

## Housing

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### **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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	26	✗	5.17	5.50	5.90		✗	
Aberdeenshire	11		1.89	<u>1.90</u>	1.80			
Angus	22		1.82	2.10	2.80			✗
Argyll & Bute	10		1.24	1.20	1.70			✗
Clackmannanshire	24		3.14	4.10	4.10			✗
Dumfries & Galloway	NS		1.41	NS	NS			
Dundee City	17		3.55	3.20	2.40			✓
East Ayrshire	13		3.90	3.10	1.90			✓
East Dunbartonshire	2	✓	0.97	1.10	0.50			✓
East Lothian	7	✓	0.94	1.40	1.30			✗
East Renfrewshire	20		2.48	2.10	2.70	✗		
City of Edinburgh	20		3.55	3.50	2.70			✓
Falkirk	15		2.78	3.00	2.30			✓
Fife	19		2.76	2.70	2.60	✓		
Glasgow City	NS		2.86	NS	NS			
Highland	11		2.26	2.10	1.80			✓
Inverclyde	27	✗	9.62	7.10	7.40			✓
Midlothian	5	✓	0.74	0.60	1.00			✗
Moray	1	✓	0.55	0.60	0.40			✓
North Ayrshire	4	✓	1.70	1.30	0.70			✓
North Lanarkshire	9		1.77	1.70	1.60	✓		
Orkney Islands	7	✓	<u>2.01</u>	1.40	1.30			
Perth & Kinross	23		3.68	<u>4.20</u>	3.10			✓
Renfrewshire	18		2.70	2.30	2.50	✓		
Scottish Borders	NS		4.97	NS	NS			
Shetland Islands	25	✗	6.71	6.00	5.40			✓
South Ayrshire	15		2.76	2.70	2.30			✓
South Lanarkshire	6	✓	1.63	1.30	1.10			✓
Stirling	13		1.61	2.00	1.90			✗
West Dunbartonshire	27	✗	6.55	7.20	7.40		✗	
West Lothian	2	✓	0.44	0.40	0.50		✗	
			<b>Scotland</b>					
			2.81	2.73	2.52			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	0.44	0.40	0.40
Upper quartile	1.62	1.38	1.30
Median	2.48	2.10	2.10
Lower quartile	3.55	3.28	2.73
Lowest ranked performance	9.62	7.20	7.40

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	3	3

Count of councils showing significant change since 2002/03	
<b>Improvement</b>	
5-9%	3
10-14%	-
>15%	13
<b>Decline</b>	
5-9%	1
10-14%	3
>15%	6

### Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Eilean Siar	2.58	2.00	<u>1.70</u>

### Reason for Unreliable Determination in 2004/05

**Eilean Siar** - Voids per rent system does not agree with the amount stated in the financial ledger.

### 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

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## Tenancy changes - the percentage of rent loss due to voids

**The following councils were ranked 25th or below in 2002/03:**

Aberdeen City  
East Ayrshire  
Inverclyde  
Shetland Islands  
West Dunbartonshire

**The following councils did not make any material improvement in their performance by 2004/05:**

Aberdeen City  
West Dunbartonshire

## Housing

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### **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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	29	✗	4.9	4.0	1.7			✗
Aberdeenshire	11		47.1	<u>47.8</u>	44.3	✗		
Angus	8	✓	58.4	60.1	54.6	✗		
Argyll & Bute	10		48.3	52.8	46.2			
Clackmannanshire	22		45.6	28.3	22.8			✗
Dumfries & Galloway	NS		51.5	NS	NS			
Dundee City	21		50.9	<u>50.2</u>	24.1			✗
East Ayrshire	6	✓	49.0	50.4	58.7			✓
East Dunbartonshire	4	✓	42.6	35.1	73.3			✓
East Lothian	18		45.5	28.2	33.1			✗
East Renfrewshire	19		42.2	47.1	31.6			✗
City of Edinburgh	26	✗	14.0	FTR	8.8			✗
Eilean Siar	23		23.3	29.1	20.0		✗	
Falkirk	15		29.5	43.5	40.4			✓
Fife	17		23.5	33.7	33.2			✓
Glasgow City	NS		42.8	NS	NS			
Highland	16		38.6	32.2	35.5	✗		
Inverclyde	28	✗	9.1	12.9	5.1			✗
Midlothian	25	✗	40.4	13.2	9.1			✗
Moray	3	✓	73.7	66.5	77.0			
North Ayrshire	2	✓	55.4	86.2	84.3			✓
North Lanarkshire	7	✓	34.9	51.4	54.7			✓
Orkney Islands	12		<u>36.2</u>	32.0	42.2			
Perth & Kinross	20		43.3	FTR	29.0			✗
Renfrewshire	13		34.8	35.5	42.1			✓
Scottish Borders	NS		32.8	NS	NS			
Shetland Islands	24		19.2	14.1	17.0		✗	
South Ayrshire	9		32.2	42.1	46.5			✓
South Lanarkshire	13		28.7	36.1	42.1			✓
Stirling	5	✓	49.4	54.9	63.1			✓
West Dunbartonshire	27	✗	3.5	8.1	6.4			✓
West Lothian	1	✓	92.9	94.3	93.2			
			<b>Scotland</b>					
			34.8	41.3	38.5			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	92.9	94.3	93.2
Upper quartile	48.5	50.9	54.6
Median	41.3	36.1	40.4
Lower quartile	29.3	28.7	22.8
Lowest ranked performance	3.5	4.0	1.7

