

Housing

Tenancy changes - the percentage of rent loss due to voids

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

Points to bear in mind

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

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

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

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

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

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

Voids exclude:

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

Housing

Tenancy changes - the percentage of rent loss due to voids

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	24		5.04	5.17	5.50	✗		
Angus	13		2.58	1.82	2.10			✓
Argyll & Bute	5	✓	1.07	1.24	1.20		✗	
Clackmannanshire	23		2.00	3.14	4.10			✗
Dumfries & Galloway	NS		1.46	1.41	NS			
Dundee City	21		3.23	3.55	3.20			
East Ayrshire	20		3.72	3.90	3.10			✓
East Dunbartonshire	4	✓	0.62	0.97	1.10			✗
East Lothian	8	✓	1.22	0.94	1.40		✗	
East Renfrewshire	13		2.35	2.48	2.10		✓	
City of Edinburgh	22		4.10	3.55	3.50		✓	
Eilean Siar	11		2.52	2.58	2.00			✓
Falkirk	19		2.38	2.78	3.00			✗
Fife	17		2.74	2.76	2.70			
Glasgow City	NS		2.40	2.86	NS			
Highland	13		2.31	2.26	2.10	✓		
Inverclyde	26	✗	4.06	9.62	7.10			✗
Midlothian	2	✓	0.67	0.74	0.60		✓	
Moray	2	✓	0.49	0.55	0.60			✗
North Ayrshire	6	✓	2.06	1.70	1.30			✓
North Lanarkshire	10		1.66	1.77	1.70			
Orkney Islands	8	✓	1.33	<u>2.01</u>	1.40	✗		
Renfrewshire	16		3.66	2.70	2.30			✓
Scottish Borders	NS		5.01	4.97	NS			
Shetland Islands	25	✗	6.42	6.71	6.00	✓		
South Ayrshire	17		2.67	2.76	2.70			
South Lanarkshire	6	✓	1.30	1.63	1.30			
Stirling	11		1.47	1.61	2.00			✗
West Dunbartonshire	27	✗	5.50	6.55	7.20			✗
West Lothian	1	✓	0.47	0.44	0.40		✓	
			Scotland					
			2.59	2.81	2.73			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	0.47	0.44	0.40
Upper quartile	1.36	1.62	1.35
Median	2.37	2.53	2.10
Lower quartile	3.55	3.45	3.15
Lowest ranked performance	6.42	9.62	7.20

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	3

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	2
10-14%	4
>15%	5
Decline	
5-9%	2
10-14%	2
>15%	7

Unreliable/Unreported Data in 2003/04

Council	01/02	02/03	03/04
Aberdeenshire	1.54	1.89	<u>1.90</u>
Perth & Kinross	2.91	3.68	<u>4.20</u>

Notes

An underlined PI measurement indicates unreliable data.

NS for Dumfries & Galloway, Glasgow City and Scottish Borders is due to transfer of housing stock

Housing

Tenancy changes - the percentage of rent loss due to voids

The following councils were ranked 25th or below in 2001/02:

Aberdeen City
East Ayrshire
City of Edinburgh
Inverclyde
Renfrewshire
Scottish Borders
Shetland Islands
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2003/04:

Aberdeen City
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 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	25	✗	4.9	4.9	4.0			✗
Angus	4	✓	63.7	58.4	60.1	✗		
Argyll & Bute	6	✓	54.9	48.3	52.8			
Clackmannanshire	19		56.6	45.6	28.3			✗
Dumfries & Galloway	NS		64.8	51.5	NS			
East Ayrshire	8	✓	48.9	49.0	50.4			
East Dunbartonshire	14		76.5	42.6	35.1			✗
East Lothian	20		47.3	45.5	28.2			✗
East Renfrewshire	9		31.6	42.2	47.1			✓
Eilean Siar	18		19.1	23.3	29.1			✓
Falkirk	10		36.0	29.5	43.5			✓
Fife	15		22.1	23.5	33.7			✓
Glasgow City	NS		46.0	42.8	NS			
Highland	16		39.6	38.6	32.2			✗
Inverclyde	23		10.2	9.1	12.9			✓
Midlothian	22		43.1	40.4	13.2			✗
Moray	3	✓	86.2	73.7	66.5			✗
North Ayrshire	2	✓	17.9	55.4	86.2			✓
North Lanarkshire	7	✓	34.4	34.9	51.4			✓
Orkney Islands	17		35.6	<u>36.2</u>	32.0		✗	
Renfrewshire	13		34.6	34.8	35.5			
Scottish Borders	NS		35.9	32.8	NS			
Shetland Islands	21		22.4	19.2	14.1			✗
South Ayrshire	11		31.8	32.2	42.1			✓
South Lanarkshire	12		40.5	28.7	36.1		✗	
Stirling	5	✓	52.1	49.4	54.9	✓		
West Dunbartonshire	24		1.8	3.5	8.1			✓
West Lothian	1	✓	94.9	92.9	94.3			
			Scotland					
			38.2	34.8	41.3			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	94.9	92.9	94.3
Upper quartile	52.8	48.5	51.4
Median	37.8	39.5	35.5
Lower quartile	29.3	29.3	28.3
Lowest ranked performance	1.8	3.5	4.0

