

Response repairs – the percentage of response repairs due to be undertaken within 24 hours that were undertaken within target time

Response repairs are maintenance jobs that a council has agreed to carry out within a set timescale.

Councils classify repairs into various priority categories, each with its own target time for completion. This indicator shows the proportion of high priority repairs, (principally emergency repairs) due to be undertaken within 24 hours that were undertaken within the target times set by the council.

Points to bear in mind

Information on each of the separate categories of repairs undertaken by councils and their achievement in meeting their targets for repairs is available in the Commission's full national report.

This indicator does not include repairs or maintenance work which councils:

- chose to undertake as part of a planned programme of improvements
- advised tenants would not be carried out due to financial constraints
- undertook to improve the condition of empty houses.

The target time set for undertaking repairs covers the period of time between a repair request being received and the work being completed satisfactorily. The council has to notify the contractor what work should be done. This means that meeting the target time requires both the council and the contractor to work effectively.

Housing

Response repairs - the percentage of response repairs due to be undertaken within 24 hours that were undertaken within target time

Council	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
	1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
Aberdeen City	1	✓	99.2	96.8	98.5			
Aberdeenshire	17		84.4	88.1	91.5	✓		
Angus	19		93.5	86.7	91.2			
Clackmannanshire	7	✓	95.5	95.5	96.5			
Dumfries & Galloway	24		81.8	88.2	83.5			
Dundee City	9		95.7	96.3	95.6			
East Ayrshire	27	✗	FTR	57.9	76.5			
East Lothian	20		88.7	88.4	90.9			
East Renfrewshire	11		66.4	80.0	93.0			✓
City of Edinburgh	28	✗	79.0	81.3	71.0		✗	
Falkirk	3	✓	94.0	96.8	97.6			
Fife	18		85.4	87.8	91.3	✓		
Glasgow City	23		92.3	87.0	86.6	✗		
Highland	2	✓	96.4	97.5	98.1			
Inverclyde	21		89.3	90.7	89.8			
Moray	5	✓	<u>74.2</u>	93.6	97.0			✓
North Ayrshire	13		<u>84.3</u>	<u>85.6</u>	92.9		✓	
North Lanarkshire	16		90.1	94.0	92.1			
Orkney Islands	22		83.8	87.6	88.6	✓		
Perth & Kinross	25	✗	85.1	91.8	82.8			
Renfrewshire	7	✓	93.9	94.7	96.5			
Scottish Borders	11		<u>86.1</u>	96.1	93.0	✓		
Shetland Islands	15		95.1	93.0	92.4			
South Ayrshire	14		68.5	88.7	92.6			✓
South Lanarkshire	4	✓	98.1	96.7	97.4			
Stirling	10		95.4	93.8	93.8			
West Dunbartonshire	26	✗	82.5	94.9	79.5			
West Lothian	6	✓	96.2	96.2	96.8			
			Scotland					
			90.0	89.4	89.4			

Ranked performance	99/00	00/01	01/02
Highest ranked performance	99.2	97.5	98.5
Upper quartile	95.3	95.7	96.5
Median	89.3	92.4	92.5
Lower quartile	84.0	87.8	89.5
Lowest ranked performance	66.4	57.9	71.0

Data features	Symbol	99/00	00/01	01/02
PI not applicable	(-)	32	0	0
No service	(NS)	0	0	0

Count of councils showing material change since 1999/00		
Improvement		
5-9%	4	
10-14%	1	
>15%	3	
Decline		
5-9%	1	
10-14%	1	
>15%	-	

Unreliable/Unreported Data in 2001/02

Council	99/00	00/01	01/02
Argyll & Bute	91.1	<u>89.6</u>	<u>70.1</u>
East Dunbartonshire	95.2	93.2	<u>93.5</u>
Eilean Siar	91.2	<u>88.9</u>	<u>89.9</u>
Midlothian	86.5	<u>73.1</u>	<u>82.7</u>

Notes

An underlined PI measurement indicates unreliable data.

