

Housing

Response repairs

- T** 1. a) The length of time that the council allows for carrying out various categories of repairs and the number and percentage of repairs completed within the target timescale for each category.
- b) The proportion of repairs due to be completed within 24 hours that were completed within the targets set by the council

What the indicator reports

This indicator sets out the number of response repairs undertaken by each council, the timescales that each council sets for each of its repairs categories and the levels of success in achieving the targets shown.

The indicator also reports the percentage of all repairs due to be completed within 24 hours that were completed within targets set (eg 4 hours, 12 hours or 24 hours).

Response repairs are maintenance jobs which a council has agreed to carry out within a set timescale at the request of the tenant. Councils classify repairs into various priority categories each with its own timescale. For example, a council may undertake to repair a burst pipe within four hours, whereas it may allow two to six weeks to repair a window-sill.

Councils are free to decide how many repairs categories are appropriate, and choose the timescale for each category.

Classifying and undertaking a repair as an 'emergency' (ie where danger would arise or damage could be caused) generally costs more than it does to have the work done under another category. Therefore, treating a high proportion of repairs as emergencies is likely to increase costs.

Points to bear in mind

For this indicator, response repairs do not include 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 standards set for each category cover the period of time between a repair request being received by the council and the work being completed satisfactorily. Repairs have to be completed to the council's satisfaction, and thus the indicator captures both efficiency and quality aspects of the repairs service.

Councils may use a range of contractors, including their own directly employed workforce to undertake housing repair work. 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.

Many councils may use the same name for a repair category (eg 'urgent') but the target timescale associated with it may vary between them.

In accordance with the developed criteria (see Section 1) this is a TRANSITIONAL indicator

Managing tenancy changes

2. **The total annual rent lost due to houses being unoccupied, expressed as a percentage of the total amount of rent due in the year.**

What the indicator reports

This indicator shows the level of rent lost due to houses remaining empty when they are available for letting.

Points to bear in mind

Some of the factors which affect a council's ability to re-let vacant property include:

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

The council's policy on moving tenants into alternative accommodation while improvement works are carried out to their home, thereby incurring a loss of rental income for the council during that period, will influence the indicator.

Properties which are either unsafe for occupation or which the council intends to sell are excluded from the indicator.

3. **The number and percentage of houses re-let by the council within the following timescales:**

- **less than 2 weeks**
- **2 to 4 weeks**
- **more than 4 weeks**
- **average time to re-let houses.**

What the indicator reports

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

- identifying new tenants
- the new tenants signing for a house
- identifying and carrying 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 longer. Some of the factors which are important include:

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

Councils differ in the number of offers of accommodation that they make to prospective tenants. Allowing several offers may lengthen the time taken to re-let a house because prospective tenants may not accept the first offer, and the house may have to be offered to several different prospective tenants before being let.

Rent arrears

4. **Current tenants' arrears:**
- a) **as a percentage of the net amount of rent due in the year**
 - b) **the percentage of all tenants owing more than 13 weeks' rent at year end, excluding those owing less than £250.**

What the indicator reports

Current arrears are amounts of rent that are due and unpaid by current tenants. This indicator is, therefore, a measure of the council's performance in collecting the rent due to it from its tenants. Part b) shows the level of serious current arrears cases.

Points to bear in mind

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

- maximising the methods and accessibility for 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.

The net amount of rent due in the year excludes rent which is funded by housing benefit. Therefore, the level of uptake of housing benefit may have an impact on the indicator.

Council house sales

5. **a) The percentage of house sales completed within 26 weeks**
b) The average time for council house sales

What the indicator reports

The Scottish Executive has set councils a target of six months (26 weeks) for processing council house sales. This indicator shows the extent to which each council has achieved the target.

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.

Homelessness

- 6: **a) The number of households assessed as homeless or potentially homeless during the year.**
- b) The average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless**
- c) The number of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed, as a proportion of all cases assessed as homeless or potentially homeless during the year.**

What the indicator reports

The level of homelessness that councils have to deal with is less than the actual level of homelessness because of under-reporting. Nevertheless, recent government initiatives to improve the rights of homeless people and to provide them with greater access to services may be expected to lead to an increase in recorded homelessness applications over the next year or two.

Housing

This indicator deals with aspects of the council's duty in relation to the current homelessness legislation. It shows both the efficiency of the council in fulfilling its responsibility to those who present themselves as homeless or potentially homeless and are subsequently assessed as being so, and the effectiveness of its processes for successfully fulfilling its duty and reducing repeat homelessness.

Points to bear in mind

The level of homelessness that councils have to deal with is less than the actual level of homelessness because of under-reporting. Nevertheless, recent government initiatives to improve the rights of homeless people and to provide them with greater access to services may be expected to lead to an increase in recorded homelessness applications over the next year or two.

Clearly, it is better that councils should reduce the time taken to complete their duty. However, this has to be seen in the context of their effectiveness (ie the appropriateness of the solution) in doing so. The ability of councils to improve both their efficiency and their effectiveness will be affected by, for example, the availability of appropriate accommodation.

Housing

| Housing | Indicator 1 | | | | | |
|---------------------|--|-------------------|------------------------|--|---------------|--------------|
| | Name of first priority housing response repairs category | | | Target response time for housing response repairs falling within the first priority category | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | P1 | P1 | P1 | 4 | 24 | 24 |
| Aberdeenshire | Emergency | Emergency | Emergency | 24 | 24 | 24 |
| Angus | Emergency | Emergency | Emergency | 2 | 2 | 2 |
| Argyll & Bute | Emergency | Emergency | Emergency | 24 | 24 | 24 |
| Clackmannanshire | Emergency | Emergency | Emergency | 4 | 4 | 4 |
| Dumfries & Galloway | Emergency | Emergency | No Service | 4 | 4 | No Service |
| Dundee City | Out of hours emergency | 24 Hour Emergency | Out of hours Emergency | 24 | 24 | 24 |
| East Ayrshire | A | Emergency | Emergency | 2 | 24 | 24 |
| East Dunbartonshire | Emergency | Emergency | Emergency | 3 | 24 | 24 |
| East Lothian | Emergency day | Emergency | Emergency - Day | 24 | 24 | 24 |
| East Renfrewshire | Emergency A3 | Emergency A3 | Emergency A3 | 4 | 4 | 4 |
| Edinburgh, City of | Emergency | Emergency | Not Reported | 24 | 24 | Not Reported |
| Eilean Siar | Emergency | Emergency | Emergency | 1 | 1 | 1 |
| Falkirk | Emergency | Emergency | Emergency | 24 | 24 | 24 |
| Fife | Emergency | Emergency | Emergency | 24 | 24 | 24 |
| Glasgow City | Emergency | Emergency | No Service | 24 | 24 | No Service |
| Highland | Emergency | Emergency | Emergency | 24 | 24 | 24 |
| Inverclyde | Call Out | Call Out | Call out | 2 | 2 | 2 |
| Midlothian | Priority 1 | 1 | Priority 1 | 24 | within 24 hrs | 24 |
| Moray | Emergency | Emergency | Emergency | 2 | 2 | 2 |
| North Ayrshire | Emergency | Emergency | Emergency | 24 | 24 | 24 |
| North Lanarkshire | Category 1 | Category 1 | Category 1 | 3 | 3 | 3 |
| Orkney Islands | Emergency | Emergency | Emergency | 24 | 24 | 24 |
| Perth & Kinross | Emergency | Emergency | Emergency | 24 | 24 | 24 |
| Renfrewshire | Emergency | Emergency | Emergency | 24 | 24 | 24 |
| Scottish Borders | Emergency | Emergency | No Service | 24 | 24 | No Service |
| Shetland Islands | Emergency | Emergency | Emergency | 24 | 24 | 24 |
| South Ayrshire | Emergency | Emergency | Emergency | 4 | 4 | 4 |
| South Lanarkshire | Emergency | Emergency | Emergency | 24 | 24 | 24 |
| Stirling | Emergency | Emergency | Z | 24 | 24 | 4 |
| West Dunbartonshire | Emergency | Emergency | Emergency | 24 | 24 | 24 |
| West Lothian | Emergency | Emergency | Emergency | 4 | 24 | 24 |
| Scotland | | | | | | |

Housing

| Housing | Indicator 1 | | | | | |
|---------------------|--|-----------|--------------|---|----------------|----------------|
| | Unit of time used for the first priority housing response repairs category | | | Number of first priority housing response repairs | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | hours | hours | hours | 22,253 | 22,284 | 20,484 |
| Aberdeenshire | hours | hours | hours | 12,816 | 13,585 | 11,827 |
| Angus | hours | hours | hours | 5,058 | 4,950 | 5,637 |
| Argyll & Bute | hours | hours | hours | 5,689 | 5,352 | 5,434 |
| Clackmannanshire | hours | hours | hours | 8,142 | 9,306 | 7,779 |
| Dumfries & Galloway | hours | hours | No Service | 20,229 | 20,824 | No Service |
| Dundee City | hours | hours | hours | 13,445 | 33,885 | 13,593 |
| East Ayrshire | hours | hours | hours | 11,063 | 33,175 | 27,951 |
| East Dunbartonshire | hours | hours | hours | Not Reported | 14,536 | 12,343 |
| East Lothian | hours | hours | hours | 5,507 | 4,444 | 3,417 |
| East Renfrewshire | hours | hours | hours | 1,504 | 1,133 | 1,098 |
| Edinburgh, City of | hours | hours | Not Reported | 54,819 | 48,982 | Not Reported |
| Eilean Siar | hours | hours | hours | 840 | 907 | 753 |
| Falkirk | hours | hours | 1 Day | 20,100 | 20,232 | 20,375 |
| Fife | hours | hours | hours | 47,319 | 21,699 | 18,500 |
| Glasgow City | hours | hours | No Service | 58,755 | 57,247 | No Service |
| Highland | hours | hours | hours | 11,920 | 11,073 | 12,030 |
| Inverclyde | hours | hours | hours | 5,865 | 5,204 | 4,578 |
| Midlothian | hours | hours | hours | 6,999 | 6,480 | 6,646 |
| Moray | hours | hours | hours | 3,095 | 2,805 | 3,319 |
| North Ayrshire | hours | hours | hours | 11,748 | 14,984 | 15,385 |
| North Lanarkshire | hours | hours | hours | 66,467 | 62,521 | 48,090 |
| Orkney Islands | hours | hours | hours | 431 | 349 | 208 |
| Perth & Kinross | hours | hours | hours | 7,755 | 6,611 | 6,377 |
| Renfrewshire | hours | hours | hours | 23,015 | 21,637 | 18,575 |
| Scottish Borders | hours | hours | No Service | 1,538 | 1,420 | No Service |
| Shetland Islands | hours | hours | hours | 2,069 | 1,711 | 1,406 |
| South Ayrshire | hours | hours | hours | 12,084 | 10,989 | 11,155 |
| South Lanarkshire | hours | hours | hours | 41,383 | 43,443 | 39,890 |
| Stirling | hours | hours | hours | 9,862 | 5,205 | 4,425 |
| West Dunbartonshire | hours | hours | hours | 21,586 | 20,523 | 19,027 |
| West Lothian | hours | hours | hours | 9,183 | 9,223 | 10,378 |
| Scotland | | | | 509,011 | 335,827 | 222,556 |

