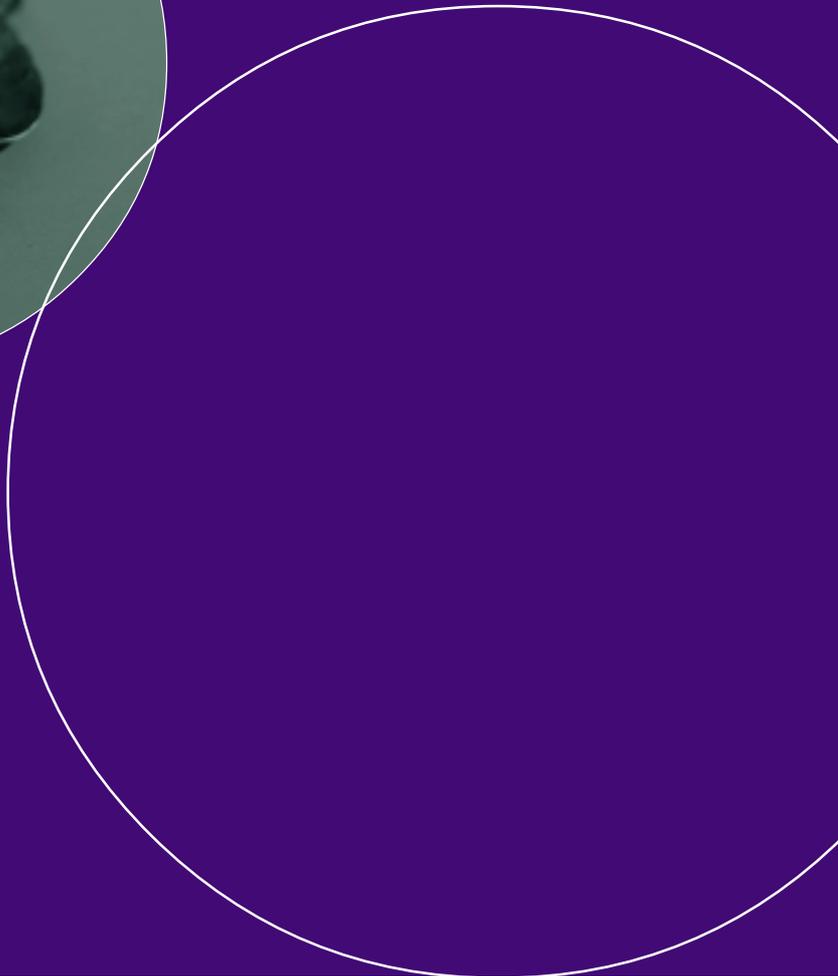


PERFORMANCE AUDIT

PERFORMANCE INDICATORS 1999/2000

Leisure and libraries

Comparing the performance of Scottish councils



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 leaflet contains information on four indicators relating to councils' services in leisure and recreation and libraries in 1999/2000. They are:

- attendance levels at sports facilities
- time taken to satisfy library book requests
- changes in library stock
- the level of borrowing from public libraries.

Other pamphlets published by the Commission cover:

- Fire and Police services
- Social work services
- Housing services
- Environmental services
- Education services
- Regulatory services
- Benefits, Finance and Corporate issues.

The Commission also publishes:

- 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 councils' 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 the council – for example, population size and density, geographical area, and the mix between urban and rural settlements. Others may be specific to a particular 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 1999/2000, and where appropriate made comparison with previous years.

Key

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

Leisure and Recreation

Across Scotland, there were almost 34 million attendances at councils' sports facilities. This varied between 1.5 (leisure pools), 2.6 (traditional pools) and 3.1 (indoor sports facilities), attendances, per head of population.

see indicator 1

Libraries

The average time taken to satisfy book requests was 25 days, a slight improvement compared with previous years.

see indicator 2

Across Scotland, councils failed to meet the national target additions for both adult and children lending stock.

see indicator 3

Six councils (East Ayrshire, East Lothian, Eilean Siar (Western Isles), Inverclyde, Midlothian and North Ayrshire) continue to be unable to report on the extent to which people borrow items from their libraries.

see indicator 4

INDICATOR 1: ATTENDANCE AT SPORTS FACILITIES

The number of attendances per 1,000 population for:

- leisure pools
- traditional swimming pools
- other indoor sport and leisure facilities.