Housing

Response repairs - the percentage of response repairs due to be undertaken within 24 hours that were undertaken within target time

The following councils were ranked 25th or below in 1999/2000:

Dumfries & Galloway
East Renfrewshire
City of Edinburgh
Moray
Orkney Islands
South Ayrshire
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2001/2002:

Dumfries & Galloway
City of Edinburgh
West Dunbartonshire

Tenancy changes – the percentage of rent lost due to voids

This indicator reveals the level of rent loss due to houses remaining empty when they could be available for letting.

Points to bear in mind

The efficiency with which a council undertakes the process of managing changes in tenancy (particularly, the time taken to identify new tenants, and the time taken to identify and carry out any repairs necessary before a new tenant can move in) are important determinants of performance.

Some properties are less desirable than others, and so will remain empty for longer. Factors that influence this include:

- the condition of the property
- the type of property (eg tenement flat, end terraced house)
- the location of the property
- the general level of demand for council housing in an area.

These may extend the re-letting process and increase rent losses.

Variations from year to year can arise due to changes in the efficiency of managing the process and/or the particular condition and location of properties available for re-letting.

Some councils choose to move tenants into alternative accommodation whilst modernisation programmes are carried out with the result that, overall, there is a loss of rental income. Therefore, the council's policy on this aspect of modernisation will also influence the level of the indicator.

Voids exclude:

- houses that are or were empty and the subject of a Housing Committee decision that they are not to be let because they are surplus to long term requirements, or to be transferred, disposed of or demolished
- empty properties where an insurance claim was raised due to fire or flood damage
- empty properties subject to major structural works during which period it would be unsafe for them to be occupied.

Housing

Tenancy changes - the percentage of rent loss due to unoccupied dwellings

Council	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
	1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
Aberdeen City	30	✗	<u>3.15</u>	<u>3.97</u>	5.04			✗
Aberdeenshire	11		0.73	0.81	1.54			✗
Angus	20		1.17	1.85	2.58			✗
Argyll & Bute	5	✓	1.03	1.57	1.07			
Clackmannanshire	13		1.33	1.65	2.00			✗
Dumfries & Galloway	9		1.09	1.47	1.46			✗
Dundee City	24		3.70	3.32	3.23		✓	
East Ayrshire	26	✗	3.78	4.57	3.72			
East Dunbartonshire	3	✓	1.80	1.79	0.62			✓
East Lothian	6	✓	1.32	0.97	1.22	✓		
East Renfrewshire	16		3.59	4.84	2.35			✓
City of Edinburgh	28	✗	3.47	3.91	4.10			✗
Eilean Siar	19		2.45	2.27	2.52			
Falkirk	17		1.72	2.08	2.38			✗
Fife	22		<u>2.59</u>	2.33	2.74	✗		
Glasgow City	18		<u>4.76</u>	2.10	2.40			✓
Highland	15		1.51	1.84	2.31			✗
Inverclyde	27	✗	5.79	4.67	4.06			✓
Midlothian	4	✓	1.84	1.13	0.67			✓
Moray	2	✓	0.23	0.43	0.49			✗
North Ayrshire	14		1.85	2.13	2.06		✗	
North Lanarkshire	12		1.84	1.71	1.66	✓		
Orkney Islands	8	✓	1.49	1.12	1.33		✓	
Perth & Kinross	23		1.85	2.23	2.91			✗
Renfrewshire	25	✗	3.68	4.60	3.66			
Scottish Borders	29	✗	3.47	4.60	5.01			✗
Shetland Islands	32	✗	6.30	7.42	6.42			
South Ayrshire	21		1.69	2.07	2.67			✗
South Lanarkshire	7	✓	1.47	1.54	1.30		✓	
Stirling	10		1.04	1.05	1.47			✗
West Dunbartonshire	31	✗	4.26	6.19	5.50			✗
West Lothian	1	✓	0.32	0.49	0.47			✗
			Scotland					
			2.85	2.48	2.59			

Ranked performance	99/00	00/01	01/02
Highest ranked performance	0.23	0.43	0.47
Upper quartile	1.33	1.52	1.43
Median	1.84	2.08	2.37
Lower quartile	3.50	3.93	3.34
Lowest ranked performance	6.30	7.42	6.42

Data features	Symbol	99/00	00/01	01/02
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing material change since 1999/00	
Improvement	
5-9%	2
10-14%	3
>15%	5
Decline	
5-9%	1
10-14%	1
>15%	15

Notes

An underlined PI measurement indicates unreliable data.