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	3	3

Count of councils showing significant change since 2002/03	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	11
<b>Decline</b>	
5-9%	3
10-14%	2
>15%	9

### 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

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

**The following councils were ranked 25th or below in 2002/03:**

Aberdeen City  
City of Edinburgh  
Inverclyde  
Shetland Islands  
West Dunbartonshire

**The following councils did not make any material improvement in their performance by 2004/05:**

Aberdeen City  
City of Edinburgh  
Inverclyde  
Shetland Islands

## Housing

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### **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 ✗ since 02/03		
		02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City		8.4	8.7	9.7			X
Dundee City		9.2	11.4	11.8			X
East Dunbartonshire		11.3	9.9	8.3			✓
East Renfrewshire		9.3	10.1	8.9			
City of Edinburgh		13.1	15.8	11.8	✓		
Falkirk		7.9	9.6	7.5	✓		
Fife		7.1	6.8	6.7	✓		
Glasgow City		<u>11.7</u>	NS	NS			
Inverclyde		12.7	14.8	17.9			X
North Ayrshire		14.9	12.3	9.2			✓
North Lanarkshire		5.2	5.3	4.9	✓		
Renfrewshire		10.2	17.7	14.9			X
South Ayrshire		7.9	7.2	6.3			✓
South Lanarkshire		4.5	4.3	4.4			
West Dunbartonshire		18.2	16.7	15.8		✓	
		<b>Group Average</b>					
		8.7	9.4	8.6			
		<b>Scotland</b>					
		7.4	7.9	7.4			

Count of councils showing significant change since 2002/03	
<b>Improvement</b>	
5-9%	4
10-14%	1
>15%	3
<b>Decline</b>	
5-9%	-
10-14%	-
>15%	4

Data features for this Group	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	1	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

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

The following councils were ranked 25th or below in 2002/03:

East Dunbartonshire  
 City of Edinburgh  
 Inverclyde  
 North Ayrshire  
 Renfrewshire  
 West Dunbartonshire

The following councils did not make any material improvement in their performance by 2004/05:

Inverclyde  
 Renfrewshire



# 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 X since 02/03		
		02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeenshire		3.3	3.8	4.2			X
Angus		4.9	5.8	6.6			X
Argyll & Bute		3.2	2.9	2.2			✓
Clackmannanshire		7.8	7.7	8.1			
Dumfries & Galloway		5.2	NS	NS			
East Ayrshire		7.8	4.9	4.6			✓
East Lothian		7.3	7.6	6.9	✓		
Eilean Siar		7.0	7.4	9.3			X
Highland		6.3	6.9	7.1		X	
Midlothian		7.2	6.3	6.9			
Moray		4.1	3.8	3.5		✓	
Orkney Islands		2.6	2.8	3.8			X
Perth & Kinross		2.5	4.8	3.4			X
Scottish Borders		5.3	NS	NS			
Shetland Islands		3.7	4.5	6.8			X
Stirling		6.9	6.7	6.4	✓		
West Lothian		3.2	3.2	2.8		✓	
		<b>Group Average</b>					
		5.2	5.2	5.2			
		<b>Scotland</b>					
		7.4	7.9	7.4			

Count of councils showing significant change since 2002/03	
<b>Improvement</b>	
5-9%	2
10-14%	2
>15%	2
<b>Decline</b>	
5-9%	-
10-14%	1
>15%	6

Data features for this Group	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	2	2

## Notes

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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

## Housing

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### **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 X since 02/03		
		02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City		6.0	5.0	6.2			
Dundee City		5.3	5.8	6.5			X
East Dunbartonshire		8.4	7.8	5.7			✓
East Renfrewshire		6.6	6.5	5.5			✓
City of Edinburgh		6.5	9.4	7.1	X		
Falkirk		7.3	8.9	6.5		✓	
Fife		4.8	4.4	4.2		✓	
Glasgow City		<u>6.1</u>	NS	NS			
Inverclyde		11.8	12.8	9.3			✓
North Ayrshire		9.2	6.8	5.4			✓
North Lanarkshire		3.5	3.3	3.0		✓	
Renfrewshire		6.2	7.9	9.3			X
South Ayrshire		2.5	2.5	1.9			✓
South Lanarkshire		2.3	2.0	2.1	✓		
West Dunbartonshire		6.8	6.5	6.6			
		<b>Group Average</b>					
		5.5	5.6	5.1			
		<b>Scotland</b>					
		4.8	4.9	4.5			

Count of councils showing significant change since 2002/03	
<b>Improvement</b>	
5-9%	1
10-14%	3
>15%	5
<b>Decline</b>	
5-9%	1
10-14%	-
>15%	2

Data features for this Group	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	1	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.