Housing

| Housing | Indicator 1 | | | | | |
|---------------------|--|--------------|---------------------|---|-------------------|-------------------------|
| | Percentage of first priority housing response repairs completed within target time | | | Name of second priority housing response repairs category | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | 97.5% | 96.2% | 97.6% | P9 | P9 | P9/99 |
| Aberdeenshire | 91.5% | 92.1% | 88.1% | Urgent | Urgent | Urgent |
| Angus | 91.2% | 92.4% | 96.2% | Urgent | Urgent | Urgent |
| Argyll & Bute | 70.1% | 88.7% | 90.8% | Urgent | Urgent | Essential |
| Clackmannanshire | 98.3% | 98.3% | 97.9% | Lesser emergency | Lesser emergency | Urgent |
| Dumfries & Galloway | 78.2% | 75.6% | No Service | Urgent | Urgent | No Service |
| Dundee City | 99.8% | 94.4% | 99.6% | Day Emergency | 3 Day Emergency | Day Emergency |
| East Ayrshire | 84.2% | 83.3% | 88.9% | B | Urgent | Urgent |
| East Dunbartonshire | Not Reported | 83.3% | 96.5% | A | Urgent | Urgent |
| East Lothian | 88.2% | 89.9% | 93.2% | Emergency night | Emergency - Night | Emergency- Night |
| East Renfrewshire | 92.1% | 94.7% | 95.2% | Emergency A2 | Emergency A2 | Emergency A2 |
| Edinburgh, City of | 71.0% | 81.4% | Not Reported | By Appointment | By Appointment | Not Reported |
| Eilean Siar | 93.6% | 89.6% | 91.6% | Priority 1 | Priority 1 | Priority 1 |
| Falkirk | 97.6% | 98.2% | 97.9% | Urgent | Urgent | Urgent |
| Fife | 91.3% | 83.2% | 92.9% | Urgent | RTR1 | RTR 1 |
| Glasgow City | 86.6% | 91.7% | No Service | Reactive | Reactive | No Service |
| Highland | 98.1% | 97.8% | 97.2% | High Priority | High Priority | High Priority |
| Inverclyde | 96.0% | 97.5% | 98.8% | Emergency | Emergency | Emergency |
| Midlothian | 82.7% | 84.8% | 86.0% | Priority 2 | 2 | Priority 2 |
| Moray | 97.0% | 99.6% | 99.1% | Priority | Priority | Urgent |
| North Ayrshire | 92.9% | 98.9% | 99.1% | Urgent | Urgent | Urgent |
| North Lanarkshire | 92.1% | 97.5% | 98.3% | Category 2 | Category 2 | Category 2 |
| Orkney Islands | 88.6% | 89.4% | 86.5% | Urgent | Urgent | Urgent |
| Perth & Kinross | 82.8% | 94.0% | 95.0% | Urgent | Urgent | Urgent |
| Renfrewshire | 96.5% | 98.0% | 98.3% | Urgent | Urgent | Urgent |
| Scottish Borders | 93.3% | 92.7% | No Service | Urgent | Urgent | No Service |
| Shetland Islands | 92.4% | 96.7% | 97.7% | Urgent | Urgent | Urgent |
| South Ayrshire | 92.0% | 94.2% | 93.9% | Urgent | Urgent | Urgent |
| South Lanarkshire | 97.4% | 97.0% | 97.7% | Urgent | Urgent | Urgent |
| Stirling | 93.1% | 91.9% | 88.1% | U&P | U&P | E |
| West Dunbartonshire | 79.5% | 93.7% | 95.8% | Urgent Works | Urgent | Urgent |
| West Lothian | 96.8% | 90.3% | 94.2% | Priority | Priority | Priority |
| Scotland | 89.4% | 91.6% | 96.1% | | | |

Housing

| Housing | Indicator 1 | | | | | |
|---------------------|---|---------------|--------------|---|--------------|--------------|
| | Target response time for housing response repairs falling within the second priority category | | | Unit of time used for the second priority housing response repairs category | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | 24 | 24 | 24 | hours | hours | hours |
| Aberdeenshire | 5 | 5 | 5 | working days | working days | days |
| Angus | 3 | 3 | 2 | working days | working days | working days |
| Argyll & Bute | 48 | 48 | 5 | hours | hours | days |
| Clackmannanshire | 24 | following day | 1 | hours | day | days |
| Dumfries & Galloway | 5 | 5 | No Service | days | days | No Service |
| Dundee City | 24 | 3 | 24 | hours | days | hours |
| East Ayrshire | 24 | 3 | 3 | hours | days | days |
| East Dunbartonshire | 24 | 5 | 5 | hours | days | days |
| East Lothian | 24 | 24 | 24 | hours | hours | hours |
| East Renfrewshire | 24 | 24 | 24 | hours | hours | hours |
| Edinburgh, City of | 14 | 14 | Not Reported | days from appointment | days | Not Reported |
| Eilean Siar | 1 | 1 | 1 | days | day | days |
| Falkirk | 7 | 7 | 7 | days | days | days |
| Fife | 3 | 1 | 1 | days | day | days |
| Glasgow City | 10 | 10 | No Service | days | days | No Service |
| Highland | 3 | 3 | 3 | days | days | days |
| Inverclyde | 1 | 1 | 1 | days | day | days |
| Midlothian | 7 | within 7 days | 7 | days | days | days |
| Moray | 1 | 1 | 1 | working day | working day | days |
| North Ayrshire | 7 | 7 | 7 | days | days | days |
| North Lanarkshire | 3 | 3 | 3 | days | days | days |
| Orkney Islands | 3 | 3 | 3 | days | days | days |
| Perth & Kinross | 7 | 7 | 7 | days | days | days |
| Renfrewshire | 4 | 4 | 4 | days | days | days |
| Scottish Borders | 3 | 3 | No Service | days | days | No Service |
| Shetland Islands | 3 | 3 | 3 | days | days | days |
| South Ayrshire | 3 | 3 | 3 | days | days | days |
| South Lanarkshire | 10 | 10 | 10 | working days | working days | working days |
| Stirling | 3 | 3 | 24 | days | days | hours |
| West Dunbartonshire | 10 | 10 | 10 | days | days | days |
| West Lothian | 3 | 3 | 3 | days | days | days |
| Scotland | | | | | | |

Housing

| Housing | Indicator 1 | | | | | |
|---------------------|--|----------------|---------------------|---|--------------|---------------------|
| | Number of second priority housing response repairs | | | Percentage of second priority housing response repairs completed within target time | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | 21,763 | 23,601 | 24,307 | 99.5% | 95.7% | 100.0% |
| Aberdeenshire | 12,274 | 12,665 | 9,842 | 81.0% | 78.1% | 78.9% |
| Angus | 6,833 | 6,887 | 6,240 | 80.6% | 86.2% | 89.6% |
| Argyll & Bute | 5,007 | 3,085 | 7,417 | 53.9% | 76.0% | 81.6% |
| Clackmannanshire | 3,114 | 3,053 | 2,963 | 91.7% | 93.0% | 93.1% |
| Dumfries & Galloway | 13,034 | 12,451 | No Service | 90.6% | 91.1% | No Service |
| Dundee City | 20,472 | 25,493 | 20,131 | 92.9% | 73.1% | 92.0% |
| East Ayrshire | 22,853 | 18,348 | 19,999 | 72.8% | 70.4% | 74.5% |
| East Dunbartonshire | 17,138 | 3,667 | 2,771 | 93.5% | 70.8% | 69.9% |
| East Lothian | 4,896 | 4,464 | 4,905 | 93.9% | 95.9% | 94.1% |
| East Renfrewshire | 1,887 | 2,334 | 2,626 | 93.7% | 96.6% | 95.9% |
| Edinburgh, City of | 50,427 | 37,779 | Not Reported | 86.0% | 85.5% | Not Reported |
| Eilean Siar | 1,040 | 1,135 | 1,177 | 86.9% | 83.8% | 91.2% |
| Falkirk | 15,238 | 13,645 | 13,602 | 88.1% | 91.1% | 83.2% |
| Fife | 6,625 | 29,299 | 30,479 | 74.7% | 88.2% | 89.2% |
| Glasgow City | 5,220 | 7,829 | No Service | 83.1% | 85.7% | No Service |
| Highland | 12,502 | 11,632 | 12,339 | 96.4% | 94.4% | 92.3% |
| Inverclyde | 14,277 | 12,847 | 11,722 | 87.3% | 88.8% | 89.2% |
| Midlothian | 9,833 | 6,832 | 6,102 | 53.0% | 60.4% | 71.4% |
| Moray | 3,449 | 3,492 | 2,273 | 82.3% | 85.2% | 88.4% |
| North Ayrshire | 8,405 | 3,348 | 3,669 | 71.5% | 89.3% | 94.5% |
| North Lanarkshire | 15,938 | 8,166 | 3,667 | 79.8% | 86.4% | 93.3% |
| Orkney Islands | 412 | 358 | 317 | 79.1% | 80.4% | 76.7% |
| Perth & Kinross | 10,497 | 10,627 | 10,138 | 76.2% | 92.1% | 86.9% |
| Renfrewshire | 7,490 | 6,918 | 2,812 | 85.3% | 86.1% | 88.6% |
| Scottish Borders | 8,576 | 7,022 | No Service | 91.4% | 89.5% | No Service |
| Shetland Islands | 1,806 | 1,724 | 1,369 | 80.0% | 86.0% | 88.7% |
| South Ayrshire | 16,117 | 13,627 | 13,057 | 63.9% | 75.7% | 75.5% |
| South Lanarkshire | 8,662 | 2,030 | 1,117 | 96.9% | 96.3% | 98.1% |
| Stirling | 6,848 | 5,126 | 6,101 | 84.8% | 87.2% | 93.0% |
| West Dunbartonshire | 4,083 | 5,852 | 6,669 | 66.1% | 86.3% | 86.2% |
| West Lothian | 13,244 | 14,042 | 14,328 | 89.8% | 90.2% | 85.0% |
| Scotland | 316,942 | 211,231 | 148,399 | 84.9% | 85.1% | 85.7% |

Housing

| Housing | Indicator 1 | | | | | |
|---------------------|--|-------------------|-----------------|--|----------------|--------------|
| | Name of third priority housing response repairs category | | | Target response time for housing response repairs falling within the third priority category | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | P6 | P6 | P6 | 48 | 48 | 48 |
| Aberdeenshire | Normal | Normal | Standard 1 | 13 | 13 | 10 |
| Angus | Routine | Routine | Routine | 7 | 7 | 10 |
| Argyll & Bute | Essential | Essential | Routine | 5 | 1 | 20 |
| Clackmannanshire | Rapid | Rapid | rapid | 7 | 7 | 7 |
| Dumfries & Galloway | Non-urgent | Non-Urgent | No Service | 30 | 30 | No Service |
| Dundee City | 3 Day urgent | 10 Day Priority | 3 Day Emergency | 3 | 10 | 3 |
| East Ayrshire | C | No Service | No Service | 5 | No Service | No Service |
| East Dunbartonshire | B | Routine | Routine | 3 | 20 | 20 |
| East Lothian | Urgent | Urgent | Urgent | 4 | 4 | 4 |
| East Renfrewshire | Urgent A1 | Urgent A1 | Urgent A1 | 10 | 10 | 10 |
| Edinburgh, City of | Non Appointed | Non Appointed | Not Reported | 28 | 28 | Not Reported |
| Eilean Siar | Priority 2 | Priority 2 | Priority 2 | 7 | 1 | 1 |
| Falkirk | Routine | Routine | Routine | 28 | 28 | 28 |
| Fife | Local response | RTR3 | RTR 3 | 5 | 3 | 3 |
| Glasgow City | Appointment Based | Appointment Based | No Service | Tenant led | Tenant Lead | No Service |
| Highland | Routine | Routine | Routine | 20 | 20 | 20 |
| Inverclyde | Urgent | Urgent | Urgent | 9 | 9 | 9 |
| Midlothian | Priority 3 | 3 | Priority 3 | 21 | within 21 days | 21 |
| Moray | Routine | Routine | Priority | 5 | 5 | 5 |
| North Ayrshire | Routine | Routine | Routine | 28 | 28 | 28 |
| North Lanarkshire | Category 3 | Category 3 | Category 3 | 7 | 7 | 7 |
| Orkney Islands | Normal | Normal | Normal | 28 | 28 | 28 |
| Perth & Kinross | Routine | Routine | Routine | 28 | 28 | 28 |
| Renfrewshire | Routine | Routine | Routine | 12 | 12 | 12 |
| Scottish Borders | Routine Urgent | Routine Urgent | No Service | 15 | 15 | No Service |
| Shetland Islands | Routine | Routine | Routine | 28 | 1 | 1 |
| South Ayrshire | Routine | Routine | Routine | 20 | 20 | 20 |
| South Lanarkshire | Routine | Routine | Routine | 30 | 30 | 30 |
| Stirling | A&N | A&N | U&P | 15 | 15 | 3 |
| West Dunbartonshire | General | General Urgent | General | 15 | 15 | 15 |
| West Lothian | Routine | Routine | Routine | 15 | 15 | 15 |
| Scotland | | | | | | |