Housing

Tenancy changes - the percentage of rent loss due to unoccupied dwellings

The following councils were ranked 25th or below in 1999/2000:

Dundee City
East Ayrshire
East Renfrewshire
Glasgow City
Inverclyde
Renfrewshire
Shetland Islands
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2001/2002:

East Ayrshire
Renfrewshire
Shetland Islands
West Dunbartonshire

Housing

Tenancy changes – the percentage of empty houses that were re-let within four weeks

This indicator reports the efficiency of the council in managing tenancy changes. The process involves the time taken to:

- identify new tenants
- have new tenants sign the tenancy agreement for a house
- identify and carry out any repairs necessary before the new tenant can move in.

Points to bear in mind

Some properties are less desirable than others, and so will remain empty for a longer period. Some of the factors that are important include:

- the condition of the property
- the type of property (eg tenement flat, end terraced house)
- the location of the property
- the general level of demand for council housing in an area.

Prospective tenants of some councils are made more offers of accommodation than those of others. This may lengthen the time taken to re-let some houses because prospective tenants may not accept the first offer, and houses may have to be offered to several different prospective tenants before being let.

Housing

Tenancy changes - the percentage of empty houses that were re-let within four weeks

Council	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
	1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
Aberdeen City	31	✗	4.2	4.4	4.9			✓
Aberdeenshire	6	✓	72.9	62.9	63.3		✗	
Angus	5	✓	71.1	72.4	63.7		✗	
Argyll & Bute	8	✓	64.7	64.3	54.9			✗
Clackmannanshire	7	✓	53.4	54.9	56.7	✓		
Dumfries & Galloway	4	✓	45.6	37.5	64.8			✓
Dundee City	9		62.9	55.5	53.6		✗	
East Ayrshire	11		31.6	26.6	49.0			✓
East Dunbartonshire	3	✓	24.6	66.0	76.5			✓
East Lothian	12		37.5	55.1	47.3			✓
East Renfrewshire	24		22.5	36.2	31.6			✓
City of Edinburgh	28	✗	17.4	16.6	17.9			
Eilean Siar	27	✗	22.0	33.7	19.0		✗	
Falkirk	18		60.3	60.2	35.9			✗
Fife	26	✗	25.1	32.5	22.1		✗	
Glasgow City	13		52.1	44.9	46.1		✗	
Highland	16		42.8	39.1	39.5	✗		
Inverclyde	30	✗	9.3	11.1	10.2		✓	
Midlothian	14		42.6	40.5	43.1			
Moray	2	✓	91.0	<u>80.4</u>	86.3	✗		
North Ayrshire	29	✗	14.2	7.5	17.8			✓
North Lanarkshire	22		38.0	33.4	34.4	✗		
Orkney Islands	20		39.8	50.0	35.6		✗	
Perth & Kinross	17		38.6	51.2	36.5	✗		
Renfrewshire	21		46.5	32.0	34.6			✗
Scottish Borders	19		33.0	40.5	35.9	✓		
Shetland Islands	25	✗	38.1	34.5	22.4			✗
South Ayrshire	23		32.7	35.0	31.8			
South Lanarkshire	15		31.9	43.3	40.5			✓
Stirling	10		39.1	46.9	52.1			✓
West Dunbartonshire	32	✗	9.4	4.9	1.7			✗
West Lothian	1	✓	94.5	94.5	94.9			
			Scotland					
			40.1	38.9	38.2			

Ranked performance	99/00	00/01	01/02
Highest ranked performance	94.5	94.5	94.9
Upper quartile	52.5	55.2	53.9
Median	38.4	40.5	38.0
Lower quartile	25.0	33.1	29.3
Lowest ranked performance	4.2	4.4	1.7

Data features	Symbol	99/00	00/01	01/02
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing material change since 1999/00	
Improvement	
5-9%	2
10-14%	1
>15%	9
Decline	
5-9%	4
10-14%	7
>15%	5

Notes

An underlined PI measurement indicates unreliable data.