This indicator reports the use made of leisure and traditional pools, and other indoor sport and leisure facilities, in each council. It shows the number of attendances per 1,000 population for all the pools of each type, as well as other types of indoor sports facilities in each council's 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, eg 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

Across Scotland, there were almost 34 million attendances at councils sports facilities. This varied between 1.5 (leisure pools), 2.6 (traditional pools) and 3.1 (indoor sports facilities), attendances, per head of population (Table 1).

Leisure pools

Twenty-one councils reported they have leisure pools, the average attendance per 1,000 population was 2,379. The number of attendances varied significantly from 243 (Edinburgh) to 13,231 (Shetland Islands). Seven councils reported attendance levels more than 2,000 per 1,000 population.

Traditional pools

Overall, for the twenty-eight councils that have traditional swimming pools the average attendance per 1,000 population was 2,573. The number of attendances per 1,000 population ranged between 544 (Clackmannanshire) and 5,254 (Orkney Islands). Nine councils reported attendance levels of more than 3,000 per 1,000 population.

Indoor sports and leisure facilities excluding pools

Thirty-one councils reported this information. The average attendance per 1,000 population was 3,748 which varied significantly from 101 (Stirling) to 13,901 (Shetland Islands). Six of the smaller councils reported attendances greater than 6,000 per 1,000 population.

Table 1: Average attendance per 1,000 population

	Leisure pools	Traditional pools	Indoor sports and leisure facilities excluding pools
COUNCIL	1999/2000	1999/2000	1999/2000
Aberdeen City	877	2,199	2,584
Aberdeenshire		3,755	737
Angus		4,012	6,885
Argyll & Bute		3,268	816
Clackmannanshire	2,318	544	8,795
Dumfries & Galloway		3,068	3,279
Dundee City	1,825	1,324	2,337
East Ayrshire		1,957	3,805
East Dunbartonshire	3,175		4,232
East Lothian	Not reported	Not reported	Not reported
East Renfrewshire		3,707	711
Edinburgh, City of	243	3,559	3,235
Eilean Siar		1,758	1,253
Falkirk	1,146	1,558	2,838
Fife	1,394	2,669	4,608
Glasgow City	405	1,922	1,800
Highland	1,923	2,330	2,131
Inverclyde	2,902	995	7,288
Midlothian	931	1,566	6,777
Moray	2,386	2,185	2,355
North Ayrshire	1,891	1,934	2,627
North Lanarkshire	1,413	2,214	3,939
Orkney Islands		5,254	8,381
Perth & Kinross	3,959	1,821	2,904
Renfrewshire	1,177	1,901	1,903
Scottish Borders	1,083	3,996	630
Shetland Islands	13,231		13,901
South Ayrshire		4,258	3,433
South Lanarkshire	1,083	2,983	3,636
Stirling		2,728	101
West Dunbartonshire	4,866		3,951
West Lothian	1,728	2,570	4,301
Average	2,379	2,573	3,748

Empty cells indicate that the council did not provide these facilities

INDICATOR 2: 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
- the extent of late return from borrowers.

When a book has to be purchased, the level of publishers' stocks and the speed of response of distribution companies will affect performance. Some councils restrict requests to non-fiction books.

Commentary

Across Scotland, **the average time taken to satisfy book requests was 25 days, a slight improvement compared with previous years** (Figure 2). The average time to satisfy requests varied significantly between eight days (Shetland Islands) and 50 days (Aberdeenshire). Twenty-one councils maintained or reduced the average number of days to satisfy book requests compared with 1998/99. Two councils (South Ayrshire and South Lanarkshire) have reduced their average time to satisfy book requests year-on-year since reorganisation in 1996.

Fourteen councils took, on average, 21 or less days to satisfy book requests, which is consistent with previous years (Table 2).