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| Housing | Indicator 1 | | | | | |
|---------------------|--|--------------|--------------|---|----------------|----------------|
| | Unit of time used for the third priority housing response repairs category | | | Number of third priority housing response repairs | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | hours | hours | hours | 4,187 | 4,342 | 3,562 |
| Aberdeenshire | working days | working days | days | 18,726 | 19,056 | 14,155 |
| Angus | working days | working days | working days | 14,721 | 13,894 | 15,592 |
| Argyll & Bute | working days | working week | days | 5,488 | 3,995 | 3,850 |
| Clackmannanshire | days | days | days | 7,936 | 7,634 | 6,918 |
| Dumfries & Galloway | days | days | No Service | 11,455 | 11,771 | No Service |
| Dundee City | days | days | days | 28,369 | 15,106 | 24,321 |
| East Ayrshire | days | No Service | No Service | 20,482 | No Service | No Service |
| East Dunbartonshire | days | days | days | 2,901 | 9,626 | 6,802 |
| East Lothian | days | days | days | 7,073 | 6,564 | 6,521 |
| East Renfrewshire | working days | working days | working days | 3,707 | 4,331 | 4,209 |
| Edinburgh, City of | days | days | Not Reported | 23,148 | 20,768 | Not Reported |
| Eilean Siar | days | week | days | 886 | 833 | 909 |
| Falkirk | days | days | days | 30,466 | 26,209 | 21,137 |
| Fife | days | days | days | 53,654 | 5,583 | 4,420 |
| Glasgow City | n/a | n/a | No Service | 95,305 | 95,479 | No Service |
| Highland | days | days | days | 15,840 | 13,728 | 13,852 |
| Inverclyde | days | days | days | 11,351 | 10,608 | 9,683 |
| Midlothian | days | days | days | 2,408 | 2,975 | 3,075 |
| Moray | working days | working days | days | 3,633 | 3,304 | 4,948 |
| North Ayrshire | days | days | days | 14,687 | 11,394 | 11,604 |
| North Lanarkshire | days | days | days | 7,999 | 3,480 | 1,799 |
| Orkney Islands | days | days | days | 703 | 706 | 625 |
| Perth & Kinross | days | days | days | 8,117 | 8,250 | 7,021 |
| Renfrewshire | days | days | days | 33,520 | 30,949 | 27,505 |
| Scottish Borders | days | days | No Service | 4,881 | 4,408 | No Service |
| Shetland Islands | days | month | month | 3,807 | 3,688 | 3,429 |
| South Ayrshire | days | days | days | 15,613 | 14,028 | 11,141 |
| South Lanarkshire | working days | working days | working days | 33,785 | 29,752 | 28,058 |
| Stirling | days | days | days | 11,755 | 9,912 | 5,473 |
| West Dunbartonshire | days | days | days | 16,495 | 14,691 | 18,783 |
| West Lothian | days | days | days | 30,729 | 26,121 | 24,276 |
| Scotland | | | | 532,144 | 225,984 | 194,671 |

Housing

| Housing | Indicator 1 | | | | | |
|---------------------|--|--------------|---------------------|---|----------------|------------------------|
| | Percentage of third priority housing response repairs completed within target time | | | Name of fourth priority housing response repairs category | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | 84.1% | 76.1% | 72.8% | P1/2 | P1/2 | P1/2 |
| Aberdeenshire | 80.6% | 78.3% | 83.6% | Planned | Planned | Standard 2 |
| Angus | 75.8% | 83.4% | 89.4% | Non-essential | Non-essential | Non-essential |
| Argyll & Bute | 50.3% | 73.9% | 85.2% | Routine | Routine | |
| Clackmannanshire | 88.7% | 86.9% | 85.4% | Routine | Routine | Routine |
| Dumfries & Galloway | 93.3% | 91.8% | No Service | Planned | Planned | |
| Dundee City | 76.7% | 68.3% | 76.0% | 10 Day Priority | 15 Day Normal | 10 Day Priority |
| East Ayrshire | 80.5% | No Service | No Service | D | | |
| East Dunbartonshire | 55.5% | 80.4% | 69.5% | C | | |
| East Lothian | 46.8% | 61.8% | 71.7% | Priority | Priority | Priority |
| East Renfrewshire | 91.5% | 91.9% | 93.2% | A | A | A |
| Edinburgh, City of | 73.0% | 71.4% | Not Reported | | | Not Reported |
| Eilean Siar | 48.6% | 53.8% | 58.5% | Priority 3 | Priority 3 | Priority 3 |
| Falkirk | 88.5% | 87.6% | 84.3% | Non-routine | Non Routine | Non-Routine |
| Fife | 95.0% | 67.3% | 70.1% | Routine | LRT | Local Response |
| Glasgow City | 98.7% | 95.7% | No Service | | | |
| Highland | 93.0% | 89.5% | 88.1% | | | |
| Inverclyde | 59.7% | 59.3% | 66.9% | Routine | Routine | Routine |
| Midlothian | 42.2% | 49.6% | 61.4% | Priority 4 | 4 | Priority 4 |
| Moray | 78.8% | 79.1% | 79.5% | Ordinary | Ordinary | Ordinary |
| North Ayrshire | 81.4% | 88.0% | 91.1% | By Appointment | By Appointment | By Appointment |
| North Lanarkshire | 79.7% | 81.7% | 92.8% | Category 4 | Category 4 | Category 4 |
| Orkney Islands | 87.5% | 81.2% | 86.2% | | Other | |
| Perth & Kinross | 80.5% | 89.3% | 84.7% | | | |
| Renfrewshire | 82.7% | 83.5% | 87.9% | Normal | Normal | Normal |
| Scottish Borders | 86.7% | 83.3% | No Service | Routine | Routine | |
| Shetland Islands | 70.7% | 66.7% | 70.3% | 3 month | 3 month | 3 Month |
| South Ayrshire | 76.2% | 78.8% | 88.5% | Gas | Gas | Gas |
| South Lanarkshire | 94.8% | 93.0% | 97.3% | RBA | RBA | RBA |
| Stirling | 79.8% | 76.9% | 88.1% | | | A & N |
| West Dunbartonshire | 52.3% | 64.4% | 75.4% | Non-urgent | Non Urgent | Non-Urgent |
| West Lothian | 93.9% | 93.8% | 93.6% | | | |
| Scotland | 85.8% | 82.4% | 88.1% | | | |

Housing

| Housing | Indicator 1 | | | | | |
|---------------------|---|----------------|--------------|---|--------------|--------------|
| | Target response time for housing response repairs falling within the fourth priority category | | | Unit of time used for the fourth priority housing response repairs category | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | 3 | 3 | 3 | days | days | days |
| Aberdeenshire | 20 | 20 | 20 | working days | working days | days |
| Angus | 20 | 20 | 20 | working days | working days | working days |
| Argyll & Bute | 28 | 28 | | working days | days | |
| Clackmannanshire | 28 | 4 | 28 | days | weeks | days |
| Dumfries & Galloway | 70 | 70 | | days | days | |
| Dundee City | 10 | 15 | 10 | days | days | days |
| East Ayrshire | 12 | | | days | | |
| East Dunbartonshire | 10 | | | days | | |
| East Lothian | 9 | 9 | 9 | days | days | days |
| East Renfrewshire | 25 | 25 | 25 | working days | working days | working days |
| Edinburgh, City of | | | Not Reported | | | Not Reported |
| Eilean Siar | 14 | Fortnightly | Fortnightly | days | days | days |
| Falkirk | Programmed | By agreement | By Agreement | programmed | days | days |
| Fife | 30 | 5 | 5 | days | days | days |
| Glasgow City | | | | | | |
| Highland | | | | | | |
| Inverclyde | 28 | 28 | 28 | days | days | days |
| Midlothian | 35 | within 35 days | 35 | days | days | days |
| Moray | 15 | 15 | 15 | working days | working days | days |
| North Ayrshire | Keep Appointment | <15 | <15 | < 15 days | days | days |
| North Lanarkshire | 20 | 20 | 20 | days | days | days |
| Orkney Islands | | As Agreed | | | days | |
| Perth & Kinross | | | | | | |
| Renfrewshire | 30 | 30 | 30 | days | days | days |
| Scottish Borders | 30 | 30 | | days | days | |
| Shetland Islands | 3 | 3 | 3 | months | months | months |
| South Ayrshire | 4 | 4 | 4 | hours | hours | hours |
| South Lanarkshire | Appointment | Appointment | Appointment | n/a | N/A | NA |
| Sirling | | | 15 | | | days |
| West Dunbartonshire | 130 | 130 | 130 | days | days | days |
| West Lothian | | | | | | |
| Scotland | | | | | | |

Housing

| Housing | Indicator 1 | | | | | |
|---------------------|--|----------------|----------------|---|--------------|--------------|
| | Number of fourth priority housing response repairs | | | Percentage of fourth priority housing response repairs completed within target time | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | 2,881 | 8,432 | 10,573 | 86.5% | 81.7% | 84.4% |
| Aberdeenshire | 2,856 | 2,842 | 5,259 | 61.7% | 52.2% | 64.4% |
| Angus | 386 | 422 | 438 | 68.9% | 67.8% | 76.9% |
| Argyll & Bute | 3,205 | 3,959 | | 72.5% | 84.5% | |
| Clackmannanshire | 7,678 | 6,842 | 6,677 | 82.7% | 76.9% | 74.0% |
| Dumfries & Galloway | 3,477 | 3,377 | | 99.1% | 80.6% | |
| Dundee City | 14,455 | 13,392 | 13,953 | 70.5% | 70.5% | 67.9% |
| East Ayrshire | 4,345 | | | 76.3% | | |
| East Dunbartonshire | 6,046 | | | 58.8% | | |
| East Lothian | 13,269 | 6,018 | 4,202 | 49.1% | 56.7% | |
| East Renfrewshire | 4,039 | 4,806 | 6,165 | 87.3% | 85.2% | 85.3% |
| Edinburgh, City of | | | Not Reported | | | Not Reported |
| Eilean Siar | 957 | 626 | 604 | 52.9% | 60.5% | 58.8% |
| Falkirk | 995 | 896 | 775 | 81.7% | 67.1% | 63.2% |
| Fife | 79,662 | 47,533 | 41,330 | 84.3% | 93.6% | 92.6% |
| Glasgow City | | | | | | |
| Highland | | | | | | |
| Inverclyde | 15,881 | 15,780 | 13,347 | 72.2% | 69.9% | 77.1% |
| Midlothian | 726 | 1,841 | 2,141 | 68.3% | 62.8% | 70.1% |
| Moray | 7,006 | 5,838 | 5,776 | 82.8% | 81.9% | 82.9% |
| North Ayrshire | 7,615 | 14,980 | 15,849 | 97.0% | 99.0% | 99.6% |
| North Lanarkshire | 45,192 | 52,784 | 50,861 | 87.0% | 90.2% | 94.3% |
| Orkney Islands | | 6 | | | 100.0% | |
| Perth & Kinross | | | | | | |
| Renfrewshire | 29,926 | 26,845 | 20,660 | 86.9% | 86.6% | 91.4% |
| Scottish Borders | 9,520 | 7,312 | | 89.3% | 86.5% | |
| Shetland Islands | 212 | 238 | 395 | 54.7% | 47.5% | 70.1% |
| South Ayrshire | 1,205 | 1,183 | 1,029 | 99.0% | 94.3% | 96.6% |
| South Lanarkshire | 33,457 | 43,851 | 43,619 | 97.8% | 97.7% | 98.0% |
| Stirling | | | 9,762 | | | 79.7% |
| West Dunbartonshire | 3,058 | 1,585 | 3,826 | 47.6% | 71.0% | 74.6% |
| West Lothian | | | | | | |
| Scotland | 287,115 | 204,788 | 224,540 | 83.5% | 86.7% | 91.0% |