Housing

Tenancy changes - the percentage of empty houses that were re-let within four weeks

The following councils were ranked 25th or below in 1999/2000:

Aberdeen City
East Dunbartonshire
East Renfrewshire
City of Edinburgh
Eilean Siar
Inverclyde
North Ayrshire
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2001/2002:

City of Edinburgh
Eilean Siar
West Dunbartonshire

Housing

Rent arrears – current tenant arrears as a percentage of the net amount of rent due in the year

This indicator is a measure of the council's performance in collecting rent due to it.

Points to bear in mind

Actions that a council can take to improve rent collection levels include:

- maximising the methods for ease of payment
- prompt notification of changes to rent levels
- effective management of the rent arrears recovery process (including the timing of action on arrears cases, the effectiveness of communication with tenants, and the efficiency of monitoring procedures)
- debt counselling services.

Not all those who are entitled to Housing Benefit actually claim it. Thus, the level of uptake of Housing Benefit by tenants (which can be influenced by a council's actions) and the eligibility of tenants for Housing Benefit are also key factors.

Housing

Group A

Rent arrears - current tenant arrears as a percentage of the net amount of rent due in the year

Group A		PI measurement			Better ✓ or worse ✗ since 99/00		
		99/00	00/01	01/02	5-9%	10-14%	>15%
Aberdeen City		7.4	7.3	8.0	✗		
Dundee City		8.6	10.2	9.8		✗	
East Dunbartonshire		15.7	13.9	12.0			✓
East Renfrewshire		9.7	9.1	8.8	✓		
City of Edinburgh		7.9	10.8	13.1			✗
Falkirk		7.6	7.4	6.9	✓		
Fife		8.1	10.7	8.4			
Inverclyde		10.2	10.8	9.7			
North Ayrshire		14.3	12.0	11.3			✓
North Lanarkshire		5.4	6.0	5.5			
Renfrewshire		8.6	8.9	7.5		✓	
South Ayrshire		14.3	10.9	7.6			✓
South Lanarkshire		6.0	5.5	4.8			✓
West Dunbartonshire		15.0	23.5	19.2			✗
		Scotland					
		8.4	9.2	7.3			

Count of councils showing material change since 1999/00	
Improvement	
5-9%	2
10-14%	1
>15%	4
Decline	
5-9%	1
10-14%	1
>15%	2

Data features for this Group	Symbol	99/00	00/01	01/02
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Unreliable/Unreported Data in 2001/02

Council		99/00	00/01	01/02
Glasgow City		15.9	17.2	<u>18.1</u>

Notes

An underlined PI measurement indicates unreliable data.
 Family groups were defined in consultation with councils and professional bodies.
 All Scotland figures above cover all councils rather than those in the group.

The following councils were ranked 25th or below in 1999/2000:

East Dunbartonshire
 Inverclyde
 North Ayrshire
 South Ayrshire
 West Dunbartonshire

The following councils did not make any material improvement in their performance by 2001/2002:

Inverclyde
 West Dunbartonshire

Housing

Group B

Rent arrears - current tenant arrears as a percentage of the net amount of rent due in the year

Group B	PI measurement			Better ✓ or worse ✗ since 99/00		
	99/00	00/01	01/02	5-9%	10-14%	>15%
Aberdeenshire	3.1	4.0	3.9			✗
Angus	2.8	3.5	4.0			✗
Argyll & Bute	2.3	4.0	3.2			✗
Clackmannanshire	<u>5.0</u>	<u>7.7</u>	6.1			✗
Dumfries & Galloway	4.7	3.8	4.1		✓	
East Ayrshire	12.6	14.1	10.6			✓
East Lothian	8.1	10.2	9.2		✗	
Eilean Siar	3.6	5.1	4.7			✗
Highland	6.9	6.6	6.6			
Midlothian	12.0	13.8	9.1			✓
Moray	2.4	<u>2.4</u>	4.0			✗
Orkney Islands	3.2	2.7	2.1			✓
Perth & Kinross	2.5	2.7	2.9			✗
Scottish Borders	3.3	2.4	2.5			✓
Shetland Islands	5.9	4.6	4.2			✓
Stirling	9.3	8.3	7.1			✓
West Lothian	4.1	3.7	3.5		✓	
Scotland						
	8.4	9.2	7.3			

Count of councils showing material change since 1999/00	
Improvement	
5-9%	-
10-14%	2
>15%	6
Decline	
5-9%	-
10-14%	1
>15%	7

Data features for this Group	Symbol	99/00	00/01	01/02
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Notes

An underlined PI measurement indicates unreliable data.
Family groups were defined in consultation with councils and professional bodies.
All Scotland figures above cover all councils rather than those in the group.

