

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 05/06		PI measurement			Better ✓ or worse ✗ since 03/04		
	1-32	✓ 1-8 ✗ 25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City	27	✗	5.50	5.90	6.30		✗	
Aberdeenshire	16		<u>1.90</u>	1.80	1.90			
Angus	24		2.10	2.80	3.30			✗
Argyll & Bute	11		1.20	1.70	1.30	✗		
Clackmannanshire	25	✗	4.10	4.10	3.70	✓		
Dumfries & Galloway	NS		NS	NS	NS			
Dundee City	17		3.20	2.40	2.00			✓
East Ayrshire	14		3.10	1.90	1.80			✓
East Dunbartonshire	1	✓	1.10	0.50	0.50			✓
East Lothian	9		1.40	1.30	1.20		✓	
East Renfrewshire	22		2.10	2.70	2.90			✗
City of Edinburgh	13		3.50	2.70	1.70			✓
Eilean Siar	14		2.00	<u>1.70</u>	1.80		✓	
Falkirk	19		3.00	2.30	2.20			✓
Fife	20		2.70	2.60	2.30		✓	
Glasgow City	NS		NS	NS	NS			
Highland	17		2.10	1.80	2.00			
Inverclyde	28	✗	7.10	7.40	6.40	✓		
Midlothian	5	✓	0.60	1.00	0.80			✗
Moray	2	✓	0.60	0.40	0.60			
North Ayrshire	2	✓	1.30	0.70	0.60			✓
North Lanarkshire	12		1.70	1.60	1.40			✓
Orkney Islands	9		1.40	1.30	1.20		✓	
Perth & Kinross	8	✓	<u>4.20</u>	3.10	1.10			
Renfrewshire	22		2.30	2.50	2.90			✗
Scottish Borders	NS		NS	NS	NS			
Shetland Islands	26	✗	6.00	5.40	4.00			✓
South Ayrshire	21		2.70	2.30	2.60			
South Lanarkshire	5	✓	1.30	1.10	0.80			✓
Stirling	7	✓	2.00	1.90	1.00			✓
West Dunbartonshire	28	✗	7.20	7.40	6.40		✓	
West Lothian	2	✓	0.40	0.50	0.60			✗
			Scotland					
			2.73	2.52	2.29			

Ranked performance	03/04	04/05	05/06
Highest ranked performance	0.40	0.40	0.50
Upper quartile	1.40	1.30	1.10
Median	2.10	1.90	1.80
Lower quartile	3.20	2.70	2.90
Lowest ranked performance	7.20	7.40	6.40

Data features	Symbol	03/04	04/05	05/06
PI not applicable	(-)	0	0	0
No service	(NS)	3	3	3

Count of councils showing significant change since 2003/04	
Improvement	
5-9%	2
10-14%	5
>15%	10
Decline	
5-9%	1
10-14%	1
>15%	5

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 2003/04:

Inverclyde

Shetland Islands

West Dunbartonshire

The following councils did not make any material improvement in their performance by 2005/06:

None

Housing

Tenancy changes - the percentage of dwellings that were not low demand that were re-let within four weeks

This indicator reports a measure of the efficiency of the council in managing tenancy changes for housing that was not low demand. It shows the proportion of empty homes that are re-let within four weeks.

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. Properties identified by the council as being 'low demand' have, therefore, been excluded from this indicator.

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.

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.

The time taken to re-let properties will have a direct bearing on rent loss due to empty homes.