Housing

| Housing | Indicator 1 | | | | | |
|---------------------|--|--------------------|---------------------------|--|-----------|-----------------------|
| | Name of fifth priority housing response repairs category | | | Target response time for housing response repairs falling within the fifth priority category | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | P2 | P2 | P2 | 10 | 10 | 10 |
| Aberdeenshire | Gas | Gas | Gas | 32 | 32 | 32 |
| Angus | Complex | Complex | Complex | 3 | 3 | 3 |
| Argyll & Bute | No Service | Essential | | | 5 | |
| Clackmannanshire | | | | | | |
| Dumfries & Galloway | | | | | | |
| Dundee City | 15 Day Normal | | 15 Day Normal | 15 | | 15 |
| East Ayrshire | E | | | 25 | | |
| East Dunbartonshire | D | | | 20 | | |
| East Lothian | Normal | Normal | Normal | 23 | 23 | 23 |
| East Renfrewshire | Manufactured Items | Manufactured Items | Manufactured Items | 40 | 40 | 40 |
| Edinburgh, City of | | | Not Reported | | | Not Reported |
| Eilean Siar | Priority 4 | Priority 4 | Priority 4 | 28 | monthly | monthly |
| Falkirk | | 14 Day | 14 days | | 14 | 14 |
| Fife | | ordinary | Routine | | 30 | 30 |
| Glasgow City | | | | | | |
| Highland | | | | | | |
| Inverclyde | Group | Group | Group | 96 | 96 | 96 |
| Midlothian | | | | | | |
| Moray | Appointment | Void | Appointment | As Appointment | 15 | As Appointment |
| North Ayrshire | | | | | | |
| North Lanarkshire | | | | | | |
| Orkney Islands | | | | | | |
| Perth & Kinross | | | | | | |
| Renfrewshire | | | | | | |
| Scottish Borders | | | | | | |
| Shetland Islands | | | | | | |
| South Ayrshire | | | | | | |
| South Lanarkshire | | | | | | |
| Stirling | | | | | | |
| West Dunbartonshire | | | | | | |
| West Lothian | | | | | | |
| Scotland | | | | | | |

Housing

| Housing | Indicator 1 | | | | | |
|---------------------|--|--------------|--------------|---|---------------|---------------|
| | Unit of time used for the fifth priority housing response repairs category | | | Number of fifth priority housing response repairs | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | days | days | days | 23,612 | 24,771 | 20,806 |
| Aberdeenshire | working days | working days | days | 5,626 | 5,508 | 4,972 |
| Angus | months | months | months | 124 | 281 | 138 |
| Argyll & Bute | | working days | | | 794 | |
| Clackmannanshire | | | | | | |
| Dumfries & Galloway | | | | | | |
| Dundee City | days | | days | 12,199 | | 11,794 |
| East Ayrshire | days | | | 8,645 | | |
| East Dunbartonshire | days | | | 3,950 | | |
| East Lothian | days | days | days | 10,749 | 16,575 | 16,499 |
| East Renfrewshire | working days | working days | working days | 321 | 307 | 313 |
| Edinburgh, City of | | | Not Reported | | | Not Reported |
| Eilean Siar | days | days | days | 51 | 51 | 79 |
| Falkirk | | days | days | | 3,422 | 5,096 |
| Fife | | days | days | | 74,830 | 63,223 |
| Glasgow City | | | | | | |
| Highland | | | | | | |
| Inverclyde | days | days | days | 794 | 888 | 597 |
| Midlothian | | | | | | |
| Moray | working days | working days | 0 | 1,341 | 1,145 | 901 |
| North Ayrshire | | | | | | |
| North Lanarkshire | | | | | | |
| Orkney Islands | | | | | | |
| Perth & Kinross | | | | | | |
| Renfrewshire | | | | | | |
| Scottish Borders | | | | | | |
| Shetland Islands | | | | | | |
| South Ayrshire | | | | | | |
| South Lanarkshire | | | | | | |
| Stirling | | | | | | |
| West Dunbartonshire | | | | | | |
| West Lothian | | | | | | |
| Scotland | | | | 63,411 | 43,967 | 81,750 |

Housing

| Housing | Indicator 1 | | | | | |
|---------------------|--|--------------|---------------------|--|----------------|-------------------------------|
| | Percentage of fifth priority housing response repairs completed within target time | | | Name of sixth priority housing response repairs category | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | 75.1% | 62.9% | 54.4% | P3 | P3 | P3 |
| Aberdeenshire | 83.0% | 88.8% | 87.1% | | | |
| Angus | 93.5% | 81.5% | 81.9% | | | Gas heating breakdowns |
| Argyll & Bute | | 80.9% | | | Routine | |
| Clackmannanshire | | | | | | |
| Dumfries & Galloway | | | | | | |
| Dundee City | 69.1% | | 69.1% | | | |
| East Ayrshire | 65.3% | | | | | |
| East Dunbartonshire | 47.4% | | | E | | |
| East Lothian | 69.8% | 74.7% | 77.6% | | | |
| East Renfrewshire | 84.1% | 83.4% | 87.2% | | | |
| Edinburgh, City of | | | Not Reported | | | Not Reported |
| Eilean Siar | 51.0% | 54.9% | 55.7% | | | |
| Falkirk | | 85.9% | 82.1% | | | |
| Fife | | 83.0% | 82.4% | | | |
| Glasgow City | | | | | | |
| Highland | | | | | | |
| Inverclyde | 67.9% | 63.0% | 69.8% | Windows | Windows | Windows |
| Midlothian | | | | | | |
| Moray | 100.0% | 85.4% | 100.0% | | Appointment | Void |
| North Ayrshire | | | | | | |
| North Lanarkshire | | | | | | |
| Orkney Islands | | | | | | |
| Perth & Kinross | | | | | | |
| Renfrewshire | | | | | | |
| Scottish Borders | | | | | | |
| Shetland Islands | | | | | | |
| South Ayrshire | | | | | | |
| South Lanarkshire | | | | | | |
| Stirling | | | | | | |
| West Dunbartonshire | | | | | | |
| West Lothian | | | | | | |
| Scotland | 72.9% | 68.2% | 81.6% | | | |

Housing

| Housing | Indicator 1 | | | | | |
|---------------------|--|----------------|--------------|--|--------------|--------------|
| | Target response time for housing response repairs falling within the sixth priority category | | | Unit of time used for the sixth priority housing response repairs category | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | 24 | 24 | 24 | days | days | days |
| Aberdeenshire | | | | | | |
| Angus | | | 24 | | | hours |
| Argyll & Bute | | 20 | | | working days | |
| Clackmannanshire | | | | | | |
| Dumfries & Galloway | | | | | | |
| Dundee City | | | | | | |
| East Ayrshire | | | | | | |
| East Dunbartonshire | 40 | | | days | | |
| East Lothian | | | | | | |
| East Renfrewshire | | | | | | |
| Edinburgh, City of | | | Not Reported | | | Not Reported |
| Eilean Siar | | | | | | |
| Falkirk | | | | | | |
| Fife | | | | | | |
| Glasgow City | | | | | | |
| Highland | | | | | | |
| Inverclyde | 74 | 74 | 74 | days | days | days |
| Midlothian | | | | | | |
| Moray | | as appointment | 15 | | working days | days |
| North Ayrshire | | | | | | |
| North Lanarkshire | | | | | | |
| Orkney Islands | | | | | | |
| Perth & Kinross | | | | | | |
| Renfrewshire | | | | | | |
| Scottish Borders | | | | | | |
| Shetland Islands | | | | | | |
| South Ayrshire | | | | | | |
| South Lanarkshire | | | | | | |
| Stirling | | | | | | |
| West Dunbartonshire | | | | | | |
| West Lothian | | | | | | |
| Scotland | | | | | | |

Housing

| Housing | Indicator 1 | | | | | |
|---------------------|---|---------------|--------------|--|--------------|--------------|
| | Number of sixth priority housing response repairs | | | Percentage of sixth priority housing response repairs completed within target time | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | 35,788 | 34,494 | 35,315 | 85.5% | 75.8% | 64.8% |
| Aberdeenshire | | | | | | |
| Angus | | | 5,332 | | | 80.8% |
| Argyll & Bute | | 580 | | | 91.4% | |
| Clackmannanshire | | | | | | |
| Dumfries & Galloway | | | | | | |
| Dundee City | | | | | | |
| East Ayrshire | | | | | | |
| East Dunbartonshire | 12,933 | | | 78.0% | | |
| East Lothian | | | | | | |
| East Renfrewshire | | | | | | |
| Edinburgh, City of | | | Not Reported | | | Not Reported |
| Eilean Siar | | | | | | |
| Falkirk | | | | | | |
| Fife | | | | | | |
| Glasgow City | | | | | | |
| Highland | | | | | | |
| Inverclyde | 237 | 203 | 151 | 67.5% | 60.1% | 65.6% |
| Midlothian | | | | | | |
| Moray | | 1,661 | 1,075 | | 100.0% | 82.2% |
| North Ayrshire | | | | | | |
| North Lanarkshire | | | | | | |
| Orkney Islands | | | | | | |
| Perth & Kinross | | | | | | |
| Renfrewshire | | | | | | |
| Scottish Borders | | | | | | |
| Shetland Islands | | | | | | |
| South Ayrshire | | | | | | |
| South Lanarkshire | | | | | | |
| Stirling | | | | | | |
| West Dunbartonshire | | | | | | |
| West Lothian | | | | | | |
| Scotland | 36,025 | 36,358 | 6,558 | 85.3% | 76.8% | 80.7% |