The following councils were ranked 25th or below in 1999/2000:

East Ayrshire
Midlothian

The following councils did not make any material improvement in their performance by 2001/2002:

None

Rent arrears – the percentage of current tenants owing more than 13 weeks' rent at year end, excluding those owing less than £250

This indicator is a measure of the council's performance in collecting rent due to it and shows the extent to which serious arrears have been allowed to build up by the end of the year.

Points to bear in mind

Actions that a council can take to improve rent collection levels include:

- maximising the methods for ease of payment
- prompt notification of changes to rent levels
- effective management of the rent arrears recovery process (including the timing of action on arrears cases, the effectiveness of communication with tenants, and the efficiency of monitoring procedures)
- debt counselling services.

Not all those who are entitled to Housing Benefit actually claim it. Thus, the level of uptake of Housing Benefit by tenants (which can be influenced by a council's actions) and the eligibility of tenants for Housing Benefit are also key factors.

Housing

Group A

Rent arrears - the percentage of current tenants owing more than 13 weeks' rent at the year end, excluding those owing less than £250

Group A		PI measurement			Better ✓ or worse ✗ since 99/00		
		99/00	00/01	01/02	5-9%	10-14%	>15%
Aberdeen City		9.1	9.5	9.2			
Dundee City		5.4	5.8	6.0		X	
East Renfrewshire		7.0	5.5	5.5			✓
City of Edinburgh		5.9	7.4	8.1			X
Falkirk		6.3	6.2	6.1			
Fife		5.4	7.5	5.6			
Inverclyde		10.4	12.8	11.5		X	
North Ayrshire		9.1	4.6	6.0			✓
North Lanarkshire		4.0	5.0	3.6		✓	
Renfrewshire		4.0	5.6	4.8			X
South Ayrshire		8.5	3.6	3.0			✓
South Lanarkshire		2.6	2.6	2.3		✓	

Scotland		
5.8	6.1	4.8

Count of councils showing material change since 1999/00	
Improvement	
5-9%	-
10-14%	2
>15%	3
Decline	
5-9%	-
10-14%	2
>15%	2

Data features for this Group	Symbol	99/00	00/01	01/02
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Unreliable/Unreported Data in 2001/02

Council	99/00	00/01	01/02
East Dunbartonshire	7.8	9.8	<u>6.8</u>
Glasgow City	9.5	10.0	<u>9.8</u>
West Dunbartonshire	3.3	FTR	FTR

Notes

An underlined PI measurement indicates unreliable data.
Family groups were defined in consultation with councils and professional bodies.
All Scotland figures above cover all councils rather than those in the group.

The following councils were ranked 25th or below in 1999/2000:

Aberdeen City
Inverclyde
North Ayrshire
South Ayrshire

The following councils did not make any material improvement in their performance by 2001/2002:

Aberdeen City
Inverclyde

Housing

Group B

Rent arrears - the percentage of current tenants owing more than 13 weeks' rent at the year end, excluding those owing less than £250

Group B		PI measurement			Better ✓ or worse ✗ since 99/00		
		99/00	00/01	01/02	5-9%	10-14%	>15%
Aberdeenshire		2.3	3.0	3.1			✗
Angus		1.4	2.0	2.3			✗
Argyll & Bute		0.8	1.8	0.8			
Clackmannanshire		<u>4.0</u>	<u>5.2</u>	5.5			✗
Dumfries & Galloway		1.0	0.6	0.8			✓
East Ayrshire		7.6	9.4	6.5		✓	
East Lothian		7.3	8.0	6.8	✓		
Eilean Siar		5.0	6.2	6.4			✗
Highland		5.4	4.6	4.6		✓	
Midlothian		10.6	13.3	7.0			✓
Moray		1.1	<u>1.1</u>	1.5			✗
Orkney Islands		4.0	3.2	3.1			✓
Perth & Kinross		3.5	2.2	4.2			✗
Scottish Borders		3.5	1.9	2.2			✓
Shetland Islands		3.4	2.5	2.4			✓
Stirling		4.1	3.9	3.6		✓	
West Lothian		4.2	3.0	2.3			✓
		Scotland					
		5.8	6.1	4.8			

Count of councils showing material change since 1999/00	
Improvement	
5-9%	1
10-14%	3
>15%	6
Decline	
5-9%	-
10-14%	-
>15%	6

Data features for this Group	Symbol	99/00	00/01	01/02
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Notes

An underlined PI measurement indicates unreliable data.
Family groups were defined in consultation with councils and professional bodies.
All Scotland figures above cover all councils rather than those in the group.