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

The following councils were ranked 25th or below in 2002/03:

East Dunbartonshire  
Falkirk  
Inverclyde  
North Ayrshire

The following councils did not make any material improvement in their performance by 2004/05:

None

## 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 X since 02/03		
		02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeenshire		3.2	3.1	3.7			X
Angus		3.0	3.2	3.4		X	
Argyll & Bute		0.7	0.7	0.5			✓
Clackmannanshire		6.9	4.2	5.8			✓
Dumfries & Galloway		1.3	NS	NS			
East Ayrshire		4.8	1.3	0.9			✓
East Lothian		6.4	6.6	5.4			✓
Eilean Siar		6.2	6.8	5.3		✓	
Highland		5.5	5.7	5.1	✓		
Midlothian		6.0	5.6	6.2			
Moray		1.9	1.9	1.7		✓	
Orkney Islands		2.3	2.2	2.8			X
Perth & Kinross		FTR	3.2	3.0			
Scottish Borders		3.0	NS	NS			
Shetland Islands		3.8	0.9	3.1			✓
Stirling		2.6	3.4	2.4	✓		
West Lothian		2.5	2.4	1.8			✓
		<b>Group Average</b>					
		3.5	3.4	3.3			
		<b>Scotland</b>					
		4.8	4.9	4.5			

Count of councils showing significant change since 2002/03	
<b>Improvement</b>	
5-9%	2
10-14%	2
>15%	6
<b>Decline</b>	
5-9%	-
10-14%	1
>15%	2

Data features for this Group	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	2	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.

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

The following councils were ranked 25th or below in 2002/03:

Clackmannanshire

The following councils did not make any material improvement in their performance by 2004/05:

None

## Housing

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### **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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	22		15.2	36.6	57.1			✓
Aberdeenshire	18		34.9	48.1	68.0			✓
Angus	1	✓	93.9	94.9	92.8			
Argyll & Bute	17		46.0	46.9	68.9			✓
Clackmannanshire	14		72.0	73.4	70.2			
Dumfries & Galloway	NS		60.1	NS	NS			
Dundee City	21		73.6	75.0	57.7			✗
East Ayrshire	23		69.0	36.0	56.0			✗
East Dunbartonshire	29	✗	2.0	3.5	17.0			✓
East Lothian	12		68.4	75.0	74.9	✓		
East Renfrewshire	5	✓	95.7	94.5	85.7		✗	
City of Edinburgh	25	✗	23.8	17.1	49.4			✓
Eilean Siar	15		48.3	71.7	70.0			✓
Falkirk	9		50.9	65.1	82.9			✓
Fife	10		27.8	19.9	76.0			✓
Glasgow City	NS		68.2	NS	NS			
Highland	24		55.3	45.8	53.3			
Inverclyde	13		72.7	53.0	73.1			
Midlothian	20		42.0	53.2	63.8			✓
Moray	4	✓	94.0	91.7	86.2	✗		
North Ayrshire	16		85.1	84.5	69.0			✗
North Lanarkshire	6	✓	91.0	88.0	84.3	✗		
Orkney Islands	26	✗	60.0	58.3	47.8			✗
Perth & Kinross	19		76.2	69.9	64.2			✗
Renfrewshire	3	✓	85.3	92.2	89.8	✓		
Scottish Borders	NS		76.6	NS	NS			
Shetland Islands	28	✗	45.4	39.1	20.0			✗
South Ayrshire	11		45.1	48.3	75.4			✓
South Lanarkshire	2	✓	85.2	80.3	91.8	✓		
Stirling	6	✓	85.0	85.0	84.3			
West Dunbartonshire	27	✗	62.5	41.8	35.4			✗
West Lothian	8	✓	15.0	51.5	83.1			✓
			<b>Scotland</b>					
			60.1	56.6	72.2			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	95.7	94.9	92.8
Upper quartile	78.7	80.3	83.1
Median	65.4	58.3	70.0
Lower quartile	45.3	45.8	57.1
Lowest ranked performance	2.0	3.5	17.0

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	3	3

Count of councils showing significant change since 2002/03	
<b>Improvement</b>	
5-9%	3
10-14%	-
>15%	11
<b>Decline</b>	
5-9%	2
10-14%	1
>15%	7

### Notes

An underlined PI measurement indicates unreliable data.