Housing

| Housing | Indicator 1 | | | | | |
|---------------------|------------------------------------|------------------|----------------|--|----------------|----------------|
| | Number of housing response repairs | | | Total number of housing response repairs completed within target | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | 110,484 | 117,924 | 115,047 | 97,679 | 95,969 | 90,038 |
| Aberdeenshire | 52,298 | 53,656 | 46,055 | 43,196 | 43,704 | 37,739 |
| Angus | 27,122 | 26,434 | 33,377 | 21,664 | 22,610 | 29,709 |
| Argyll & Bute | 19,389 | 16,388 | 16,701 | 11,774 | 13,302 | 14,264 |
| Clackmannanshire | 26,870 | 26,835 | 24,337 | 24,242 | 23,880 | 21,223 |
| Dumfries & Galloway | 48,195 | 48,423 | No Service | 41,763 | 40,608 | No Service |
| Dundee City | 88,940 | 87,876 | 83,792 | 72,806 | 70,370 | 68,174 |
| East Ayrshire | 67,388 | 51,523 | 47,950 | 51,414 | 40,531 | 39,765 |
| East Dunbartonshire | 42,968 | 27,829 | 21,916 | 33,154 | 22,448 | 18,575 |
| East Lothian | 41,494 | 38,065 | 35,544 | 26,790 | 28,128 | 28,020 |
| East Renfrewshire | 11,458 | 12,911 | 14,411 | 10,343 | 11,662 | 13,019 |
| Edinburgh, City of | 128,394 | 107,529 | Not Reported | 99,189 | 86,990 | Not Reported |
| Eilean Siar | 3,774 | 3,552 | 3,522 | 2,653 | 2,619 | 2,695 |
| Falkirk | 66,799 | 64,404 | 60,985 | 60,799 | 58,799 | 53,753 |
| Fife | 187,260 | 178,944 | 157,952 | 166,299 | 154,296 | 137,859 |
| Glasgow City | 159,280 | 160,555 | No Service | 149,311 | 150,560 | No Service |
| Highland | 40,262 | 36,433 | 38,221 | 38,469 | 34,091 | 35,280 |
| Inverclyde | 48,405 | 45,530 | 40,078 | 37,045 | 34,476 | 32,263 |
| Midlothian | 19,966 | 18,128 | 17,964 | 12,507 | 12,252 | 13,465 |
| Moray | 18,524 | 18,245 | 18,292 | 15,844 | 15,805 | 15,803 |
| North Ayrshire | 42,455 | 44,706 | 46,507 | 36,268 | 42,653 | 45,064 |
| North Lanarkshire | 135,596 | 126,951 | 104,417 | 119,604 | 118,467 | 100,283 |
| Orkney Islands | 1,546 | 1,419 | 1,150 | 1,323 | 1,179 | 962 |
| Perth & Kinross | 26,369 | 25,488 | 23,536 | 20,956 | 23,367 | 20,814 |
| Renfrewshire | 93,951 | 86,349 | 69,552 | 82,323 | 76,261 | 63,820 |
| Scottish Borders | 24,515 | 20,162 | No Service | 22,010 | 17,601 | No Service |
| Shetland Islands | 7,894 | 7,361 | 6,599 | 6,162 | 5,709 | 5,276 |
| South Ayrshire | 45,019 | 39,827 | 36,382 | 34,501 | 32,831 | 31,186 |
| South Lanarkshire | 117,287 | 119,076 | 112,684 | 113,477 | 114,580 | 110,116 |
| Stirling | 28,465 | 20,243 | 25,761 | 24,377 | 16,873 | 22,175 |
| West Dunbartonshire | 45,222 | 42,651 | 48,305 | 29,937 | 34,866 | 40,997 |
| West Lothian | 53,156 | 49,386 | 48,982 | 49,633 | 45,480 | 44,675 |
| Scotland | 1,744,648 | 1,080,439 | 872,949 | 1,497,424 | 930,377 | 783,302 |

Housing

| Housing | Indicator 1 | | | | | |
|---------------------|-----------------------------|----------------|----------------|---|----------------|----------------|
| | Number of council dwellings | | | Number of repairs due to be completed within 24 hours | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | 26,500 | 25,842 | 25,193 | 44,016 | 45,885 | 44,791 |
| Aberdeenshire | 15,151 | 14,647 | 14,315 | 12,816 | 13,585 | 11,827 |
| Angus | 9,505 | 9,043 | 8,747 | 5,058 | 4,950 | 10,969 |
| Argyll & Bute | 6,564 | 6,327 | 6,049 | 5,689 | 5,352 | 5,434 |
| Clackmannanshire | 6,104 | 5,795 | 5,595 | 11,256 | 9,306 | 7,779 |
| Dumfries & Galloway | 12,356 | 11,883 | No Service | 20,229 | 20,644 | No Service |
| Dundee City | 17,850 | 16,996 | 16,673 | 33,917 | 33,885 | 33,724 |
| East Ayrshire | 16,816 | 16,023 | 15,298 | 33,916 | 33,175 | 27,951 |
| East Dunbartonshire | 6,010 | 5,468 | 5,374 | 17,138 | 14,536 | 12,343 |
| East Lothian | 9,553 | 9,040 | 8,671 | 10,403 | 8,908 | 8,322 |
| East Renfrewshire | 3,991 | 3,804 | 3,750 | 3,391 | 3,467 | 3,724 |
| Edinburgh, City of | 26,818 | 25,602 | Not Reported | 54,819 | 48,982 | Not Reported |
| Eilean Siar | 1,958 | 1,880 | 1,834 | 1,880 | 1,135 | 1,930 |
| Falkirk | 20,329 | 19,454 | 18,838 | 20,100 | 20,232 | 20,375 |
| Fife | 38,065 | 36,971 | 35,450 | 47,319 | 21,699 | 18,500 |
| Glasgow City | 83,687 | 80,640 | No Service | 58,755 | 57,247 | No Service |
| Highland | 16,926 | 16,185 | 15,481 | 11,920 | 11,073 | 12,030 |
| Inverclyde | 9,774 | 9,262 | 9,466 | 20,142 | 18,051 | 16,300 |
| Midlothian | 7,309 | 6,969 | 6,643 | 6,999 | 6,480 | 6,646 |
| Moray | 6,990 | 6,751 | 6,567 | 3,095 | 6,297 | 3,319 |
| North Ayrshire | 16,571 | 15,955 | 15,496 | 11,748 | 14,984 | 15,385 |
| North Lanarkshire | 45,678 | 43,458 | 42,400 | 66,467 | 62,521 | 48,090 |
| Orkney Islands | 893 | 870 | 838 | 431 | 349 | 208 |
| Perth & Kinross | 9,520 | 9,151 | 8,807 | 7,755 | 6,611 | 6,377 |
| Renfrewshire | 19,855 | 18,228 | 16,897 | 23,015 | 21,637 | 18,575 |
| Scottish Borders | 7,071 | 6,728 | No Service | 1,538 | 1,420 | No Service |
| Shetland Islands | 2,222 | 2,122 | 2,028 | 2,069 | 1,711 | 1,406 |
| South Ayrshire | 10,156 | 9,790 | 9,411 | 13,289 | 12,172 | 12,184 |
| South Lanarkshire | 33,441 | 31,872 | 30,358 | 41,383 | 43,443 | 39,890 |
| Stirling | 7,606 | 7,487 | 7,133 | 5,187 | 9,728 | 10,549 |
| West Dunbartonshire | 13,869 | 13,149 | 12,577 | 21,586 | 20,523 | 19,027 |
| West Lothian | 15,792 | 14,764 | 14,091 | 9,183 | 9,223 | 10,378 |
| Scotland | 509,099 | 285,381 | 260,788 | 611,941 | 405,852 | 255,471 |

Housing

| Housing | Indicator 1 | | | Indicator 2 | | |
|---------------------|---|--------------|---------------------|---|-------------|-------------------|
| | Percentage of repairs due to be completed within 24 hours completed within target | | | Percentage of rent due in the year that was lost due to voids | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | 98.5% | 95.9% | 98.9% | 5.0% | 5.2% | 5.5% |
| Aberdeenshire | 91.5% | 92.1% | 88.1% | 1.5% | 1.9% | 1.9% |
| Angus | 91.2% | 92.4% | 88.7% | 2.6% | 1.8% | 2.1% |
| Argyll & Bute | 70.1% | 88.7% | 90.8% | 1.1% | 1.2% | 1.2% |
| Clackmannanshire | 96.5% | 98.3% | 97.9% | 2.0% | 3.1% | 4.1% |
| Dumfries & Galloway | 83.5% | 77.0% | No Service | 1.5% | 1.4% | No Service |
| Dundee City | 95.6% | 94.4% | 95.1% | 3.2% | 3.6% | 3.2% |
| East Ayrshire | 76.5% | 83.3% | 88.9% | 3.7% | 3.9% | 3.1% |
| East Dunbartonshire | 93.5% | 83.3% | 96.5% | 0.6% | 1.0% | 1.1% |
| East Lothian | 90.9% | 92.9% | 93.7% | 1.2% | 0.9% | 1.4% |
| East Renfrewshire | 93.0% | 96.0% | 95.7% | 2.4% | 2.5% | 2.1% |
| Edinburgh, City of | 71.0% | 81.4% | Not Reported | 4.1% | 3.6% | 3.5% |
| Eilean Siar | 89.9% | 83.8% | 91.4% | 2.5% | 2.6% | 2.0% |
| Falkirk | 97.6% | 98.2% | 97.9% | 2.4% | 2.8% | 3.0% |
| Fife | 91.3% | 83.2% | 92.9% | 2.7% | 2.8% | 2.7% |
| Glasgow City | 86.6% | 91.7% | No Service | 2.4% | 2.9% | No Service |
| Highland | 98.1% | 97.8% | 97.2% | 2.3% | 2.3% | 2.1% |
| Inverclyde | 89.8% | 91.3% | 91.9% | 4.1% | 9.6% | 7.1% |
| Midlothian | 82.7% | 84.8% | 86.0% | 0.7% | 0.7% | 0.6% |
| Moray | 97.0% | 91.6% | 99.1% | 0.5% | 0.6% | 0.6% |
| North Ayrshire | 92.9% | 98.9% | 99.1% | 2.1% | 1.7% | 1.3% |
| North Lanarkshire | 92.1% | 97.5% | 98.3% | 1.7% | 1.8% | 1.7% |
| Orkney Islands | 88.6% | 89.4% | 86.5% | 1.3% | 2.0% | 1.4% |
| Perth & Kinross | 82.8% | 94.0% | 95.0% | 2.9% | 3.7% | 4.2% |
| Renfrewshire | 96.5% | 98.0% | 98.3% | 3.7% | 2.7% | 2.3% |
| Scottish Borders | 93.0% | 92.7% | No Service | 5.0% | 5.0% | No Service |
| Shetland Islands | 92.4% | 96.7% | 97.7% | 6.4% | 6.7% | 6.0% |
| South Ayrshire | 92.6% | 94.2% | 94.2% | 2.7% | 2.8% | 2.7% |
| South Lanarkshire | 97.4% | 97.0% | 97.7% | 1.3% | 1.6% | 1.3% |
| Stirling | 93.8% | 89.1% | 90.9% | 1.5% | 1.6% | 2.0% |
| West Dunbartonshire | 79.5% | 93.7% | 95.8% | 5.5% | 6.6% | 7.2% |
| West Lothian | 96.8% | 90.3% | 94.2% | 0.5% | 0.4% | 0.4% |
| Scotland | 89.5% | 92.1% | 95.3% | 2.6% | 2.8% | 2.7% |