Housing

Tenancy changes - the percentage of dwellings that were not low demand that were re-let within four weeks

Council	Rank in 05/06		PI measurement			Better ✓ or worse ✗ since 03/04		
	1-32	✓ 1-8 ✗ 25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City	29	✗	-	-	1.7			
Aberdeenshire	14		-	-	45.0			
Angus	6	✓	-	-	62.2			
Argyll & Bute	7	✓	-	-	60.4			
Clackmannanshire	26	✗	-	-	12.5			
Dumfries & Galloway	NS		-	-	NS			
Dundee City	21		-	-	29.8			
East Ayrshire	13		-	-	46.3			
East Dunbartonshire	9		-	-	56.7			
East Lothian	15		-	-	44.9			
East Renfrewshire	23		-	-	26.2			
City of Edinburgh	16		-	-	43.5			
Eilean Siar	24		-	-	22.9			
Falkirk	21		-	-	29.8			
Fife	17		-	-	43.1			
Glasgow City	NS		-	-	NS			
Highland	19		-	-	30.6			
Inverclyde	27	✗	-	-	3.6			
Midlothian	20		-	-	30.5			
Moray	3	✓	-	-	69.2			
North Ayrshire	2	✓	-	-	85.9			
North Lanarkshire	8	✓	-	-	57.9			
Orkney Islands	12		-	-	47.1			
Perth & Kinross	18		-	-	41.0			
Renfrewshire	11		-	-	48.1			
Scottish Borders	NS		-	-	NS			
Shetland Islands	25	✗	-	-	22.1			
South Ayrshire	10		-	-	49.2			
South Lanarkshire	4	✓	-	-	67.9			
Stirling	5	✓	-	-	65.9			
West Dunbartonshire	28	✗	-	-	2.3			
West Lothian	1	✓	-	-	90.9			
			Scotland					
			-	-	44.2			

Ranked performance	03/04	04/05	05/06
Highest ranked performance	-	-	90.9
Upper quartile	-	-	57.9
Median	-	-	44.9
Lower quartile	-	-	29.8
Lowest ranked performance	-	-	1.7

Data features	Symbol	03/04	04/05	05/06
PI not applicable	(-)	32	32	0
No service	(NS)	0	0	3

Count of councils showing significant change since 2003/04	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Notes

An underlined PI measurement indicates unreliable data.

Housing

Tenancy changes - the average time to re-let houses that are not low demand

This indicator reports a measure of the efficiency of the council in managing tenancy changes for housing that was not low demand. It shows the average time (in days) taken to re-let stock that is not specifically identified as 'low demand'.

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. Properties identified by the council as being 'low demand' have, therefore, been excluded from this indicator.

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.

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.

The time taken to re-let properties will have a direct bearing on rent loss due to empty homes.

Housing

Tenancy changes - the average time to re-let houses that are not low demand

Council	Rank in 05/06		PI measurement			Better ✓ or worse ✗ since 03/04		
	1-32	✓ 1-8 ✗ 25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City	28	✗	-	-	164			
Aberdeenshire	14		-	-	51			
Angus	19		-	-	57			
Argyll & Bute	7	✓	-	-	40			
Clackmannanshire	26	✗	-	-	159			
Dumfries & Galloway	NS		-	-	NS			
Dundee City	17		-	-	56			
East Ayrshire	20		-	-	59			
East Dunbartonshire	5	✓	-	-	36			
East Lothian	14		-	-	51			
East Renfrewshire	23		-	-	86			
City of Edinburgh	14		-	-	51			
Eilean Siar	17		-	-	56			
Falkirk	13		-	-	48			
Fife	21		-	-	64			
Glasgow City	NS		-	-	NS			
Highland	22		-	-	66			
Inverclyde	27	✗	-	-	163			
Midlothian	9		-	-	41			
Moray	4	✓	-	-	29			
North Ayrshire	2	✓	-	-	19			
North Lanarkshire	7	✓	-	-	40			
Orkney Islands	12		-	-	43			
Perth & Kinross	5	✓	-	-	36			
Renfrewshire	10		-	-	42			
Scottish Borders	NS		-	-	NS			
Shetland Islands	29	✗	-	-	257			
South Ayrshire	25	✗	-	-	158			
South Lanarkshire	3	✓	-	-	27			
Stirling	10		-	-	42			
West Dunbartonshire	24		-	-	110			
West Lothian	1	✓	-	-	13			
			Scotland					
			-	-	64			

