied significantly from 0.1 per head of population (Stirling) to 16.5 per head of population (Shetland Islands). Six councils (Angus, Clackmannanshire, Inverclyde, Midlothian, Orkney Islands and Shetland Islands) reported more than six attendances per head of population.

Table 5
Average attendance at sports facilities per head of population

	Swimming pools			Indoor sports and leisure facilities		All facilities			
	2002/03	2001/02	2000/01	2002/03	2001/02	2000/01	2002/03	2001/02	2000/01
Aberdeen City	3.5	3.0	3.2	2.4	2.3	2.3	5.9	5.3	5.5
Aberdeenshire	3.7	3.8	3.7	0.6	0.6	8.0	4.3	4.4	4.5
Angus	3.6	3.5	3.7	7.8	7.5	7.3	11.4	11.0	11.0
Argyll & Bute	4.6	4.6	4.5	1.1	1.1	8.0	5.7	5.7	5.3
Clackmannanshire	2.6	2.3	2.4	8.5	7.6	8.4	11.1	9.9	10.8
Dumfries & Galloway	2.6	3.1	2.6	4.6	4.6	3.6	7.2	7.7	6.3
Dundee City	4.2	2.4	2.9	3.1	1.8	2.1	7.3	4.2	4.9
East Ayrshire	2.3	2.2	2.2	5.0	4.8	4.1	7.3	7.0	6.3
East Dunbartonshire	4.0	2.6	2.8	3.8	4.0	4.4	7.7	6.6	7.2
East Lothian	4.8			4.3			9.1		
East Renfrewshire	3.5	3.5	3.5	4.4	1.6	1.2	7.9	5.1	4.7
Edinburgh, City of	3.7	3.5	3.3	2.9	3.0	2.9	6.6	6.4	6.1
Eilean Siar	2.8	2.3	2.0	2.0	1.8	1.5	4.9	4.1	3.5
Falkirk	3.0	3.1	3.0	3.8	4.6	4.1	6.8	7.7	7.2
Fife	3.6	3.7	3.6	5.0	5.5	5.0	8.6	9.2	8.6
Glasgow City	2.8	2.9	2.6	2.7	2.5	2.2	5.6	5.4	4.8
Highland	4.6	4.1	3.8	2.4	1.9	1.7	7.0	5.9	5.5
Inverclyde	3.5	3.3	3.2	8.4	7.8	7.1	11.9	11.2	10.3
Midlothian	3.0	2.9	2.9	8.5	6.3	6.2	11.5	9.2	9.1
Moray	4.3	5.0	4.7	2.3	2.5	2.5	6.6	7.5	7.3
North Ayrshire	4.0	3.9	3.9	3.0	2.6	2.7	7.0	6.5	6.6
North Lanarkshire	3.5	3.7	3.4	4.2	4.1	4.0	7.7	7.7	7.4
Orkney Islands	6.1	6.3	6.0	7.8	7.2	8.1	13.9	13.5	14.1
Renfrewshire	3.3	3.3	3.2	3.1	2.2	2.1	6.4	5.5	5.4
Scottish Borders	4.4	4.8	4.8	0.8	0.8	0.7	5.2	5.6	5.6
Shetland Islands	15.0	14.1	14.9	16.5	15.6	14.3	31.5	29.7	29.2
South Ayrshire	3.5	3.6	3.8	4.0	3.8	3.5	7.5	7.3	7.3
South Lanarkshire	4.0	3.8	3.6	4.1	3.9	3.7	8.0	7.7	7.3
Stirling	2.3	2.8	2.8	0.1	0.1	0.1	2.4	2.9	2.9
West Dunbartonshire	4.3	4.2	4.2	3.7	3.9	3.5	7.9	8.1	7.7
West Lothian	3.9	4.2	4.3	5.4	5.4	5.0	9.3	9.7	9.3
Scotland	3.6	3.5	3.5	3.7	3.4	3.2	7.3	6.9	6.7
Unreliable Data									
Perth & Kinross	*4.3	4.9	4.9	*3.1	3.9	3.1	*7.4	8.8	8.0

East Lothian did not provide the information in either of the previous years.

Contacts

If you have any specific queries about the performance information, you may wish to contact your council. A contact person for each council is given below. If you have general queries about this pamphlet, you may wish to contact Alec Taylor or Jim Lakie at Audit Scotland (see back cover)

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