

Housing

Tenancy changes – the percentage of rent lost due to unoccupied dwellings

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 02/03 | | PI measurement | | | Better ✓ or worse X since 00/01 | | |
|---------------------|---------------|------------------|-----------------|-------|-------|---------------------------------|--------|------|
| | 1-32 | ✓ 1-8 X 25-32 | 00/01 | 01/02 | 02/03 | 5-9% | 10-14% | >15% |
| Aberdeen City | 26 | X | <u>3.97</u> | 5.04 | 5.17 | | | X |
| Aberdeenshire | 13 | | 0.81 | 1.54 | 1.89 | | | X |
| Angus | 12 | | 1.85 | 2.58 | 1.82 | | | |
| Argyll & Bute | 6 | ✓ | 1.57 | 1.07 | 1.24 | | | ✓ |
| Clackmannanshire | 21 | | 1.65 | 2.00 | 3.14 | | | X |
| Dumfries & Galloway | 7 | ✓ | 1.47 | 1.46 | 1.41 | | | |
| Dundee City | 22 | | 3.32 | 3.23 | 3.55 | X | | |
| East Ayrshire | 25 | X | 4.57 | 3.72 | 3.90 | | ✓ | |
| East Dunbartonshire | 5 | ✓ | 1.79 | 0.62 | 0.97 | | | ✓ |
| East Lothian | 4 | ✓ | 0.97 | 1.22 | 0.94 | | | |
| East Renfrewshire | 15 | | 4.84 | 2.35 | 2.48 | | | ✓ |
| City of Edinburgh | 22 | | 3.91 | 4.10 | 3.55 | ✓ | | |
| Eilean Siar | 16 | | 2.27 | 2.52 | 2.58 | | X | |
| Falkirk | 20 | | 2.08 | 2.38 | 2.78 | | | X |
| Fife | 18 | | 2.33 | 2.74 | 2.76 | | | X |
| Highland | 14 | | 1.84 | 2.31 | 2.26 | | | X |
| Inverclyde | 29 | X | 4.67 | 4.06 | 9.62 | | | X |
| Midlothian | 3 | ✓ | 1.13 | 0.67 | 0.74 | | | ✓ |
| Moray | 2 | ✓ | 0.43 | 0.49 | 0.55 | | | X |
| North Ayrshire | 10 | | 2.13 | 2.06 | 1.70 | | | ✓ |
| North Lanarkshire | 11 | | 1.71 | 1.66 | 1.77 | | | |
| Perth & Kinross | 24 | | 2.23 | 2.91 | 3.68 | | | X |
| Renfrewshire | 17 | | 4.60 | 3.66 | 2.70 | | | ✓ |
| Shetland Islands | 28 | X | 7.42 | 6.42 | 6.71 | ✓ | | |
| South Ayrshire | 18 | | 2.07 | 2.67 | 2.76 | | | X |
| South Lanarkshire | 9 | | 1.54 | 1.30 | 1.63 | X | | |
| Stirling | 8 | ✓ | 1.05 | 1.47 | 1.61 | | | X |
| West Dunbartonshire | 27 | X | 6.19 | 5.50 | 6.55 | X | | |
| West Lothian | 1 | ✓ | 0.49 | 0.47 | 0.44 | | ✓ | |
| | | | Scotland | | | | | |
| | | | 2.48 | 2.59 | 2.81 | | | |

| Ranked performance | 00/01 | 01/02 | 02/03 |
|----------------------------|-------|-------|-------|
| Highest ranked performance | 0.43 | 0.47 | 0.44 |
| Upper quartile | 1.54 | 1.46 | 1.61 |
| Median | 2.07 | 2.35 | 2.48 |
| Lower quartile | 3.91 | 3.23 | 3.55 |
| Lowest ranked performance | 7.42 | 6.42 | 9.62 |

| Data features | Symbol | 00/01 | 01/02 | 02/03 |
|-------------------|--------|-------|-------|-------|
| PI not applicable | (-) | 0 | 0 | 0 |
| No service | (NS) | 0 | 0 | 0 |

| Count of councils showing significant change since 2000/01 | |
|--|----|
| Improvement | |
| 5-9% | 2 |
| 10-14% | 2 |
| >15% | 6 |
| Decline | |
| 5-9% | 3 |
| 10-14% | 1 |
| >15% | 11 |