Ranked performance	03/04	04/05	05/06
Highest ranked performance	-	-	13
Upper quartile	-	-	40
Median	-	-	51
Lower quartile	-	-	66
Lowest ranked performance	-	-	257

Data features	Symbol	03/04	04/05	05/06
PI not applicable	(-)	32	32	0
No service	(NS)	0	0	3

Count of councils showing significant change since 2003/04		
Improvement		
5-9%	-	
10-14%	-	
>15%	-	
Decline		
5-9%	-	
10-14%	-	
>15%	-	

Notes

An underlined PI measurement indicates unreliable data.

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 ✗ since 03/04		
		03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City		8.7	9.7	10.0	✗		
Dundee City		11.4	11.8	9.9	✓		
East Dunbartonshire		9.9	8.3	7.5	✓		
East Renfrewshire		10.1	8.9	8.5	✓		
City of Edinburgh		15.8	11.8	9.3	✓		
Falkirk		9.6	7.5	6.2	✓		
Fife		6.8	6.7	6.6			
Glasgow City		NS	NS	NS			
Inverclyde		14.8	17.9	18.9	✗		
North Ayrshire		12.3	9.2	7.4	✓		
North Lanarkshire		5.3	4.9	4.4	✓		
Renfrewshire		17.7	14.9	12.9	✓		
South Ayrshire		7.2	6.3	5.3	✓		
South Lanarkshire		4.3	4.4	4.1			
West Dunbartonshire		16.7	15.8	14.5	✓		
		Group Average					
		9.4	8.6	7.9			
		Scotland					
		7.9	7.4	7.0			

Count of councils showing significant change since 2003/04	
Improvement	
5-9%	-
10-14%	2
>15%	8
Decline	
5-9%	-
10-14%	1
>15%	1

Data features for this Group	Symbol	03/04	04/05	05/06
PI not applicable	(-)	0	0	0
No service	(NS)	1	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

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 03/04		
	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeenshire	3.8	4.2	4.7			✗
Angus	5.8	6.6	7.9			✗
Argyll & Bute	2.9	2.2	3.1	✗		
Clackmannanshire	7.7	8.1	9.0			✗
Dumfries & Galloway	NS	NS	NS			
East Ayrshire	4.9	4.6	4.3		✓	
East Lothian	7.6	6.9	6.0			✓
Eilean Siar	7.4	9.3	7.8	✗		
Highland	6.9	7.1	5.8			✓
Midlothian	6.3	6.9	8.0			✗
Moray	3.8	3.5	3.9			
Orkney Islands	2.8	3.8	2.4		✓	
Perth & Kinross	4.8	3.4	5.0			
Scottish Borders	NS	NS	NS			
Shetland Islands	4.5	6.8	4.5			
Stirling	6.7	6.4	5.7		✓	
West Lothian	3.2	2.8	3.2			
Group Average						
	5.2	5.2	5.3			
Scotland						
	7.9	7.4	7.0			

Count of councils showing significant change since 2003/04	
Improvement	
5-9%	-
10-14%	3
>15%	2
Decline	
5-9%	2
10-14%	-
>15%	4

Data features for this Group	Symbol	03/04	04/05	05/06
PI not applicable	(-)	0	0	0
No service	(NS)	2	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.