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	3

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	1
10-14%	-
>15%	9
Decline	
5-9%	1
10-14%	2
>15%	8

Unreliable/Unreported Data in 2003/04

Council	01/02	02/03	03/04
Aberdeenshire	63.4	47.1	<u>47.8</u>
Dundee City	53.6	50.9	<u>50.2</u>
City of Edinburgh	17.9	14.0	FTR
Perth & Kinross	36.5	43.3	FTR

Notes

An underlined PI measurement indicates unreliable data.

NS for Dumfries & Galloway, Glasgow City and Scottish Borders is due to transfer of housing stock

Housing

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

The following councils were ranked 25th or below in 2001/02:

Aberdeen City
City of Edinburgh
Eilean Siar
Fife
Inverclyde
North Ayrshire
Shetland Islands
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2003/04:

Aberdeen City
City of Edinburgh (FTR in 2003/2004)
Shetland Islands

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

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 01/02		
		01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City		8.0	8.4	8.7	X		
Dundee City		9.8	9.2	11.4			X
East Dunbartonshire		12.0	11.3	9.9			✓
East Renfrewshire		8.8	9.3	10.1		X	
City of Edinburgh		13.1	13.1	15.8			X
Falkirk		6.9	7.9	9.6			X
Fife		8.4	7.1	6.8			✓
Glasgow City		<u>18.1</u>	<u>11.7</u>	NS			
Inverclyde		9.7	12.7	14.8			X
North Ayrshire		11.3	14.9	12.3	X		
North Lanarkshire		5.5	5.2	5.3			
Renfrewshire		7.5	10.2	17.7			X
South Ayrshire		7.6	7.9	7.2	✓		
South Lanarkshire		4.8	4.5	4.3		✓	
West Dunbartonshire		19.2	18.2	16.7			✓
		Scotland					
		7.3	7.4	7.9			

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	1
10-14%	2
>15%	2
Decline	
5-9%	2
10-14%	1
>15%	5

Data features for this Group	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	1

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.

NS for Glasgow City is due to transfer of housing stock

The following councils were ranked 25th or below in 2001/02:

Dundee City
 East Dunbartonshire
 City of Edinburgh
 Inverclyde
 North Ayrshire
 West Dunbartonshire

The following councils did not make any material improvement in their performance by 2003/04:

Dundee City
 City of Edinburgh
 Inverclyde
 North Ayrshire

Housing

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

Group B		PI measurement			Better ✓ or worse ✗ since 01/02		
		01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeenshire		3.9	3.3	3.8			
Angus		4.0	4.9	5.8			x
Argyll & Bute		3.2	3.2	2.9	✓		
Clackmannanshire		6.1	7.8	7.7			x
Dumfries & Galloway		4.1	5.2	NS			
East Ayrshire		10.6	7.8	4.9			✓
East Lothian		9.2	7.3	7.6			✓
Eilean Siar		4.7	7.0	7.4			x
Highland		6.6	6.3	6.9			
Midlothian		9.1	7.2	6.3			✓
Moray		4.0	4.1	3.8	✓		
Orkney Islands		2.1	2.6	2.8			x
Perth & Kinross		2.9	2.5	4.8			x
Scottish Borders		2.5	5.3	NS			
Shetland Islands		4.2	3.7	4.5	x		
Stirling		7.1	6.9	6.7	✓		
West Lothian		3.5	3.2	3.2	✓		
		Scotland					
		7.3	7.4	7.9			

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	4
10-14%	-
>15%	3
Decline	
5-9%	1
10-14%	-
>15%	5

Data features for this Group	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	2

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.