Housing

| Housing | Indicator 2 | | | | | |
|---------------------|----------------------------------|--------------------|--------------------|-------------------------|---------------------|---------------------|
| | Amount of rent lost due to voids | | | Gross annual rent debit | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | £2,613,753 | £2,700,498 | £2,905,326 | £51,810,614 | £52,237,428 | £52,502,124 |
| Aberdeenshire | £447,974 | £563,785 | £558,178 | £29,128,327 | £29,854,540 | £29,954,756 |
| Angus | £409,518 | £291,451 | £342,381 | £15,903,002 | £16,055,512 | £16,089,214 |
| Argyll & Bute | £150,432 | £172,479 | £167,695 | £14,092,011 | £13,915,294 | £13,806,019 |
| Clackmannanshire | £234,794 | £386,819 | £486,239 | £11,715,314 | £12,338,328 | £11,744,032 |
| Dumfries & Galloway | £353,463 | £346,586 | No Service | £24,272,662 | £24,585,445 | No Service |
| Dundee City | £1,300,886 | £1,367,470 | £1,241,059 | £40,245,985 | £38,527,404 | £38,604,025 |
| East Ayrshire | £1,186,126 | £1,230,281 | £958,539 | £31,849,558 | £31,573,223 | £30,613,945 |
| East Dunbartonshire | £77,538 | £122,071 | £133,732 | £12,582,925 | £12,560,280 | £12,524,084 |
| East Lothian | £211,322 | £158,281 | £233,928 | £17,258,789 | £16,840,195 | £16,615,329 |
| East Renfrewshire | £176,462 | £183,889 | £156,351 | £7,501,572 | £7,421,728 | £7,565,100 |
| Edinburgh, City of | £2,864,836 | £2,475,268 | £2,276,231 | £69,884,067 | £69,800,124 | £64,723,464 |
| Eilean Siar | £106,129 | £111,820 | £87,235 | £4,218,332 | £4,340,099 | £4,278,705 |
| Falkirk | £946,069 | £1,138,966 | £1,215,546 | £39,692,312 | £40,962,479 | £40,763,765 |
| Fife | £1,926,490 | £2,055,232 | £1,987,964 | £70,283,303 | £74,390,968 | £73,221,987 |
| Glasgow City | £5,034,426 | £5,431,227 | No Service | £209,545,237 | £190,177,542 | No Service |
| Highland | £908,063 | £884,673 | £786,767 | £39,298,067 | £39,118,206 | £37,747,396 |
| Inverclyde | £1,095,695 | £2,510,217 | £1,794,770 | £26,978,345 | £26,096,913 | £25,168,451 |
| Midlothian | £82,422 | £89,235 | £66,166 | £12,281,141 | £12,057,444 | £10,994,894 |
| Moray | £55,775 | £63,260 | £72,717 | £11,392,888 | £11,470,018 | £11,517,457 |
| North Ayrshire | £602,503 | £503,997 | £380,329 | £29,197,088 | £29,635,757 | £29,913,284 |
| North Lanarkshire | £1,524,181 | £1,620,391 | £1,533,889 | £91,668,235 | £91,766,700 | £91,619,473 |
| Orkney Islands | £21,731 | £32,928 | £22,244 | £1,638,101 | £1,637,827 | £1,623,636 |
| Perth & Kinross | £478,881 | £612,582 | £695,261 | £16,440,929 | £16,628,511 | £16,675,133 |
| Renfrewshire | £1,524,100 | £1,051,655 | £855,398 | £41,660,165 | £38,882,649 | £37,698,381 |
| Scottish Borders | £649,818 | £614,331 | No Service | £12,969,625 | £12,369,280 | No Service |
| Shetland Islands | £362,315 | £358,711 | £312,885 | £5,640,303 | £5,349,867 | £5,230,249 |
| South Ayrshire | £534,047 | £571,231 | £543,190 | £20,015,812 | £20,683,637 | £20,001,726 |
| South Lanarkshire | £929,503 | £1,141,582 | £898,784 | £71,365,539 | £70,046,538 | £68,364,130 |
| Stirling | £218,127 | £234,204 | £278,630 | £14,808,487 | £14,546,190 | £14,169,861 |
| West Dunbartonshire | £1,509,365 | £1,780,472 | £1,910,551 | £27,431,883 | £27,170,682 | £26,668,023 |
| West Lothian | £156,701 | £159,062 | £136,669 | £33,450,957 | £36,487,582 | £34,070,408 |
| Scotland | £28,693,445 | £24,886,168 | £21,785,215 | £1,106,221,575 | £885,343,741 | £797,839,162 |

Housing

| Housing | Indicator 3 | | | | | |
|---------------------|--|--------------|---------------------|--|--------------|---------------------|
| | Number of houses which took fewer than 2 weeks to re-let | | | Percentage of all houses re-let that took fewer than 2 weeks to re-let | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | 65 | 78 | 69 | 2.4% | 3.0% | 2.8% |
| Aberdeenshire | 483 | 232 | 218 | 18.8% | 15.0% | 14.2% |
| Angus | 541 | 423 | 386 | 46.8% | 40.6% | 40.0% |
| Argyll & Bute | 154 | 117 | 103 | 24.7% | 19.8% | 16.9% |
| Clackmannanshire | 47 | 63 | 40 | 8.1% | 10.9% | 8.1% |
| Dumfries & Galloway | 456 | 256 | No Service | 34.0% | 20.7% | No Service |
| Dundee City | 908 | 886 | 785 | 34.3% | 32.4% | 29.1% |
| East Ayrshire | 157 | 169 | 154 | 8.5% | 9.3% | 8.8% |
| East Dunbartonshire | 40 | 23 | 27 | 11.1% | 5.6% | 7.6% |
| East Lothian | 15 | 10 | 14 | 3.4% | 3.3% | 3.2% |
| East Renfrewshire | 59 | 47 | 64 | 15.4% | 15.6% | 21.7% |
| Edinburgh, City of | 345 | 319 | Not Reported | 8.1% | 8.1% | Not Reported |
| Eilean Siar | 17 | 11 | 14 | 9.0% | 5.0% | 7.3% |
| Falkirk | 196 | 96 | 199 | 10.5% | 5.9% | 11.2% |
| Fife | 431 | 466 | 518 | 10.3% | 11.2% | 13.6% |
| Glasgow City | 1,573 | 1,035 | No Service | 17.4% | 13.2% | No Service |
| Highland | 209 | 182 | 125 | 12.8% | 12.0% | 9.5% |
| Inverclyde | 80 | 86 | 79 | 3.5% | 4.1% | 7.4% |
| Midlothian | 19 | 16 | 4 | 5.4% | 5.2% | 1.3% |
| Moray | 329 | 210 | 153 | 57.2% | 42.4% | 33.9% |
| North Ayrshire | 86 | 385 | 777 | 4.9% | 23.6% | 56.3% |
| North Lanarkshire | 357 | 250 | 452 | 8.2% | 5.6% | 11.1% |
| Orkney Islands | 11 | 11 | 7 | 15.1% | 11.7% | 9.3% |
| Perth & Kinross | 75 | 134 | Not Reported | 9.0% | 15.3% | Not Reported |
| Renfrewshire | 418 | 225 | 217 | 19.8% | 12.8% | 13.1% |
| Scottish Borders | 67 | 39 | No Service | 6.5% | 4.3% | No Service |
| Shetland Islands | 24 | 4 | 10 | 11.7% | 2.2% | 5.4% |
| South Ayrshire | 173 | 160 | 199 | 17.4% | 16.3% | 21.2% |
| South Lanarkshire | 186 | 163 | 154 | 7.8% | 5.8% | 5.7% |
| Stirling | 55 | 76 | 79 | 9.1% | 12.7% | 13.3% |
| West Dunbartonshire | 9 | 5 | 21 | 0.7% | 0.4% | 1.8% |
| West Lothian | 1,261 | 1,252 | 1,175 | 75.6% | 73.1% | 72.2% |
| Scotland | 8,846 | 6,344 | 5,040 | 15.7% | 14.5% | 16.4% |

Housing

| Housing | Indicator 3 | | | | | |
|---------------------|---|--------------|--------------|---|--------------|--------------|
| | Number of houses which took between 2 weeks and 4 weeks to re-let | | | Percentage of all houses re-let that took between 2 weeks and 4 weeks to re-let | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | 67 | 50 | 29 | 2.5% | 1.9% | 1.2% |
| Aberdeenshire | 1,148 | 495 | 515 | 44.6% | 32.1% | 33.6% |
| Angus | 195 | 185 | 194 | 16.9% | 17.8% | 20.1% |
| Argyll & Bute | 188 | 169 | 219 | 30.2% | 28.5% | 35.9% |
| Clackmannanshire | 280 | 201 | 100 | 48.5% | 34.7% | 20.2% |
| Dumfries & Galloway | 414 | 380 | No Service | 30.8% | 30.8% | No Service |
| Dundee City | 512 | 506 | 570 | 19.3% | 18.5% | 21.1% |
| East Ayrshire | 743 | 720 | 728 | 40.4% | 39.7% | 41.6% |
| East Dunbartonshire | 236 | 152 | 98 | 65.4% | 37.0% | 27.5% |
| East Lothian | 193 | 129 | 110 | 43.9% | 42.2% | 25.0% |
| East Renfrewshire | 62 | 80 | 75 | 16.2% | 26.6% | 25.4% |
| Edinburgh, City of | 417 | 234 | Not Reported | 9.8% | 5.9% | Not Reported |
| Eilean Siar | 19 | 40 | 42 | 10.1% | 18.3% | 21.8% |
| Falkirk | 476 | 382 | 575 | 25.5% | 23.6% | 32.3% |
| Fife | 493 | 510 | 768 | 11.8% | 12.3% | 20.1% |
| Glasgow City | 2,585 | 2,330 | No Service | 28.6% | 29.6% | No Service |
| Highland | 438 | 403 | 297 | 26.8% | 26.6% | 22.7% |
| Inverclyde | 153 | 106 | 58 | 6.7% | 5.0% | 5.5% |
| Midlothian | 133 | 109 | 37 | 37.7% | 35.2% | 11.9% |
| Moray | 167 | 155 | 147 | 29.0% | 31.3% | 32.6% |
| North Ayrshire | 229 | 520 | 413 | 13.0% | 31.8% | 29.9% |
| North Lanarkshire | 1,134 | 1,305 | 1,633 | 26.2% | 29.3% | 40.3% |
| Orkney Islands | 15 | 23 | 17 | 20.5% | 24.5% | 22.7% |
| Perth & Kinross | 229 | 245 | Not Reported | 27.5% | 28.0% | Not Reported |
| Renfrewshire | 313 | 385 | 372 | 14.8% | 22.0% | 22.4% |
| Scottish Borders | 304 | 258 | No Service | 29.4% | 28.5% | No Service |
| Shetland Islands | 22 | 31 | 16 | 10.7% | 17.0% | 8.7% |
| South Ayrshire | 144 | 156 | 196 | 14.4% | 15.9% | 20.9% |
| South Lanarkshire | 782 | 646 | 824 | 32.7% | 22.9% | 30.4% |
| Stirling | 259 | 220 | 248 | 43.0% | 36.7% | 41.6% |
| West Dunbartonshire | 14 | 38 | 72 | 1.1% | 3.1% | 6.3% |
| West Lothian | 321 | 339 | 359 | 19.3% | 19.8% | 22.1% |
| Scotland | 12,685 | 8,891 | 7,627 | 22.5% | 20.3% | 24.9% |

Housing

| Housing | Indicator 3 | | | | | |
|---------------------|---|---------------|---------------------|---|--------------|---------------------|
| | Number of houses which took more than 4 weeks to re-let | | | Percentage of all houses re-let that took more than 4 weeks to re-let | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | 2,575 | 2,445 | 2,362 | 95.1% | 95.0% | 96.0% |
| Aberdeenshire | 944 | 817 | 800 | 36.7% | 52.9% | 52.2% |
| Angus | 419 | 433 | 386 | 36.3% | 41.6% | 40.0% |
| Argyll & Bute | 281 | 306 | 288 | 45.1% | 51.7% | 47.2% |
| Clackmannanshire | 250 | 316 | 354 | 43.3% | 54.5% | 71.7% |
| Dumfries & Galloway | 473 | 599 | No Service | 35.2% | 48.5% | No Service |
| Dundee City | 1,230 | 1,346 | 1,346 | 46.4% | 49.2% | 49.8% |
| East Ayrshire | 938 | 926 | 869 | 51.0% | 51.0% | 49.6% |
| East Dunbartonshire | 85 | 236 | 231 | 23.5% | 57.4% | 64.9% |
| East Lothian | 232 | 167 | 316 | 52.7% | 54.6% | 71.8% |
| East Renfrewshire | 262 | 174 | 156 | 68.4% | 57.8% | 52.9% |
| Edinburgh, City of | 3,486 | 3,404 | Not Reported | 82.1% | 86.0% | Not Reported |
| Eilean Siar | 153 | 168 | 137 | 81.0% | 76.7% | 71.0% |
| Falkirk | 1,198 | 1,140 | 1,006 | 64.1% | 70.5% | 56.5% |
| Fife | 3,259 | 3,172 | 2,529 | 77.9% | 76.5% | 66.3% |
| Glasgow City | 4,865 | 4,497 | No Service | 53.9% | 57.2% | No Service |
| Highland | 990 | 929 | 888 | 60.5% | 61.4% | 67.8% |
| Inverclyde | 2,041 | 1,922 | 926 | 89.8% | 90.9% | 87.1% |
| Midlothian | 201 | 185 | 270 | 56.9% | 59.7% | 86.8% |
| Moray | 79 | 130 | 151 | 13.7% | 26.3% | 33.5% |
| North Ayrshire | 1,452 | 728 | 190 | 82.2% | 44.6% | 13.8% |
| North Lanarkshire | 2,845 | 2,897 | 1,969 | 65.6% | 65.1% | 48.6% |
| Orkney Islands | 47 | 60 | 51 | 64.4% | 63.8% | 68.0% |
| Perth & Kinross | 529 | 496 | Not Reported | 63.5% | 56.7% | Not Reported |
| Renfrewshire | 1,381 | 1,141 | 1,070 | 65.4% | 65.2% | 64.5% |
| Scottish Borders | 663 | 607 | No Service | 64.1% | 67.1% | No Service |
| Shetland Islands | 159 | 147 | 158 | 77.6% | 80.8% | 85.9% |
| South Ayrshire | 680 | 664 | 542 | 68.2% | 67.8% | 57.8% |
| South Lanarkshire | 1,422 | 2,010 | 1,734 | 59.5% | 71.3% | 63.9% |
| Stirling | 289 | 303 | 269 | 47.9% | 50.6% | 45.1% |
| West Dunbartonshire | 1,293 | 1,185 | 1,051 | 98.3% | 96.5% | 91.9% |
| West Lothian | 85 | 121 | 93 | 5.1% | 7.1% | 5.7% |
| Scotland | 34,806 | 28,507 | 17,996 | 61.8% | 65.2% | 58.7% |