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

Housing

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 2003/04:

City of Edinburgh
Inverclyde
North Ayrshire
Renfrewshire
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2005/06:

Inverclyde

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 03/04		
	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City	5.0	6.2	9.2			✗
Dundee City	5.8	6.5	5.7			
East Dunbartonshire	7.8	5.7	5.6			✓
East Renfrewshire	6.5	5.5	5.5			✓
City of Edinburgh	9.4	7.1	5.5			✓
Falkirk	8.9	6.5	5.4			✓
Fife	4.4	4.2	4.2			
Glasgow City	NS	NS	NS			
Inverclyde	12.8	9.3	9.6			✓
North Ayrshire	6.8	5.4	4.2			✓
North Lanarkshire	3.3	3.0	2.7			✓
Renfrewshire	7.9	9.3	8.1			
South Ayrshire	2.5	1.9	2.1			✓
South Lanarkshire	2.0	2.1	2.2		✗	
West Dunbartonshire	6.5	6.6	6.3			
Group Average						
	5.6	5.1	5.0			
Scotland						
	4.9	4.5	4.5			

Count of councils showing significant change since 2003/04	
Improvement	
5-9%	-
10-14%	-
>15%	8
Decline	
5-9%	-
10-14%	1
>15%	1

Data features for this Group	Symbol	03/04	04/05	05/06
PI not applicable	(-)	0	0	0
No service	(NS)	1	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.

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 03/04		
	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeenshire	3.1	3.7	4.3			x
Angus	3.2	3.4	4.9			x
Argyll & Bute	0.7	0.5	1.0			x
Clackmannanshire	4.2	5.8	6.8			x
Dumfries & Galloway	NS	NS	NS			
East Ayrshire	1.3	0.9	0.8			✓
East Lothian	6.6	5.4	4.8			✓
Eilean Siar	6.8	5.3	9.3			x
Highland	5.7	5.1	4.0			✓
Midlothian	5.6	6.2	7.3			x
Moray	1.9	1.7	1.7		✓	
Orkney Islands	2.2	2.8	2.2			
Perth & Kinross	3.2	3.0	3.8			x
Scottish Borders	NS	NS	NS			
Shetland Islands	0.9	3.1	4.1			x
Stirling	3.4	2.4	2.0			✓
West Lothian	2.4	1.8	2.3			
Group Average						
	3.4	3.3	3.6			
Scotland						
	4.9	4.5	4.5			

Count of councils showing significant change since 2003/04	
Improvement	
5-9%	-
10-14%	1
>15%	4
Decline	
5-9%	-
10-14%	-
>15%	8

Data features for this Group	Symbol	03/04	04/05	05/06
PI not applicable	(-)	0	0	0
No service	(NS)	2	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.

Housing

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 2003/04:

East Dunbartonshire
City of Edinburgh
Falkirk
Inverclyde
Renfrewshire

The following councils did not make any material improvement in their performance by 2005/06:

Renfrewshire

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 05/06		PI measurement			Better ✓ or worse ✗ since 03/04		
	1-32	✓ 1-8 ✗ 25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City	6	✓	36.6	57.1	86.8			✓
Aberdeenshire	23		48.1	68.0	53.2		✓	
Angus	7	✓	94.9	92.8	84.0		✗	
Argyll & Bute	18		46.9	68.9	60.6			✓
Clackmannanshire	17		73.4	70.2	61.5			✗
Dumfries & Galloway	NS		NS	NS	NS			
Dundee City	15		75.0	57.7	64.1		✗	
East Ayrshire	16		36.0	56.0	62.2			✓
East Dunbartonshire	25	✗	3.5	17.0	41.4			✓
East Lothian	14		75.0	74.9	71.8			
East Renfrewshire	2	✓	94.5	85.7	93.1			
City of Edinburgh	19		17.1	49.4	58.7			✓
Eilean Siar	24		71.7	70.0	44.4			✗
Falkirk	10		65.1	82.9	79.4			✓
Fife	4	✓	19.9	76.0	88.9			✓
Glasgow City	NS		NS	NS	NS			
Highland	20		45.8	53.3	58.0			✓
Inverclyde	27	✗	53.0	73.1	31.2			✗
Midlothian	22		53.2	63.8	55.5			
Moray	5	✓	91.7	86.2	87.8			
North Ayrshire	21		84.5	69.0	56.5			✗
North Lanarkshire	7	✓	88.0	84.3	84.0			
Orkney Islands	29	✗	58.3	47.8	20.0			✗
Perth & Kinross	26	✗	69.9	64.2	33.5			✗
Renfrewshire	3	✓	92.2	89.8	91.3			
Scottish Borders	NS		NS	NS	NS			
Shetland Islands	28	✗	39.1	20.0	28.6			✗
South Ayrshire	13		48.3	75.4	72.8			✓
South Lanarkshire	1	✓	80.3	91.8	95.9			✓
Stirling	12		85.0	84.3	73.8		✗	
West Dunbartonshire	11		41.8	35.4	74.4			✓
West Lothian	9		51.5	83.1	82.6			✓
			Scotland					
			56.6	72.2	74.6			