Unreliable/Unreported Data in 2002/03

| Council | 00/01 | 01/02 | 02/03 |
|----------------|-------|-------|-------------|
| Orkney Islands | 1.12 | 1.33 | <u>2.01</u> |

The following councils data has not been included in the table because their housing stock was transferred before the end of the financial year.

| Council | 00/01 | 01/02 | 02/03 |
|------------------|-------|-------|-------|
| Glasgow City | 2.10 | 2.40 | 2.86 |
| Scottish Borders | 4.60 | 5.01 | 4.97 |

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 2000/01:

East Renfrewshire
Inverclyde
Renfrewshire
Shetland Islands
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2002/03:

Inverclyde
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 02/03 | | PI measurement | | | Better ✓ or worse ✗ since 00/01 | | |
|---------------------|---------------|-----------------|-----------------|-------|-------|---------------------------------|--------|------|
| | 1-32 | ✓1-8 ✗ 25-32 | 00/01 | 01/02 | 02/03 | 5-9% | 10-14% | >15% |
| Aberdeen City | 28 | ✗ | 4.4 | 4.9 | 4.9 | | ✓ | |
| Aberdeenshire | 10 | | 62.9 | 63.4 | 47.1 | | | ✗ |
| Angus | 3 | ✓ | 72.4 | 63.7 | 58.4 | | | ✗ |
| Argyll & Bute | 9 | | 64.4 | 54.9 | 48.3 | | | ✗ |
| Clackmannanshire | 11 | | 54.9 | 56.6 | 45.6 | | | ✗ |
| Dumfries & Galloway | 5 | ✓ | 37.5 | 64.8 | 51.5 | | | ✓ |
| Dundee City | 6 | ✓ | 55.5 | 53.6 | 50.9 | ✗ | | |
| East Ayrshire | 8 | ✓ | 26.7 | 48.9 | 49.0 | | | ✓ |
| East Dunbartonshire | 14 | | 66.0 | 76.5 | 42.6 | | | ✗ |
| East Lothian | 12 | | 55.0 | 47.3 | 45.5 | | | ✗ |
| East Renfrewshire | 15 | | 36.2 | 31.6 | 42.2 | | | ✓ |
| City of Edinburgh | 26 | ✗ | 16.6 | 17.9 | 14.0 | | | ✗ |
| Eilean Siar | 24 | | 33.7 | 19.1 | 23.3 | | | ✗ |
| Falkirk | 21 | | 60.2 | 36.0 | 29.5 | | | ✗ |
| Fife | 23 | | 32.5 | 22.1 | 23.5 | | | ✗ |
| Highland | 17 | | 39.2 | 39.6 | 38.6 | | | |
| Inverclyde | 27 | ✗ | 11.0 | 10.2 | 9.1 | | | ✗ |
| Midlothian | 16 | | 40.5 | 43.1 | 40.4 | | | |
| Moray | 2 | ✓ | <u>80.4</u> | 86.2 | 73.7 | ✗ | | |
| North Ayrshire | 4 | ✓ | 7.5 | 17.9 | 55.4 | | | ✓ |
| North Lanarkshire | 18 | | 33.3 | 34.4 | 34.9 | | | |
| Perth & Kinross | 13 | | 51.2 | 36.5 | 43.3 | | | ✗ |
| Renfrewshire | 19 | | 32.1 | 34.6 | 34.8 | ✓ | | |
| Shetland Islands | 25 | ✗ | 34.4 | 22.4 | 19.2 | | | ✗ |
| South Ayrshire | 20 | | 35.1 | 31.8 | 32.2 | ✗ | | |
| South Lanarkshire | 22 | | 43.4 | 40.5 | 28.7 | | | ✗ |
| Stirling | 7 | ✓ | 46.9 | 52.1 | 49.4 | ✓ | | |
| West Dunbartonshire | 29 | ✗ | 4.9 | 1.8 | 3.5 | | | ✗ |
| West Lothian | 1 | ✓ | 94.5 | 94.9 | 92.9 | | | |
| | | | Scotland | | | | | |
| | | | 38.9 | 38.2 | 34.8 | | | |