Figure 2: Overall, the average time taken to satisfy library book requests

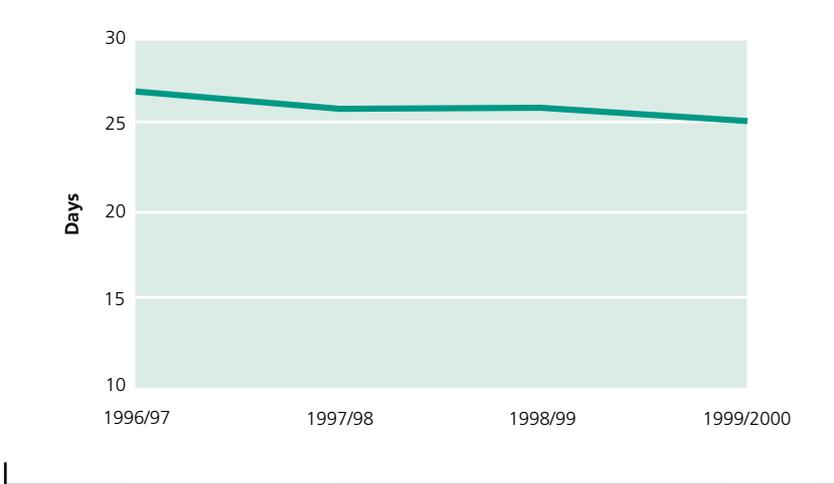


Table 2: The average number of days taken to satisfy library book requests

COUNCIL	1999/2000	1998/99	1997/98	1996/97
Aberdeen City	20	18	14	16
Aberdeenshire	50	38	*34	*37
Angus	16	16	*15	*17
Argyll & Bute	*41	*42	45	42
Clackmannanshire	24	29	*31	*25
Dumfries & Galloway	21	20	23	23
Dundee City	13	13	14	*16
East Ayrshire	22	23	24	24
East Dunbartonshire	16	16	15	*16
East Lothian	30	30	*29	*29
East Renfrewshire	21	24	35	31
Edinburgh, City of	19	15	*15	*15
Eilean Siar	31	26	16	18
Falkirk	14	19	20	20
Fife	34	*32	32	Not reported
Glasgow City	22	27	20	26
Highland	37	51	50	52
Inverclyde	26	25	Not reported	36
Midlothian	33	34	43	39
Moray	*24	*25	*33	25
North Ayrshire	31	26	*25	*24
North Lanarkshire	21	21	22	*27
Orkney Islands	15	16	13	13
Perth & Kinross	24	21	26	39
Renfrewshire	21	20	32	30
Scottish Borders	30	33	34	34
Shetland Islands	8	15	10	17
South Ayrshire	33	36	37	46
South Lanarkshire	22	23	24	28
Stirling	14	12	13	12
West Dunbartonshire	34	*49	*32	27
West Lothian	20	24	*23	27
Average	25	26	26	27

INDICATOR 3: 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 set recommendations for annual additional stock levels. For lending stock, book and audio materials the recommendation for adults is 280 items per 1,000 population and 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 of 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

Across Scotland, councils failed to meet the national target additions for both adult (61% of recommendation) and children (69% of recommendation) lending stock.

For adult lending stock, Clackmannanshire was the only council that met the recommended additional stock number. Eight councils reported that additions were less than 50% of the recommended target.

Nine councils achieved in excess of the recommended target additions for children and teenage lending stock. A further nine councils reported that additions were less than 50% of the recommended target (Table 3).

Table 3: Target and actual stock additions

COUNCIL	Adults			Children and teenagers		
	Target	Actual	% Achieved	Target	Actual	% Achieved
Aberdeen City	59,542	27,783	46.7	21,265	8,535	40.1
Aberdeenshire	63,683	33,538	52.7	22,744	13,324	58.6
Angus	30,820	28,011	90.9	11,007	9,747	88.6
Argyll & Bute*	25,194	7,861	31.2	8,998	3,906	43.4
Clackmannanshire	13,588	14,063	103.5	4,853	10,919	225.0
Dumfries & Galloway	41,104	26,867	65.4	14,680	8,084	55.1
Dundee City	40,440	23,206	57.4	14,443	13,198	91.4
East Ayrshire	33,964	27,630	81.4	12,130	13,494	111.2
East Dunbartonshire	31,049	20,579	66.3	11,089	13,201	119.0
East Lothian	25,320	18,909	74.7	9,043	7,747	85.7
East Renfrewshire	24,797	16,136	65.1	8,856	7,085	80.0
Edinburgh, City of	126,479	49,272	39.0	45,171	16,306	36.1
Eilean Siar	7,717	6,637	86.0	2,756	4,760	172.7
Falkirk	40,424	39,269	97.1	14,437	10,787	74.7
Fife	97,776	55,274	56.5	34,920	27,420	78.5
Glasgow City	171,203	98,951	57.8	61,144	39,818	65.1
Highland	58,408	27,147	46.5	20,860	15,764	75.6
Inverclyde	23,853	9,968	41.8	8,519	3,822	44.9
Midlothian	22,870	11,265	49.3	8,168	9,466	115.9
Moray	23,859	19,026	79.7	8,521	10,364	121.6
North Ayrshire	39,035	29,290	75.0	13,941	6,520	46.8
North Lanarkshire	91,823	66,476	72.4	32,794	15,360	46.8
Orkney Islands	5,488	4,508	82.1	1,960	2,407	122.8
Perth & Kinross	37,528	21,120	56.3	13,403	6,229	46.5
Renfrewshire	49,792	49,588	99.6	17,783	17,006	95.6
Scottish Borders	29,960	15,414	51.4	10,700	3,895	36.4
Shetland Islands	6,405	6,322	98.7	2,288	9,819	429.2
South Ayrshire	31,990	16,481	51.5	11,425	7,145	62.5
South Lanarkshire	86,106	35,962	41.8	30,752	11,370	37.0
Stirling	23,716	20,029	84.5	8,470	8,847	104.5
West Dunbartonshire*	26,813	15,255	56.9	9,576	5,482	57.2
West Lothian	43,310	31,895	73.6	15,468	12,415	80.3