Housing

| Housing | Indicator 3 | | | | | |
|---------------------|-------------------------|---------------|---------------------|-------------------------------|----------------|---------------------|
| | Number of houses re-let | | | Average time to re-let houses | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | 2,707 | 2,573 | 2,460 | 130 days | 147 days | 168 days |
| Aberdeenshire | 2,575 | 1,544 | 1,533 | 29 days | 52 days | 68 days |
| Angus | 1,155 | 1,041 | 966 | 56 days | 61 days | 78 days |
| Argyll & Bute | 623 | 592 | 610 | 47 days | 52 days | 42 days |
| Clackmannanshire | 577 | 580 | 494 | 50 days | 56 days | 77 days |
| Dumfries & Galloway | 1,343 | 1,235 | No Service | 32 days | 36 days | No Service |
| Dundee City | 2,650 | 2,738 | 2,701 | 52 days | 49 days | 46 days |
| East Ayrshire | 1,838 | 1,815 | 1,751 | 78 days | 69 days | 73 days |
| East Dunbartonshire | 361 | 411 | 356 | 26 days | 37 days | 37 days |
| East Lothian | 440 | 306 | 440 | 49 days | 54 days | 60 days |
| East Renfrewshire | 383 | 301 | 295 | 81 days | 69 days | 70 days |
| Edinburgh, City of | 4,248 | 3,957 | Not Reported | 65 days | 74 days | Not Reported |
| Eilean Siar | 189 | 219 | 193 | 75 days | 78 days | 61 days |
| Falkirk | 1,870 | 1,618 | 1,780 | 69 days | 88 days | 61 days |
| Fife | 4,183 | 4,148 | 3,815 | 71 days | 68 days | 76 days |
| Glasgow City | 9,023 | 7,862 | No Service | 74 days | 90 days | No Service |
| Highland | 1,637 | 1,514 | 1,310 | 64 days | 74 days | 72 days |
| Inverclyde | 2,274 | 2,114 | 1,063 | 113 days | 128 days | 47 days |
| Midlothian | 353 | 310 | 311 | 38 days | 38 days | 53 days |
| Moray | 575 | 495 | 451 | 16 days | 27 days | 35 days |
| North Ayrshire | 1,767 | 1,633 | 1,380 | 66 days | 48 days | 25 days |
| North Lanarkshire | 4,336 | 4,452 | 4,054 | 62 days | 51 days | 32 days |
| Orkney Islands | 73 | 94 | 75 | 55 days | 65 days | 76 days |
| Perth & Kinross | 833 | 875 | Not Reported | 75 days | 75 days | Not Reported |
| Renfrewshire | 2,112 | 1,751 | 1,659 | 102 days | 120 days | 72 days |
| Scottish Borders | 1,034 | 904 | No Service | 78 days | 94 days | No Service |
| Shetland Islands | 205 | 182 | 184 | 160 days | 185 days | 209 days |
| South Ayrshire | 997 | 980 | 937 | 101 days | 111 days | 86 days |
| South Lanarkshire | 2,390 | 2,819 | 2,712 | 65 days | 95 days | 86 days |
| Stirling | 603 | 599 | 596 | 58 days | 58 days | 54 days |
| West Dunbartonshire | 1,316 | 1,228 | 1,144 | 193 days | 160 days | 191 days |
| West Lothian | 1,667 | 1,712 | 1,627 | 11 days | 11 days | 12 days |
| Scotland | 56,337 | 43,742 | 30,663 | 72 days | 76 days | 73 days |

Housing

| Housing | Indicator 4 | | | | | |
|---------------------|--|--------------|-------------------|---|--------------------|--------------------|
| | Current tenants' arrears as a percentage of net rent due | | | Amount of current tenants' rent arrears | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | 8.0% | 8.4% | 8.7% | £2,214,623 | £2,240,760 | £2,276,966 |
| Aberdeenshire | 3.9% | 3.3% | 3.8% | £684,119 | £582,148 | £665,314 |
| Angus | 4.0% | 4.9% | 5.8% | £337,597 | £435,715 | £451,793 |
| Argyll & Bute | 3.2% | 3.2% | 2.9% | £198,504 | £197,423 | £170,285 |
| Clackmannanshire | 6.1% | 7.8% | 7.7% | £345,982 | £457,486 | £419,778 |
| Dumfries & Galloway | 4.1% | 5.2% | No Service | £470,875 | £558,939 | No Service |
| Dundee City | 9.8% | 9.2% | 11.4% | £1,363,532 | £1,281,525 | £1,539,108 |
| East Ayrshire | 10.6% | 7.8% | 4.9% | £1,387,633 | £961,278 | £601,005 |
| East Dunbartonshire | 12.0% | 11.3% | 9.9% | £720,147 | £609,893 | £570,010 |
| East Lothian | 9.2% | 7.3% | 7.6% | £981,026 | £770,777 | £716,517 |
| East Renfrewshire | 8.8% | 9.3% | 10.1% | £275,033 | £294,286 | £281,374 |
| Edinburgh, City of | 13.1% | 13.1% | 15.8% | £2,737,394 | £2,575,056 | £3,027,359 |
| Eilean Siar | 4.7% | 7.0% | 7.4% | £95,270 | £144,732 | £147,577 |
| Falkirk | 6.9% | 7.9% | 9.6% | £1,443,942 | £1,576,752 | £1,839,073 |
| Fife | 8.4% | 7.1% | 6.8% | £2,906,667 | £2,492,399 | £2,317,493 |
| Glasgow City | 18.1% | 11.7% | No Service | £10,404,499 | £6,276,247 | No Service |
| Highland | 6.6% | 6.3% | 6.9% | £1,194,706 | £1,116,084 | £1,146,264 |
| Inverclyde | 9.7% | 12.7% | 14.8% | £1,039,060 | £1,035,578 | £1,089,739 |
| Midlothian | 9.1% | 7.2% | 6.3% | £740,707 | £563,783 | £442,997 |
| Moray | 4.0% | 4.1% | 3.8% | £241,198 | £239,997 | £236,595 |
| North Ayrshire | 11.3% | 14.9% | 12.3% | £1,279,058 | £1,761,548 | £1,330,847 |
| North Lanarkshire | 5.5% | 5.2% | 5.3% | £2,174,163 | £2,021,645 | £2,033,695 |
| Orkney Islands | 2.1% | 2.6% | 2.8% | £18,083 | £22,348 | £23,520 |
| Perth & Kinross | 2.9% | 2.5% | 4.8% | £270,080 | £220,324 | £407,063 |
| Renfrewshire | 7.5% | 10.2% | 17.7% | £1,130,184 | £1,469,407 | £2,284,883 |
| Scottish Borders | 2.5% | 5.3% | No Service | £176,157 | £346,206 | No Service |
| Shetland Islands | 4.2% | 3.7% | 4.5% | £142,209 | £124,615 | £147,777 |
| South Ayrshire | 7.6% | 7.9% | 7.2% | £577,226 | £570,272 | £500,867 |
| South Lanarkshire | 4.8% | 4.5% | 4.3% | £1,244,600 | £1,088,190 | £1,009,343 |
| Stirling | 7.1% | 6.9% | 6.7% | £510,959 | £472,837 | £432,421 |
| West Dunbartonshire | 19.2% | 18.2% | 16.7% | £1,768,900 | £1,612,988 | £1,502,757 |
| West Lothian | 3.5% | 3.2% | 3.2% | £552,774 | £508,871 | £468,466 |
| | 7.3% | 7.4% | 7.9% | £29,222,408 | £28,007,656 | £28,080,886 |

Housing

| Housing | Indicator 4 | | | | | |
|---------------------|-----------------------|---------------------|---------------------|--|--------------|--------------|
| | Net annual rent debit | | | Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250 | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | £27,521,714 | £26,786,516 | £26,201,335 | 9.2% | 6.0% | 5.0% |
| Aberdeenshire | £17,668,635 | £17,909,982 | £17,571,109 | 3.1% | 3.2% | 3.1% |
| Angus | £8,395,109 | £8,916,497 | £7,837,272 | 2.3% | 3.0% | 3.2% |
| Argyll & Bute | £6,286,963 | £6,117,355 | £5,926,921 | 0.8% | 0.7% | 0.7% |
| Clackmannanshire | £5,713,670 | £5,882,442 | £5,462,307 | 5.5% | 6.9% | 4.2% |
| Dumfries & Galloway | £11,523,054 | £10,814,390 | No Service | 0.8% | 1.3% | No Service |
| Dundee City | £13,979,066 | £13,875,421 | £13,520,813 | 6.0% | 5.3% | 5.8% |
| East Ayrshire | £13,044,463 | £12,270,092 | £12,191,116 | 6.5% | 4.8% | 1.3% |
| East Dunbartonshire | £6,010,014 | £5,384,837 | £5,783,503 | 6.8% | 8.4% | 7.8% |
| East Lothian | £10,678,702 | £10,533,741 | £9,460,833 | 6.8% | 6.4% | 6.6% |
| East Renfrewshire | £3,110,278 | £3,171,277 | £2,799,428 | 5.5% | 6.6% | 6.5% |
| Edinburgh, City of | £20,853,470 | £19,678,603 | £19,166,166 | 8.1% | 6.5% | 9.4% |
| Eilean Siar | £2,017,288 | £2,064,857 | £1,994,202 | 6.4% | 6.2% | 6.8% |
| Falkirk | £21,001,169 | £20,056,319 | £19,231,283 | 6.1% | 7.3% | 8.9% |
| Fife | £34,645,661 | £35,223,475 | £34,222,536 | 5.6% | 4.8% | 4.4% |
| Glasgow City | £57,636,791 | £53,850,144 | No Service | 9.8% | 6.1% | No Service |
| Highland | £18,234,693 | £17,734,904 | £16,496,615 | 4.6% | 5.5% | 5.7% |
| Inverclyde | £10,703,518 | £8,153,708 | £7,373,913 | 11.5% | 11.8% | 12.8% |
| Midlothian | £8,177,612 | £7,843,731 | £7,038,638 | 7.0% | 6.0% | 5.6% |
| Moray | £6,064,889 | £5,788,492 | £6,166,588 | 1.5% | 1.9% | 1.9% |
| North Ayrshire | £11,322,708 | £11,828,743 | £10,857,067 | 6.0% | 9.2% | 6.8% |
| North Lanarkshire | £39,655,000 | £38,635,861 | £38,350,858 | 3.6% | 3.5% | 3.3% |
| Orkney Islands | £881,456 | £859,292 | £839,030 | 3.1% | 2.3% | 2.2% |
| Perth & Kinross | £9,265,467 | £8,703,257 | £8,501,211 | 4.2% | Not Reported | 3.2% |
| Renfrewshire | £14,980,569 | £14,353,696 | £12,925,554 | 4.8% | 6.2% | 7.9% |
| Scottish Borders | £6,971,127 | £6,539,675 | No Service | 2.2% | 3.0% | No Service |
| Shetland Islands | £3,358,295 | £3,370,380 | £3,271,365 | 2.4% | 3.8% | 0.9% |
| South Ayrshire | £7,547,995 | £7,219,225 | £6,963,143 | 3.0% | 2.5% | 2.5% |
| South Lanarkshire | £26,022,232 | £24,171,210 | £23,398,365 | 2.3% | 2.3% | 2.0% |
| Stirling | £7,170,880 | £6,901,119 | £6,481,960 | 3.6% | 2.6% | 3.4% |
| West Dunbartonshire | £9,236,522 | £8,886,830 | £9,023,868 | Not Reported | 6.8% | 6.5% |
| West Lothian | £15,763,561 | £16,075,075 | £14,657,190 | 2.3% | 2.5% | 2.4% |
| | £397,805,780 | £379,211,327 | £353,714,189 | 4.8% | 4.8% | 4.9% |