| Ranked performance | 00/01 | 01/02 | 02/03 |
|----------------------------|-------|-------|-------|
| Highest ranked performance | 94.5 | 94.9 | 92.9 |
| Upper quartile | 55.5 | 54.9 | 49.0 |
| Median | 39.2 | 39.6 | 42.2 |
| Lower quartile | 32.5 | 22.4 | 28.7 |
| Lowest ranked performance | 4.4 | 1.8 | 3.5 |

| Data features | Symbol | 00/01 | 01/02 | 02/03 |
|-------------------|--------|-------|-------|-------|
| PI not applicable | (-) | 0 | 0 | 0 |
| No service | (NS) | 0 | 0 | 0 |

| Count of councils showing significant change since 2000/01 | |
|--|----|
| Improvement | |
| 5-9% | 2 |
| 10-14% | 1 |
| >15% | 4 |
| Decline | |
| 5-9% | 3 |
| 10-14% | - |
| >15% | 15 |

Unreliable/Unreported Data in 2002/03

| Council | 00/01 | 01/02 | 02/03 |
|----------------|-------|-------|-------------|
| Orkney Islands | 50.0 | 35.6 | <u>36.2</u> |

The following councils data has not been included in the table because their housing stock was transferred before the end of the financial year.

| Council | 00/01 | 01/02 | 02/03 |
|------------------|-------|-------|-------|
| Glasgow City | 44.9 | 46.0 | 42.8 |
| Scottish Borders | 40.6 | 35.9 | 32.8 |

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 2000/01:

Aberdeen City
City of Edinburgh
Inverclyde
North Ayrshire
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2002/03:

City of Edinburgh
Inverclyde
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 X since 00/01 | | |
|---------------------|--|-----------------|-------|-------|---------------------------------|--------|------|
| | | 00/01 | 01/02 | 02/03 | 5-9% | 10-14% | >15% |
| Aberdeen City | | 7.3 | 8.0 | 8.4 | | | X |
| Dundee City | | 10.2 | 9.8 | 9.2 | ✓ | | |
| East Dunbartonshire | | 13.9 | 12.0 | 11.3 | | | ✓ |
| East Renfrewshire | | 9.1 | 8.8 | 9.3 | | | |
| City of Edinburgh | | 10.8 | 13.1 | 13.1 | | | X |
| Falkirk | | 7.4 | 6.9 | 7.9 | X | | |
| Fife | | 10.7 | 8.4 | 7.1 | | | ✓ |
| Inverclyde | | 10.8 | 9.7 | 12.7 | | | X |
| North Ayrshire | | 12.0 | 11.3 | 14.9 | | | X |
| North Lanarkshire | | 6.0 | 5.5 | 5.2 | | ✓ | |
| Renfrewshire | | 8.9 | 7.5 | 10.2 | | X | |
| South Ayrshire | | 10.9 | 7.6 | 7.9 | | | ✓ |
| South Lanarkshire | | 5.5 | 4.8 | 4.5 | | | ✓ |
| West Dunbartonshire | | 23.5 | 19.2 | 18.2 | | | ✓ |
| | | Scotland | | | | | |
| | | 9.2 | 7.3 | 7.4 | | | |

| Count of councils showing significant change since 2000/01 | |
|--|---|
| Improvement | |
| 5-9% | 1 |
| 10-14% | 1 |
| >15% | 5 |
| Decline | |
| 5-9% | 1 |
| 10-14% | 1 |
| >15% | 4 |

| Data features for this Group | Symbol | 00/01 | 01/02 | 02/03 |
|------------------------------|--------|-------|-------|-------|
| PI not applicable | (-) | 0 | 0 | 0 |
| No service | (NS) | 0 | 0 | 0 |

Unreliable/Unreported Data in 2002/03

| Council | | 00/01 | 01/02 | 02/03 |
|--------------|--|-------|-------------|-------------|
| Glasgow City | | 17.2 | <u>18.1</u> | <u>11.7</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 2000/01:

East Dunbartonshire
 North Ayrshire
 South Ayrshire
 West Dunbartonshire

The following councils did not make any material improvement in their performance by 2002/03:

North Ayrshire

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 X since 00/01 | | |
|---------------------|--|-----------------|-------|-------|---------------------------------|--------|------|
| | | 00/01 | 01/02 | 02/03 | 5-9% | 10-14% | >15% |
| Aberdeenshire | | 4.0 | 3.9 | 3.3 | | | ✓ |
| Angus | | 3.5 | 4.0 | 4.9 | | | X |
| Argyll & Bute | | 4.0 | 3.2 | 3.2 | | | ✓ |
| Clackmannanshire | | <u>7.7</u> | 6.1 | 7.8 | | | |
| Dumfries & Galloway | | 3.8 | 4.1 | 5.2 | | | X |
| East Ayrshire | | 14.1 | 10.6 | 7.8 | | | ✓ |
| East Lothian | | 10.2 | 9.2 | 7.3 | | | ✓ |
| Eilean Siar | | 5.1 | 4.7 | 7.0 | | | X |
| Highland | | 6.6 | 6.6 | 6.3 | | | |
| Midlothian | | 13.8 | 9.1 | 7.2 | | | ✓ |
| Moray | | <u>2.4</u> | 4.0 | 4.1 | | | X |
| Orkney Islands | | 2.7 | 2.1 | 2.6 | | | |
| Perth & Kinross | | 2.7 | 2.9 | 2.5 | ✓ | | |
| Shetland Islands | | 4.6 | 4.2 | 3.7 | | | ✓ |
| Stirling | | 8.3 | 7.1 | 6.9 | | | ✓ |
| West Lothian | | 3.7 | 3.5 | 3.2 | | ✓ | |
| | | Scotland | | | | | |
| | | 9.2 | 7.3 | 7.4 | | | |

| Count of councils showing significant change since 2000/01 | |
|--|---|
| Improvement | |
| 5-9% | 1 |
| 10-14% | 1 |
| >15% | 7 |
| Decline | |
| 5-9% | - |
| 10-14% | - |
| >15% | 4 |

| Data features for this Group | Symbol | 00/01 | 01/02 | 02/03 |
|------------------------------|--------|-------|-------|-------|
| PI not applicable | (-) | 0 | 0 | 0 |
| No service | (NS) | 0 | 0 | 0 |

The following councils data has not been included in the table because their housing stock was transferred before the end of the financial year.

| Council | | 00/01 | 01/02 | 02/03 |
|------------------|--|-------|-------|-------|
| Scottish Borders | | 2.4 | 2.5 | 5.3 |

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 2000/01:

East Ayrshire
Midlothian

The following councils did not make any material improvement in their performance by 2002/03:

None

Housing

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 X since 00/01 | | |
|---------------------|--|-----------------|------------|-------|---------------------------------|--------|------|
| | | 00/01 | 01/02 | 02/03 | 5-9% | 10-14% | >15% |
| Aberdeen City | | 9.5 | 9.2 | 6.0 | | | ✓ |
| Dundee City | | 5.8 | 6.0 | 5.3 | ✓ | | |
| East Dunbartonshire | | 9.8 | <u>6.8</u> | 8.4 | | ✓ | |
| East Renfrewshire | | 5.5 | 5.5 | 6.6 | | | X |
| City of Edinburgh | | 7.4 | 8.1 | 6.5 | | ✓ | |
| Falkirk | | 6.2 | 6.1 | 7.3 | | | X |
| Fife | | 7.5 | 5.6 | 4.8 | | | ✓ |
| Inverclyde | | 12.8 | 11.5 | 11.8 | ✓ | | |
| North Ayrshire | | 4.6 | 6.0 | 9.2 | | | X |
| North Lanarkshire | | 5.0 | 3.6 | 3.5 | | | ✓ |
| Renfrewshire | | 5.6 | 4.8 | 6.2 | | X | |
| South Ayrshire | | 3.6 | 3.0 | 2.5 | | | ✓ |
| South Lanarkshire | | 2.6 | 2.3 | 2.3 | | ✓ | |
| West Dunbartonshire | | FTR | FTR | 6.8 | | | |
| | | Scotland | | | | | |
| | | 6.1 | 4.8 | 4.8 | | | |

| Count of councils showing significant change since 2000/01 | |
|--|---|
| Improvement | |
| 5-9% | 2 |
| 10-14% | 3 |
| >15% | 4 |
| Decline | |
| 5-9% | - |
| 10-14% | 1 |
| >15% | 3 |

| Data features for this Group | Symbol | 00/01 | 01/02 | 02/03 |
|------------------------------|--------|-------|-------|-------|
| PI not applicable | (-) | 0 | 0 | 0 |
| No service | (NS) | 0 | 0 | 0 |