Ranked performance	03/04	04/05	05/06
Highest ranked performance	94.9	92.8	95.9
Upper quartile	80.3	83.1	84.0
Median	58.3	70.0	64.1
Lower quartile	45.8	57.1	55.5
Lowest ranked performance	3.5	17.0	20.0

Data features	Symbol	03/04	04/05	05/06
PI not applicable	(-)	0	0	0
No service	(NS)	3	3	3

Count of councils showing significant change since 2003/04	
Improvement	
5-9%	-
10-14%	1
>15%	12
Decline	
5-9%	-
10-14%	3
>15%	7

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 2003/04:

Aberdeen City
East Ayrshire
East Dunbartonshire
City of Edinburgh
Fife

The following councils did not make any material improvement in their performance by 2005/06:

None

Housing

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.

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 05/06		PI measurement			Better ✓ or worse ✗ since 03/04		
	1-32	✓ 1-8 ✗ 25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City	3	✓	5.0	7.1	5.4	✗		
Aberdeenshire	15		7.1	13.5	15.3			✗
Angus	2	✓	3.2	4.2	4.2			✗
Argyll & Bute	8	✓	7.2	11.5	13.8			✗
Clackmannanshire	23		16.5	21.1	21.2			✗
Dumfries & Galloway	13		15.6	12.2	14.9			
Dundee City	5	✓	4.5	6.2	9.4			✗
East Ayrshire	6	✓	6.3	9.3	11.4			✗
East Dunbartonshire	31	✗	19.6	30.7	32.8			✗
East Lothian	28	✗	21.6	12.0	25.8			✗
East Renfrewshire	12		19.8	20.9	14.8			✓
City of Edinburgh	7	✓	12.0	12.6	13.0	✗		
Eilean Siar	21		10.0	12.7	19.8			✗
Falkirk	1	✓	2.0	2.2	3.9			✗
Fife	24		9.5	17.2	22.6			✗
Glasgow City	20		10.7	17.3	18.0			✗
Highland	17		11.0	12.7	16.0			✗
Inverclyde	32	✗	24.9	23.8	34.3			✗
Midlothian	14		FTR	56.0	15.0			
Moray	16		3.8	2.2	15.7			✗
North Ayrshire	9		11.3	12.6	13.9			✗
North Lanarkshire	21		12.3	16.6	19.8			✗
Orkney Islands	25	✗	11.8	36.5	24.0			✗
Perth & Kinross	27	✗	7.7	10.8	25.2			✗
Renfrewshire	18		11.1	13.4	16.3			✗
Scottish Borders	26	✗	8.5	17.7	24.8			✗
Shetland Islands	30	✗	19.1	28.4	32.1			✗
South Ayrshire	18		13.5	13.0	16.3			✗
South Lanarkshire	29	✗	9.3	23.7	26.7			✗
Stirling	4	✓	7.3	8.6	8.1		✗	
West Dunbartonshire	10		<u>5.9</u>	<u>13.1</u>	14.3			
West Lothian	11		9.7	16.0	14.6			✗
			Scotland					
			10.1	14.6	16.5			

Ranked performance	03/04	04/05	05/06
Highest ranked performance	2.0	2.2	3.9
Upper quartile	7.2	11.3	13.9
Median	10.0	13.1	15.9
Lower quartile	12.9	18.5	23.0
Lowest ranked performance	24.9	56.0	34.3

Data features	Symbol	03/04	04/05	05/06
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2003/04	
Improvement	
5-9%	-
10-14%	-
>15%	1
Decline	
5-9%	2
10-14%	1
>15%	25

Notes

An underlined PI measurement indicates unreliable data.