Housing

| Housing | Indicator 4 | | | | | |
|---------------------|---------------------------|----------------|----------------|--|---------------|---------------|
| | Number of current tenants | | | Number of current tenants owing more than 13 weeks rent excluding those owing less than £250 | | |
| | 2001/2002 | 2002/2003 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | 25,257 | 24,538 | 23,767 | 2,331 | 1,461 | 1,199 |
| Aberdeenshire | 14,852 | 14,325 | 14,045 | 464 | 456 | 441 |
| Angus | 9,505 | 9,043 | 8,747 | 221 | 272 | 279 |
| Argyll & Bute | 6,326 | 6,027 | 5,759 | 48 | 42 | 42 |
| Clackmannanshire | 6,104 | 5,795 | 5,595 | 335 | 398 | 236 |
| Dumfries & Galloway | 12,356 | 11,883 | No Service | 99 | 150 | No Service |
| Dundee City | 17,071 | 17,626 | 16,060 | 1,017 | 926 | 929 |
| East Ayrshire | 15,999 | 15,235 | 14,622 | 1,045 | 727 | 188 |
| East Dunbartonshire | 5,697 | 5,407 | 5,111 | 386 | 456 | 399 |
| East Lothian | 10,666 | 9,047 | 8,650 | 730 | 577 | 572 |
| East Renfrewshire | 3,725 | 3,510 | 3,695 | 206 | 232 | 239 |
| Edinburgh, City of | 26,298 | 25,357 | 23,954 | 2,130 | 1,653 | 2,246 |
| Eilean Siar | 1,905 | 1,817 | 1,868 | 122 | 113 | 127 |
| Falkirk | 19,840 | 18,779 | 18,152 | 1,212 | 1,375 | 1,610 |
| Fife | 36,472 | 35,451 | 33,898 | 2,060 | 1,703 | 1,491 |
| Glasgow City | 75,589 | 71,796 | No Service | 7,410 | 4,356 | No Service |
| Highland | 18,344 | 15,576 | 13,699 | 843 | 858 | 778 |
| Inverclyde | 9,330 | 8,768 | 8,332 | 1,073 | 1,034 | 1,066 |
| Midlothian | 8,160 | 7,783 | 6,557 | 571 | 466 | 364 |
| Moray | 6,924 | 6,550 | 6,539 | 105 | 122 | 127 |
| North Ayrshire | 16,241 | 15,828 | 15,204 | 971 | 1,464 | 1,038 |
| North Lanarkshire | 44,891 | 42,738 | 41,423 | 1,626 | 1,506 | 1,379 |
| Orkney Islands | 828 | 810 | 777 | 26 | 19 | 17 |
| Perth & Kinross | 9,520 | 9,151 | 8,493 | 399 | Not Reported | 272 |
| Renfrewshire | 17,625 | 16,563 | 15,214 | 847 | 1,029 | 1,204 |
| Scottish Borders | 7,071 | 6,728 | No Service | 154 | 201 | No Service |
| Shetland Islands | 2,487 | 2,385 | 1,930 | 59 | 90 | 17 |
| South Ayrshire | 10,546 | 10,132 | 9,879 | 312 | 255 | 249 |
| South Lanarkshire | 31,685 | 30,233 | 28,713 | 742 | 693 | 571 |
| Stirling | 7,358 | 6,923 | 6,645 | 263 | 182 | 226 |
| West Dunbartonshire | 12,534 | 12,241 | 11,377 | Not Reported | 836 | 742 |
| West Lothian | 17,248 | 14,764 | 14,014 | 397 | 376 | 337 |
| | 427,168 | 404,285 | 372,719 | 20,408 | 19,471 | 18,385 |

Housing

| Housing | Indicator 5 | | | | |
|---------------------|---|---|-----------------------------|-----------------|-----------------|
| | Number of house sales completed within 26 weeks | Percentage of house sales completed within 26 weeks | Average time to sell houses | | |
| | 2003/2004 | 2003/2004 | 2001/2002 | 2002/2003 | 2003/2004 |
| Aberdeen City | 236 | 36.6% | 35 weeks | 37 weeks | 36 weeks |
| Aberdeenshire | 161 | 48.1% | 34 weeks | 31 weeks | 30 weeks |
| Angus | 206 | 94.9% | 23 weeks | 23 weeks | 23 weeks |
| Argyll & Bute | 128 | 46.9% | 35 weeks | 31 weeks | 30 weeks |
| Clackmannanshire | 124 | 73.4% | 20 weeks | 25 weeks | 24 weeks |
| Dumfries & Galloway | No Service | No Service | 25 weeks | 26 weeks | No Service |
| Dundee City | 165 | 75.0% | 21 weeks | 23 weeks | 24 weeks |
| East Ayrshire | 230 | 36.0% | 21 weeks | 25 weeks | 31 weeks |
| East Dunbartonshire | 11 | 3.5% | 35 weeks | 40 weeks | 31 weeks |
| East Lothian | 279 | 75.0% | 32 weeks | 26 weeks | 24 weeks |
| East Renfrewshire | 103 | 94.5% | 22 weeks | 20 weeks | 19 weeks |
| Edinburgh, City of | 137 | 17.1% | 27 weeks | 32 weeks | 38 weeks |
| Eilean Siar | 33 | 71.7% | 33 weeks | 32 weeks | 24 weeks |
| Falkirk | 401 | 65.1% | 25 weeks | 22 weeks | 26 weeks |
| Fife | 294 | 19.9% | 28 weeks | 32 weeks | 38 weeks |
| Glasgow City | No Service | No Service | 23 weeks | 25 weeks | No Service |
| Highland | 292 | 45.8% | 28 weeks | 28 weeks | 30 weeks |
| Inverclyde | 122 | 53.0% | 22 weeks | 25 weeks | 27 weeks |
| Midlothian | 183 | 53.2% | 27 weeks | 28 weeks | 27 weeks |
| Moray | 166 | 91.7% | 21 weeks | 19 weeks | 21 weeks |
| North Ayrshire | 426 | 84.5% | 24 weeks | 23 weeks | 23 weeks |
| North Lanarkshire | 1,146 | 88.0% | 21 weeks | 7 weeks | 22 weeks |
| Orkney Islands | 21 | 58.3% | 26 weeks | 26 weeks | 26 weeks |
| Perth & Kinross | 234 | 69.9% | 22 weeks | 24 weeks | 25 weeks |
| Renfrewshire | 497 | 92.2% | 27 weeks | 22 weeks | 19 weeks |
| Scottish Borders | No Service | No Service | 24 weeks | 24 weeks | No Service |
| Shetland Islands | 18 | 39.1% | 31 weeks | 32 weeks | 44 weeks |
| South Ayrshire | 205 | 48.3% | 21 weeks | 29 weeks | 29 weeks |
| South Lanarkshire | 1,116 | 80.3% | 21 weeks | 22 weeks | 23 weeks |
| Stirling | 204 | 85.0% | 25 weeks | 24 weeks | 23 weeks |
| West Dunbartonshire | 165 | 41.8% | 23 weeks | 26 weeks | 29 weeks |
| West Lothian | 334 | 51.5% | 33 weeks | 34 weeks | 31 weeks |
| | 7,637 | 56.6% | 25 weeks | 25 weeks | 28 weeks |

Housing

| Housing | Indicator 6 | | | |
|---------------------|---|---|-----------------------|---|
| | Number of households assessed as homeless or potentially homeless | Total number of cases completed during the year | Average time per case | Percentage of cases reassessed as homeless or potentially homeless within 12 months |
| | 2003/2004 | 2003/2004 | 2003/2004 | 2003/2004 |
| Aberdeen City | 826 | 788 | 5 weeks | 12.8 |
| Aberdeenshire | 727 | 1,132 | 7 weeks | 12.7 |
| Angus | 738 | 1,318 | 3 weeks | 0.1 |
| Argyll & Bute | 523 | 772 | 7 weeks | 13.6 |
| Clackmannanshire | 453 | 407 | 17 weeks | 1.1 |
| Dumfries & Galloway | 997 | 840 | 16 weeks | 6.8 |
| Dundee City | 474 | 547 | 5 weeks | 4.4 |
| East Ayrshire | 762 | 762 | 6 weeks | 23.0 |
| East Dunbartonshire | 466 | 346 | 20 weeks | 11.6 |
| East Lothian | 392 | 554 | 22 weeks | 12.2 |
| East Renfrewshire | 228 | 184 | 20 weeks | 18.9 |
| Edinburgh, City of | 5,482 | 5,111 | 12 weeks | 11.3 |
| Eilean Siar | 142 | 113 | 10 weeks | 11.3 |
| Falkirk | 1,147 | 1,625 | 2 weeks | 2.4 |
| Fife | 2,919 | 3,433 | 10 weeks | 6.9 |
| Glasgow City | 11,689 | 3,913 | 11 weeks | 36.9 |
| Highland | 1,613 | 1,875 | 11 weeks | 8.7 |
| Inverclyde | 675 | 509 | 25 weeks | 5.6 |
| Midlothian | 517 | Not Reported | Not Reported | 3.3 |
| Moray | 446 | 628 | 4 weeks | 4.9 |
| North Ayrshire | 1,268 | 1,267 | 11 weeks | 8.7 |
| North Lanarkshire | 2,063 | 2,968 | 12 weeks | 8.4 |
| Orkney Islands | 69 | 151 | 12 weeks | 21.7 |
| Perth & Kinross | 914 | 1,246 | 8 weeks | 4.4 |
| Renfrewshire | 712 | 657 | 11 weeks | 3.2 |
| Scottish Borders | 606 | 574 | 9 weeks | 0.7 |
| Shetland Islands | 184 | 156 | 19 weeks | 16.8 |
| South Ayrshire | 613 | 539 | 14 weeks | 7.8 |
| South Lanarkshire | 1,693 | 1,164 | 9 weeks | 3.7 |
| Stirling | 571 | 409 | 7 weeks | 1.6 |
| West Dunbartonshire | 599 | 1,225 | 6 weeks | 14.4 |
| West Lothian | 1,785 | 1,688 | 10 weeks | 11.6 |
| | 41,694 | 35,676 | 10 weeks | 16.3 |