Unreliable/Unreported Data in 2002/03

| Council | | 00/01 | 01/02 | 02/03 |
|--------------|--|-------|------------|------------|
| Glasgow City | | 10.0 | <u>9.8</u> | <u>6.1</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 2000/01:

Aberdeen City
East Dunbartonshire
Inverclyde
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2002/03:

None

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 00/01 | | |
|---------------------|--|-----------------|-------|-------|---------------------------------|--------|------|
| | | 00/01 | 01/02 | 02/03 | 5-9% | 10-14% | >15% |
| Aberdeenshire | | 3.0 | 3.1 | 3.2 | ✗ | | |
| Angus | | 2.0 | 2.3 | 3.0 | ✗ | | |
| Argyll & Bute | | 1.8 | 0.8 | 0.7 | ✓ | | |
| Clackmannanshire | | <u>5.2</u> | 5.5 | 6.9 | ✗ | | |
| Dumfries & Galloway | | 0.6 | 0.8 | 1.3 | ✗ | | |
| East Ayrshire | | 9.4 | 6.5 | 4.8 | ✓ | | |
| East Lothian | | 8.0 | 6.8 | 6.4 | ✓ | | |
| Eilean Siar | | 6.2 | 6.4 | 6.2 | | | |
| Highland | | 4.6 | 4.6 | 5.5 | ✗ | | |
| Midlothian | | 13.3 | 7.0 | 6.0 | ✓ | | |
| Moray | | <u>1.1</u> | 1.5 | 1.9 | ✗ | | |
| Orkney Islands | | 3.2 | 3.1 | 2.3 | ✓ | | |
| Shetland Islands | | 2.5 | 2.4 | 3.8 | ✗ | | |
| Stirling | | 3.9 | 3.6 | 2.6 | ✓ | | |
| West Lothian | | 3.0 | 2.3 | 2.5 | ✓ | | |
| | | Scotland | | | | | |
| | | 6.1 | 4.8 | 4.8 | | | |

| Count of councils showing significant change since 2000/01 | |
|--|---|
| Improvement | |
| 5-9% | - |
| 10-14% | - |
| >15% | 7 |
| Decline | |
| 5-9% | 1 |
| 10-14% | - |
| >15% | 6 |

| Data features for this Group | Symbol | 00/01 | 01/02 | 02/03 |
|------------------------------|--------|-------|-------|-------|
| PI not applicable | (-) | 0 | 0 | 0 |
| No service | (NS) | 0 | 0 | 0 |

Unreliable/Unreported Data in 2002/03

| Council | | 00/01 | 01/02 | 02/03 |
|-----------------|--|-------|-------|-------|
| Perth & Kinross | | 2.2 | 4.2 | FTR |

The following councils data has not been included in the table because their housing stock was transferred before the end of the financial year.

| Council | | 00/01 | 01/02 | 02/03 |
|------------------|--|-------|-------|-------|
| Scottish Borders | | 1.9 | 2.2 | 3.0 |

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 2000/01:

East Ayrshire
Midlothian

The following councils did not make any material improvement in their performance by 2002/03:

None

Housing

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 02/03 | | PI measurement | | | Better ✓ or worse X since 00/01 | | |
|---------------------|---------------|-----------------|----------------|-------|-------|---------------------------------|--------|------|
| | 1-32 | ✓1-8 X 25-32 | 00/01 | 01/02 | 02/03 | 5-9% | 10-14% | >15% |
| Aberdeen City | 28 | X | 29.4 | 42.8 | 15.2 | | | X |
| Aberdeenshire | 25 | X | 22.2 | 16.9 | 34.9 | | | ✓ |
| Angus | 3 | ✓ | 91.4 | 93.1 | 93.9 | | | |
| Argyll & Bute | 21 | | 19.1 | 30.3 | 46.0 | | | ✓ |
| Clackmannanshire | 12 | | 91.7 | 88.6 | 72.0 | | | X |
| Dumfries & Galloway | 16 | | 60.0 | 66.4 | 60.1 | | | |
| Dundee City | 10 | | 87.1 | 82.5 | 73.6 | | | X |
| East Ayrshire | 13 | | 92.4 | 90.0 | 69.0 | | | X |
| East Dunbartonshire | 30 | X | 28.9 | 2.9 | 2.0 | | | X |
| East Lothian | 14 | | 6.4 | 22.4 | 68.4 | | | ✓ |
| East Renfrewshire | 1 | ✓ | 42.5 | 84.2 | 95.7 | | | ✓ |
| City of Edinburgh | 27 | X | 41.1 | 55.2 | 23.8 | | | X |
| Eilean Siar | 20 | | 74.2 | 27.6 | 48.3 | | | X |
| Falkirk | 19 | | 59.2 | 67.6 | 50.9 | | X | |
| Fife | 26 | X | 45.3 | 49.6 | 27.8 | | | X |
| Highland | 18 | | 53.8 | 57.8 | 55.3 | | | |
| Inverclyde | 11 | | 84.8 | 89.2 | 72.7 | | X | |
| Midlothian | 24 | | 63.5 | 55.5 | 42.0 | | | X |
| Moray | 2 | ✓ | 93.3 | 86.9 | 94.0 | | | |
| North Ayrshire | 7 | ✓ | 67.0 | 79.5 | 85.1 | | | ✓ |
| North Lanarkshire | 4 | ✓ | 86.0 | 90.0 | 91.0 | ✓ | | |
| Orkney Islands | 17 | | 57.7 | 65.4 | 60.0 | | | |
| Perth & Kinross | 9 | | 86.4 | 84.3 | 76.2 | | X | |
| Renfrewshire | 5 | ✓ | 67.2 | 52.5 | 85.3 | | | ✓ |
| Shetland Islands | 22 | | 45.7 | 30.4 | 45.4 | | | |
| South Ayrshire | 23 | | 76.7 | 86.1 | 45.1 | | | X |
| South Lanarkshire | 6 | ✓ | 89.9 | 92.9 | 85.2 | X | | |
| Stirling | 8 | ✓ | 70.4 | 76.3 | 85.0 | | | ✓ |
| West Dunbartonshire | 15 | | 79.6 | 77.0 | 62.5 | | | X |
| West Lothian | 29 | X | 47.6 | 23.8 | 15.0 | | | X |

| Scotland | | |
|----------|------|------|
| 64.6 | 67.4 | 60.1 |

| Ranked performance | 00/01 | 01/02 | 02/03 |
|----------------------------|-------|-------|-------|
| Highest ranked performance | 93.3 | 93.1 | 95.7 |
| Upper quartile | 85.7 | 85.7 | 82.8 |
| Median | 65.3 | 67.0 | 61.3 |
| Lower quartile | 45.4 | 44.5 | 45.2 |
| Lowest ranked performance | 6.4 | 2.9 | 2.0 |

| Data features | Symbol | 00/01 | 01/02 | 02/03 |
|-------------------|--------|-------|-------|-------|
| PI not applicable | (-) | 0 | 0 | 0 |
| No service | (NS) | 0 | 0 | 0 |

| Count of councils showing significant change since 2000/01 | |
|--|----|
| Improvement | |
| 5-9% | 1 |
| 10-14% | - |
| >15% | 7 |
| Decline | |
| 5-9% | 1 |
| 10-14% | 3 |
| >15% | 12 |

The following councils data has not been included in the table because their housing stock was transferred before the end of the financial year.

| Council | 00/01 | 01/02 | 02/03 |
|------------------|-------|-------|-------|
| Glasgow City | 67.9 | 78.0 | 68.2 |
| Scottish Borders | 78.5 | 81.2 | 76.6 |

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 2000/01:

Aberdeen City
Aberdeenshire
Argyll & Bute
East Dunbartonshire
East Lothian
City of Edinburgh

The following councils did not make any material improvement in their performance by 2002/03:

Aberdeen City
East Dunbartonshire
City of Edinburgh

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 02/03 | | PI measurement | | | Better ✓ or worse ✗ since 00/01 | | |
|---------------------|---------------|-----------------|-----------------|-------|-------|---------------------------------|--------|------|
| | 1-32 | ✓1-8 ✗ 25-32 | 00/01 | 01/02 | 02/03 | 5-9% | 10-14% | >15% |
| Aberdeen City | 30 | ✗ | 0.7 | 1.2 | 1.0 | | | ✓ |
| Aberdeenshire | 25 | ✗ | 14.9 | 15.1 | 14.9 | | | |
| Angus | 3 | ✓ | 96.4 | 97.5 | 85.8 | | ✗ | |
| Argyll & Bute | 29 | ✗ | 24.7 | 3.3 | 4.2 | | | ✗ |
| Clackmannanshire | 14 | | 38.8 | 36.4 | 23.6 | | | ✗ |
| Dumfries & Galloway | 21 | | 11.4 | 9.2 | 16.7 | | | ✓ |
| Dundee City | 12 | | 30.8 | 35.8 | 37.0 | | | ✓ |
| East Ayrshire | 28 | ✗ | 11.7 | 5.9 | 9.9 | | | ✗ |
| East Dunbartonshire | 8 | ✓ | 45.0 | 54.0 | 42.6 | ✗ | | |
| East Lothian | 22 | | 20.5 | 15.8 | 16.4 | | | ✗ |
| East Renfrewshire | 11 | | 47.0 | 45.8 | 40.0 | | ✗ | |
| City of Edinburgh | 6 | ✓ | 49.6 | 57.8 | 55.1 | | ✓ | |
| Falkirk | 7 | ✓ | 57.1 | 55.4 | 51.9 | ✗ | | |
| Fife | 13 | | 31.0 | 31.3 | 26.8 | | ✗ | |
| Glasgow City | 19 | | 15.7 | 20.9 | 17.3 | | ✓ | |
| Highland | 26 | ✗ | 16.1 | 16.1 | 13.5 | | | ✗ |
| Inverclyde | 20 | | 0.0 | 13.7 | 17.1 | | | ✓ |
| Midlothian | 10 | | 18.0 | 22.1 | 40.2 | | | ✓ |
| Moray | 23 | | 1.4 | 3.8 | 15.6 | | | ✓ |
| North Ayrshire | 23 | | 7.7 | 8.0 | 15.6 | | | ✓ |
| Orkney Islands | 4 | ✓ | 59.7 | 58.2 | 60.3 | | | |
| Perth & Kinross | 18 | | 0.0 | 0.0 | 18.6 | | | ✓ |
| Renfrewshire | 9 | | 20.8 | 38.0 | 41.2 | | | ✓ |
| Scottish Borders | 1 | ✓ | 100.0 | 100.0 | 100.0 | | | |
| Shetland Islands | 5 | ✓ | 36.1 | 67.0 | 55.2 | | | ✓ |
| South Ayrshire | 17 | | 17.4 | 17.8 | 19.3 | | ✓ | |
| South Lanarkshire | 15 | | 37.5 | 33.7 | 19.8 | | | ✗ |
| Stirling | 27 | ✗ | 17.0 | 17.6 | 13.2 | | | ✗ |
| West Dunbartonshire | 16 | | 65.0 | 41.4 | 19.4 | | | ✗ |
| West Lothian | 2 | ✓ | 81.3 | 91.3 | 87.0 | ✓ | | |
| | | | Scotland | | | | | |
| | | | 29.0 | 33.3 | 25.6 | | | |

| Ranked performance | 00/01 | 01/02 | 02/03 |
|----------------------------|-------|-------|-------|
| Highest ranked performance | 100.0 | 100.0 | 100.0 |
| Upper quartile | 46.5 | 52.0 | 42.3 |
| Median | 22.8 | 26.7 | 19.6 |
| Lower quartile | 15.1 | 14.1 | 15.8 |
| Lowest ranked performance | 0.0 | 0.0 | 1.0 |

| Data features | Symbol | 00/01 | 01/02 | 02/03 |
|-------------------|--------|-------|-------|-------|
| PI not applicable | (-) | 0 | 0 | 0 |
| No service | (NS) | 0 | 0 | 0 |

| Count of councils showing significant change since 2000/01 | |
|--|----|
| Improvement | |
| 5-9% | 1 |
| 10-14% | 3 |
| >15% | 10 |
| Decline | |
| 5-9% | 2 |
| 10-14% | 3 |
| >15% | 8 |

Unreliable/Unreported Data in 2002/03

| Council | 00/01 | 01/02 | 02/03 |
|-------------------|-------|-------|-------------|
| Eilean Siar | 69.4 | 51.5 | <u>39.1</u> |
| North Lanarkshire | 97.2 | 87.4 | <u>79.9</u> |

Notes

An underlined PI measurement indicates unreliable data.

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 2000/01:

Aberdeen City
Dumfries & Galloway
Inverclyde
Moray
North Ayrshire
Perth & Kinross

The following councils did not make any material improvement in their performance by 2002/03:

None