The following councils were ranked 25th or below in 1999/2000:

East Ayrshire
Midlothian

The following councils did not make any material improvement in their performance by 2001/2002:

None

Council house sales – the percentage of sales completed within 26 weeks

This measure gives an indication of the overall performance of a council in processing council house sales against the national target time of 26 weeks.

The time taken covers the period from the date the council receives the formal purchase application to the date on which payment of the purchase price is made in exchange for delivery of a valid title.

Points to bear in mind

The period after the council makes an offer to sell is included in the indicator and, therefore, applicants' responses to offers is a factor that affects the time taken. However, it is the council's own management processes (resting primarily with legal staff), and the level of resources devoted to this activity which are the more significant in determining performance.

Housing

Council house sales - the percentage of sales completed within 26 weeks

Council	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
	1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
Aberdeen City	25	✗	5.0	29.4	42.8			✓
Aberdeenshire	31	✗	20.8	22.2	16.9			✗
Angus	1	✓	74.1	91.4	93.1			✓
Argyll & Bute	27	✗	37.3	19.1	30.3			✗
Clackmannanshire	6	✓	85.3	91.7	88.5			
Dumfries & Galloway	18		40.0	59.9	66.4			✓
Dundee City	11		52.7	87.0	82.6			✓
East Ayrshire	4	✓	91.3	92.4	89.9			
East Dunbartonshire	32	✗	68.2	28.9	2.8			✗
East Lothian	30	✗	2.3	6.4	22.4			✓
East Renfrewshire	10		23.8	42.5	84.2			✓
City of Edinburgh	22		18.4	41.1	55.2			✓
Eilean Siar	28	✗	50.0	74.2	27.6			✗
Falkirk	17		61.5	59.3	67.6	✓		
Fife	24		62.5	45.3	49.6			✗
Glasgow City	14		66.3	67.9	78.0			✓
Highland	20		49.3	53.8	57.8			✓
Inverclyde	5	✓	61.6	84.9	89.1			✓
Midlothian	21		67.1	63.5	55.6			✗
Moray	7	✓	59.9	93.3	86.9			✓
North Ayrshire	13		59.5	67.0	79.5			✓
North Lanarkshire	3	✓	89.5	86.0	90.0			
Orkney Islands	19		60.9	57.7	65.4	✓		
Perth & Kinross	9		79.1	86.4	84.3	✓		
Renfrewshire	23		66.5	67.2	52.6			✗
Scottish Borders	12		86.0	78.5	81.2	✗		
Shetland Islands	26	✗	45.2	45.7	30.4			✗
South Ayrshire	8	✓	55.9	76.7	86.2			✓
South Lanarkshire	2	✓	89.2	89.9	92.9			
Stirling	16		44.0	70.4	76.3			✓
West Dunbartonshire	15		71.9	79.6	77.0	✓		
West Lothian	29	✗	43.8	47.6	23.8			✗
			Scotland					
			60.2	64.6	67.4			

Ranked performance	99/00	00/01	01/02
Highest ranked performance	91.3	93.3	93.1
Upper quartile	69.1	85.2	84.8
Median	60.4	67.1	72.0
Lower quartile	44.0	45.6	47.9
Lowest ranked performance	2.3	6.4	2.8

Data features	Symbol	99/00	00/01	01/02
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing material change since 1999/00	
Improvement	
5-9%	4
10-14%	-
>15%	14
Decline	
5-9%	1
10-14%	-
>15%	9

Notes

An underlined PI measurement indicates unreliable data.