INDICATOR 4: 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. 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.

Commentary

Twenty-six councils reported this information in 1999/2000. However, **six councils (East Ayrshire, East Lothian, Eilean Siar (Western Isles), Inverclyde, Midlothian and North Ayrshire) continue to be unable to report on the extent to which people borrow items from their libraries.**

Across Scotland, in the twenty-six councils that reported this information, 1.3 million people borrowed over 36 million items during the year. The average number of issues per borrower across Scotland was 28, which ranged from 16 (West Dunbartonshire) to 43 (Renfrewshire).

The percentage of people borrowing items varied significantly from slightly over 18% (Renfrewshire) to almost 49% (Shetland Islands) (Table 4). Nine councils reported that over one-third of the population within their area borrowed items from their libraries.

Table 4: Borrowers from public libraries as a percentage of the resident population

COUNCIL	Borrowers as a % of resident population				Average number of issues per borrower			
	1999/2000	1998/99	1997/98	1996/97	1999/2000	1998/99	1997/98	1996/97
Aberdeen City	22.1	25.1			37.5	37.7		
Aberdeenshire	34.3				20.0			
Angus	33.2	52.9	47.7	35.6	31.3	17.7	22.2	32.1
Argyll & Bute	*42.3	*41.1	*42.0	41.0	*17.4	*19.4	*19.9	24.0
Clackmannanshire	28.0	30.5	36.6		29.0	29.5	24.4	
Dumfries & Galloway	29.9	29.5	29.4	31.0	30.9	32.4	33.6	32.0
Dundee City	26.5	33.3	46.9	23.8	29.4	24.0	16.0	33.0
East Ayrshire			18.0				46.2	
East Dunbartonshire	31.8	33.3	37.0		26.8	24.8	23.5	
East Lothian								
East Renfrewshire	37.8	37.7	*33.1		25.3	26.9	*29.9	
Edinburgh, City of	22.0	22.2	*32.8	*27.5	40.9	53.1	*37.4	*50.3
Eilean Siar								
Falkirk	29.4	30.8	32.0	31.0	42.4	42.6	43.0	46.0
Fife	*36.8	*35.5			*25.3	*27.9		
Glasgow City	18.8	13.0	32.5	34.5	32.0	46.6	19.3	19.6
Highland	26.9	36.0	37.0	37.7	28.0	22.3	22.3	20.9
Inverclyde								
Midlothian								
Moray	38.3	39.7			29.6	30.4		
North Ayrshire								
North Lanarkshire	24.5	26.0	26.4	*23.0	28.7	30.8	31.0	*36.1
Orkney Islands	31.7				38.7			
Perth & Kinross	*48.2	*52.5	54.1		*20.5	*20.1	20.9	
Renfrewshire	18.1	17.0	37.1	39.2	42.9	47.8	25.6	26.0
Scottish Borders	21.5	24.8	*15.7	*16.2	32.5	29.3	*47.8	*50.0
Shetland Islands	48.9	49.3	51.5	50.8	21.2	21.1	23.3	23.2
South Ayrshire	29.0	32.4	33.0	22.3	26.4	26.6	28.1	43.8
South Lanarkshire	30.8	32.7	*30.1		27.8	27.8	*31.3	
Stirling	31.6	34.6	36.5	37.2	36.6	36.0	34.7	36.3
West Dunbartonshire	*45.1	*43.8	*41.2		*16.3	*15.1	*18.8	
West Lothian	28.6	29.9	*31.0	*32.1	31.1	32.0	*32.0	*33.0
All Scotland	30.0	28.9	33.5	25.3	27.8	31.0	26.4	30.2

Empty cells indicate that the council did not provide the information

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 Lachie at Audit Scotland.

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