NS for Dumfries & Galloway and Scottish Borders is due to transfer of housing stock

The following councils were ranked 25th or below in 2001/02:

East Ayrshire

The following councils did not make any material improvement in their performance by 2003/04:

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

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

Group A		PI measurement			Better ✓ or worse ✗ since 01/02		
		01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City		9.2	6.0	5.0			✓
Dundee City		6.0	5.3	5.8			
East Dunbartonshire		<u>6.8</u>	8.4	7.8			
East Renfrewshire		5.5	6.6	6.5			✗
City of Edinburgh		8.1	6.5	9.4			✗
Falkirk		6.1	7.3	8.9			✗
Fife		5.6	4.8	4.4			✓
Glasgow City		<u>9.8</u>	<u>6.1</u>	NS			
Inverclyde		11.5	11.8	12.8		✗	
North Ayrshire		6.0	9.2	6.8		✗	
North Lanarkshire		3.6	3.5	3.3	✓		
Renfrewshire		4.8	6.2	7.9			✗
South Ayrshire		3.0	2.5	2.5			✓
South Lanarkshire		2.3	2.3	2.0		✓	
West Dunbartonshire		FTR	6.8	6.5			
		Scotland					
		4.8	4.8	4.9			

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	1
10-14%	1
>15%	3
Decline	
5-9%	-
10-14%	2
>15%	4

Data features for this Group	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	1

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 2001/02:

Aberdeen City
 City of Edinburgh
 Inverclyde

The following councils did not make any material improvement in their performance by 2003/04:

City of Edinburgh
 Inverclyde

Housing

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 01/02		
	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeenshire	3.1	3.2	3.1			
Angus	2.3	3.0	3.2			✗
Argyll & Bute	0.8	0.7	0.7		✓	
Clackmannanshire	5.5	6.9	4.2			✓
Dumfries & Galloway	0.8	1.3	NS			
East Ayrshire	6.5	4.8	1.3			✓
East Lothian	6.8	6.4	6.6			
Eilean Siar	6.4	6.2	6.8	✗		
Highland	4.6	5.5	5.7			✗
Midlothian	7.0	6.0	5.6			✓
Moray	1.5	1.9	1.9			✗
Orkney Islands	3.1	2.3	2.2			✓
Perth & Kinross	4.2	FTR	3.2			✓
Scottish Borders	2.2	3.0	NS			
Shetland Islands	2.4	3.8	0.9			✓
Stirling	3.6	2.6	3.4	✓		
West Lothian	2.3	2.5	2.4			
Scotland						
	4.8	4.8	4.9			

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	1
10-14%	1
>15%	6
Decline	
5-9%	1
10-14%	-
>15%	3

Data features for this Group	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	2

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 2001/02:

East Lothian
 Midlothian

The following councils did not make any material improvement in their performance by 2003/04:

East Lothian

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 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	25	✗	42.8	15.2	36.6		✗	
Aberdeenshire	20		16.9	34.9	48.1			✓
Angus	1	✓	93.1	93.9	94.9			
Argyll & Bute	21		30.3	46.0	46.9			✓
Clackmannanshire	11		88.6	72.0	73.4			✗
Dumfries & Galloway	NS		66.4	60.1	NS			
Dundee City	9		82.5	73.6	75.0	✗		
East Ayrshire	26	✗	90.0	69.0	36.0			✗
East Dunbartonshire	29	✗	2.9	2.0	3.5			✓
East Lothian	9		22.4	68.4	75.0			✓
East Renfrewshire	2	✓	84.2	95.7	94.5		✓	
City of Edinburgh	28	✗	55.2	23.8	17.1			✗
Eilean Siar	12		27.6	48.3	71.7			✓
Falkirk	14		67.6	50.9	65.1			
Fife	27	✗	49.6	27.8	19.9			✗
Glasgow City	NS		78.0	68.2	NS			
Highland	22		57.8	55.3	45.8			✗
Inverclyde	17		89.2	72.7	53.0			✗
Midlothian	16		55.5	42.0	53.2			
Moray	4	✓	86.9	94.0	91.7	✓		
North Ayrshire	7	✓	79.5	85.1	84.5	✓		
North Lanarkshire	5	✓	90.0	91.0	88.0			
Orkney Islands	15		65.4	60.0	58.3		✗	
Perth & Kinross	13		84.3	76.2	69.9			✗
Renfrewshire	3	✓	52.5	85.3	92.2			✓
Scottish Borders	NS		81.2	76.6	NS			
Shetland Islands	24		30.4	45.4	39.1			✓
South Ayrshire	19		86.1	45.1	48.3			✗
South Lanarkshire	8	✓	92.9	85.2	80.3		✗	
Stirling	6	✓	76.3	85.0	85.0		✓	
West Dunbartonshire	23		77.0	62.5	41.8			✗
West Lothian	18		23.8	15.0	51.5			✓
			Scotland					
			67.4	60.1	56.6			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	93.1	95.7	94.9
Upper quartile	84.8	78.7	80.3
Median	72.0	65.4	58.3
Lower quartile	47.9	45.3	45.8
Lowest ranked performance	2.9	2.0	3.5

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	3

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	2
10-14%	2
>15%	8
Decline	
5-9%	1
10-14%	3
>15%	9

Notes

An underlined PI measurement indicates unreliable data.