Housing

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

The following councils were ranked 25th or below in 2003/04:

Clackmannanshire
East Dunbartonshire
East Lothian
East Renfrewshire
Inverclyde
Shetland Islands

The following councils did not make any material improvement in their performance by 2005/06:

Clackmannanshire
East Dunbartonshire
East Lothian
Inverclyde
Shetland Islands

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 05/06		PI measurement			Better ✓ or worse ✗ since 03/04		
	1-32	✓ 1-8 ✗ 25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City	10		12.8	17.9	4.4			✓
Aberdeenshire	5	✓	12.7	12.6	3.0			✓
Angus	1	✓	0.1	3.0	0.1			
Argyll & Bute	16		13.6	5.6	6.6			✓
Clackmannanshire	8	✓	1.1	4.9	3.9			✗
Dumfries & Galloway	12		6.8	5.3	6.0		✓	
Dundee City	20		4.4	6.1	8.0			✗
East Ayrshire	23		23.0	20.3	9.2			✓
East Dunbartonshire	24		11.6	9.4	9.5			✓
East Lothian	32	✗	12.2	17.7	32.7			✗
East Renfrewshire	29	✗	18.9	21.1	14.6			✓
City of Edinburgh	24		11.3	10.7	9.5			✓
Eilean Siar	6	✓	11.3	5.3	3.1			✓
Falkirk	2	✓	2.4	2.2	1.5			✓
Fife	18		6.9	8.8	7.7		✗	
Glasgow City	28	✗	36.9	18.3	11.6			✓
Highland	31	✗	8.7	14.5	19.1			✗
Inverclyde	26	✗	5.6	30.4	9.6			✗
Midlothian	18		3.3	5.2	7.7			✗
Moray	15		4.9	10.1	6.5			✗
North Ayrshire	9		8.7	4.7	4.0			✓
North Lanarkshire	13		8.4	12.9	6.3			✓
Orkney Islands	13		21.7	21.6	6.3			✓
Perth & Kinross	7	✓	4.4	6.5	3.3			✓
Renfrewshire	2	✓	3.2	6.3	1.5			✓
Scottish Borders	4	✓	0.7	4.0	1.9			✗
Shetland Islands	30	✗	16.8	13.6	18.7		✗	
South Ayrshire	21		7.8	9.4	8.6		✗	
South Lanarkshire	17		3.7	8.3	7.6			✗
Stirling	22		1.6	5.4	8.8			✗
West Dunbartonshire	11		<u>14.4</u>	<u>7.4</u>	4.9			
West Lothian	27	✗	11.6	16.5	9.9		✓	
			Scotland					
			16.3	12.1	7.9			

Ranked performance	03/04	04/05	05/06
Highest ranked performance	0.1	2.2	0.1
Upper quartile	4.2	5.4	4.0
Median	8.6	9.1	7.1
Lower quartile	12.7	15.0	9.5
Lowest ranked performance	36.9	30.4	32.7

Data features	Symbol	03/04	04/05	05/06
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2003/04	
Improvement	
5-9%	-
10-14%	2
>15%	15
Decline	
5-9%	-
10-14%	3
>15%	10

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

The following councils were ranked 25th or below in 2003/04:

Aberdeen City
Argyll & Bute
East Ayrshire
East Renfrewshire
Glasgow City
Orkney Islands
Shetland Islands

The following councils did not make any material improvement in their performance by 2005/06:

Shetland Islands