Housing

Council house sales - the percentage of sales completed within 26 weeks

The following councils were ranked 25th or below in 1999/2000:

Aberdeen City
Aberdeenshire
Argyll & Bute
Dumfries & Galloway
East Lothian
East Renfrewshire
City of Edinburgh
West Lothian

The following councils did not make any material improvement in their performance by 2001/2002:

Aberdeenshire
Argyll & Bute
West Lothian

Housing

Homelessness – the number of homeless households in priority need provided with temporary accommodation in council furnished dwellings, as a percentage of the total provided with temporary accommodation

The indicator shows the proportion of households for which a council actually provided temporary accommodation in its own furnished accommodation under the homelessness legislation.

Points to bear in mind

The level shown reflects:

- the demand for temporary accommodation by applicants who qualify for assistance under statute
- a council's policy on what forms of accommodation to provide.

Housing

Homelessness - the number of homeless households in priority need provided with temporary accommodation in council-furnished dwellings, as a percentage of the total provided with temporary accommodation

Council	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
	1-32	✓ 1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
Aberdeen City	30	✗	1.7	0.7	1.2			✗
Aberdeenshire	24		14.9	14.9	15.1			
Angus	2	✓	91.5	96.4	97.5	✓		
Argyll & Bute	29	✗	26.3	24.7	3.3			✗
Clackmannanshire	14		39.3	38.8	36.4	✗		
Dumfries & Galloway	25	✗	9.0	11.4	9.2			
Dundee City	15		32.6	30.8	35.8	✓		
East Ayrshire	27	✗	6.5	11.7	5.9	✗		
East Dunbartonshire	9		41.2	45.0	54.0			✓
East Lothian	23		19.7	20.5	15.8			✗
East Renfrewshire	11		15.0	47.0	45.8			✓
City of Edinburgh	7	✓	60.3	49.6	57.8			
Eilean Siar	10		58.3	69.4	51.5		✗	
Falkirk	8	✓	73.7	57.1	55.4			✗
Fife	17		27.5	31.0	31.3		✓	
Glasgow City	19		19.5	15.7	20.9	✓		
Highland	22		24.1	16.1	16.1			✗
Midlothian	18		15.4	18.0	22.1			✓
Moray	28	✗	1.7	1.4	3.8			✓
North Ayrshire	26	✗	5.3	7.7	8.0			✓
North Lanarkshire	4	✓	96.8	97.2	87.4	✗		
Orkney Islands	6	✓	97.8	59.7	58.2			✗
Perth & Kinross	31	✗	0.0	0.0	0.0			
Renfrewshire	13		33.4	20.8	38.0		✓	
Scottish Borders	1	✓	100.0	100.0	100.0			
Shetland Islands	5	✓	56.3	36.1	67.0			✓
South Ayrshire	20		14.9	17.4	17.8			✓
South Lanarkshire	16		35.5	37.5	33.7	✗		
Stirling	21		9.6	17.0	17.6			✓
West Dunbartonshire	12		88.3	65.0	41.4			✗
West Lothian	3	✓	84.2	81.3	91.3	✓		
			Scotland					
			29.9	29.0	33.3			

Ranked performance	99/00	00/01	01/02
Highest ranked performance	100.0	100.0	100.0
Upper quartile	59.3	53.4	54.7
Median	27.5	30.8	33.7
Lower quartile	14.9	15.9	15.5
Lowest ranked performance	0.0	0.0	0.0

Data features	Symbol	99/00	00/01	01/02
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Unreliable/Unreported Data in 2001/02

Council	99/00	00/01	01/02
Inverclyde	0.0	0.0	<u>13.7</u>

Notes

An underlined PI measurement indicates unreliable data.

Count of councils showing material change since 1999/00	
Improvement	
5-9%	4
10-14%	2
>15%	8
Decline	
5-9%	4
10-14%	1
>15%	7

Housing

Homelessness - the number of homeless households in priority need provided with temporary accommodation in council-furnished dwellings, as a percentage of the total provided with temporary accommodation

The following councils were ranked 25th or below in 1999/2000:

Aberdeen City
Dumfries & Galloway
East Ayrshire
Moray
North Ayrshire
Perth & Kinross
Stirling

The following councils did not make any material improvement in their performance by 2001/2002:

Aberdeen City
Dumfries & Galloway
East Ayrshire
Perth & Kinross