Housing

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

The following councils were ranked 25th or below in 2001/02:

Aberdeen City
Aberdeenshire
Argyll & Bute
East Dunbartonshire
East Lothian
Eilean Siar
Shetland Islands
West Lothian

The following councils did not make any material improvement in their performance by 2003/04:

Aberdeen City

Housing

Homelessness - average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless

This indicator shows 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.

Point to bear in mind

The ability of councils to improve both their efficiency and their effectiveness will be affected by, for example, the availability of appropriate accommodation.

Housing

Homelessness - average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	5	✓	-	-	5.0			
Aberdeenshire	7	✓	-	-	7.1			
Angus	2	✓	-	-	3.2			
Argyll & Bute	8	✓	-	-	7.2			
Clackmannanshire	25	✗	-	-	16.5			
Dumfries & Galloway	24		-	-	15.6			
Dundee City	4	✓	-	-	4.5			
East Ayrshire	6	✓	-	-	6.3			
East Dunbartonshire	27	✗	-	-	19.6			
East Lothian	29	✗	-	-	21.6			
East Renfrewshire	28	✗	-	-	19.8			
City of Edinburgh	21		-	-	12.0			
Eilean Siar	15		-	-	10.0			
Falkirk	1	✓	-	-	2.0			
Fife	13		-	-	9.5			
Glasgow City	16		-	-	10.7			
Highland	17		-	-	11.0			
Inverclyde	30	✗	-	-	24.9			
Moray	3	✓	-	-	3.8			
North Ayrshire	19		-	-	11.3			
North Lanarkshire	22		-	-	12.3			
Orkney Islands	20		-	-	11.8			
Perth & Kinross	10		-	-	7.7			
Renfrewshire	18		-	-	11.1			
Scottish Borders	11		-	-	8.5			
Shetland Islands	26	✗	-	-	19.1			
South Ayrshire	23		-	-	13.5			
South Lanarkshire	12		-	-	9.3			
Stirling	9		-	-	7.3			
West Lothian	14		-	-	9.7			
			Scotland					
			-	-	10.1			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	-	-	2.0
Upper quartile	-	-	7.2
Median	-	-	10.4
Lower quartile	-	-	13.2
Lowest ranked performance	-	-	24.9

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	30	30	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2003/04

Council	01/02	02/03	03/04
West Dunbartonshire	-	-	<u>5.9</u>
Midlothian	-	-	FTR

Notes

An underlined PI measurement indicates unreliable data.

Housing

Homelessness - percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed

This indicator shows the effectiveness of the council in fulfilling its responsibility to those who are assessed as homeless or potentially homeless, and reducing repeat homelessness.

Points to bear in mind

The ability of councils to improve both their efficiency and their effectiveness will be affected by, for example, the availability of appropriate accommodation.

Housing

Homelessness - percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	25	✗	-	-	12.8			
Aberdeenshire	24		-	-	12.7			
Angus	1	✓	-	-	0.1			
Argyll & Bute	26	✗	-	-	13.6			
Clackmannanshire	3	✓	-	-	1.1			
Dumfries & Galloway	13		-	-	6.8			
Dundee City	9		-	-	4.4			
East Ayrshire	30	✗	-	-	23.0			
East Dunbartonshire	21		-	-	11.6			
East Lothian	23		-	-	12.2			
East Renfrewshire	28	✗	-	-	18.9			
City of Edinburgh	19		-	-	11.3			
Eilean Siar	19		-	-	11.3			
Falkirk	5	✓	-	-	2.4			
Fife	14		-	-	6.9			
Glasgow City	31	✗	-	-	36.9			
Highland	17		-	-	8.7			
Inverclyde	12		-	-	5.6			
Midlothian	7	✓	-	-	3.3			
Moray	11		-	-	4.9			
North Ayrshire	17		-	-	8.7			
North Lanarkshire	16		-	-	8.4			
Orkney Islands	29	✗	-	-	21.7			
Perth & Kinross	9		-	-	4.4			
Renfrewshire	6	✓	-	-	3.2			
Scottish Borders	2	✓	-	-	0.7			
Shetland Islands	27	✗	-	-	16.8			
South Ayrshire	15		-	-	7.8			
South Lanarkshire	8	✓	-	-	3.7			
Stirling	4	✓	-	-	1.6			
West Lothian	21		-	-	11.6			
			Scotland					
			-	-	16.3			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	-	-	0.1
Upper quartile	-	-	4.1
Median	-	-	8.4
Lower quartile	-	-	12.5
Lowest ranked performance	-	-	36.9

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	31	31	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2003/04

Council	01/02	02/03	03/04
West Dunbartonshire	-	-	<u>14.4</u>

Notes

An underlined PI measurement indicates unreliable data.