# Housing

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

**The following councils were ranked 25th or below in 2002/03:**

Aberdeen City  
Aberdeenshire  
East Dunbartonshire  
City of Edinburgh  
Fife  
West Lothian

**The following councils did not make any material improvement in their performance by 2004/05:**

None

## Housing

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### **Homelessness - average time (weeks) 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.



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

Council	Rank in 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	5	✓	-	5.0	7.1			
Aberdeenshire	18		-	7.1	13.5			
Angus	3	✓	-	3.2	4.2			
Argyll & Bute	9		-	7.2	11.5			
Clackmannanshire	25	✗	-	16.5	21.1			
Dumfries & Galloway	11		-	15.6	12.2			
Dundee City	4	✓	-	4.5	6.2			
East Ayrshire	7	✓	-	6.3	9.3			
East Dunbartonshire	29	✗	-	19.6	30.7			
East Lothian	10		-	21.6	12.0			
East Renfrewshire	24		-	19.8	20.9			
City of Edinburgh	12		-	12.0	12.6			
Eilean Siar	14		-	10.0	12.7			
Falkirk	1	✓	-	2.0	2.2			
Fife	21		-	9.5	17.2			
Glasgow City	22		-	10.7	17.3			
Highland	14		-	11.0	12.7			
Inverclyde	27	✗	-	24.9	23.8			
Midlothian	31	✗	-	FTR	56.0			
Moray	1	✓	-	3.8	2.2			
North Ayrshire	12		-	11.3	12.6			
North Lanarkshire	20		-	12.3	16.6			
Orkney Islands	30	✗	-	11.8	36.5			
Perth & Kinross	8	✓	-	7.7	10.8			
Renfrewshire	17		-	11.1	13.4			
Scottish Borders	23		-	8.5	17.7			
Shetland Islands	28	✗	-	19.1	28.4			
South Ayrshire	16		-	13.5	13.0			
South Lanarkshire	26	✗	-	9.3	23.7			
Stirling	6	✓	-	7.3	8.6			
West Lothian	19		-	9.7	16.0			
			<b>Scotland</b>					
			-	10.1	14.6			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	-	2	2.2
Upper quartile	-	7	11.2
Median	-	10	13.0
Lower quartile	-	13	19.3
Lowest ranked performance	-	25	56.0

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	31	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	-
10-14%	-
>15%	-

### Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
West Dunbartonshire	-	<u>5.9</u>	<u>13.1</u>

### Reason for Unreliable Determination in 2004/05

**West Dunbartonshire** - The housing allocations system cannot produce a report to support the data and the pare evidence showing the manual counting exercise were not retained for audit verification.

### Notes

An underlined PI measurement indicates unreliable data.

## Housing

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### **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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	26	✗	-	12.8	17.9			
Aberdeenshire	20		-	12.7	12.6			
Angus	2	✓	-	0.1	3.0			
Argyll & Bute	10		-	13.6	5.6			
Clackmannanshire	5	✓	-	1.1	4.9			
Dumfries & Galloway	7	✓	-	6.8	5.3			
Dundee City	11		-	4.4	6.1			
East Ayrshire	28	✗	-	23.0	20.3			
East Dunbartonshire	16		-	11.6	9.4			
East Lothian	25	✗	-	12.2	17.7			
East Renfrewshire	29	✗	-	18.9	21.1			
City of Edinburgh	19		-	11.3	10.7			
Eilean Siar	7	✓	-	11.3	5.3			
Falkirk	1	✓	-	2.4	2.2			
Fife	15		-	6.9	8.8			
Glasgow City	27	✗	-	36.9	18.3			
Highland	23		-	8.7	14.5			
Inverclyde	31	✗	-	5.6	30.4			
Midlothian	6	✓	-	3.3	5.2			
Moray	18		-	4.9	10.1			
North Ayrshire	4	✓	-	8.7	4.7			
North Lanarkshire	21		-	8.4	12.9			
Orkney Islands	30	✗	-	21.7	21.6			
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Stirling	9		-	1.6	5.4			
West Lothian	24		-	11.6	16.5			
			<b>Scotland</b>					
			-	16.3	12.1			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	-	0.1	2.2
Upper quartile	-	4.1	5.4
Median	-	8.4	9.4
Lower quartile	-	12.5	15.5
Lowest ranked performance	-	36.9	30.4

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	31	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	-
10-14%	-
>15%	-

### Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
West Dunbartonshire	-	<u>14.4</u>	<u>7.4</u>

### Reason for Unreliable Determination in 2004/05

**West Dunbartonshire** - The housing allocations system cannot produce a report to support the data and the pare evidence showing the manual counting exercise were not retained for audit verification.

### Notes

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