

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 06/07		PI measurement			Better ✓ or worse X since 04/05		
	1-32	✓1-8 X 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeen City	23		5.90	6.30	3.40			✓
Aberdeenshire	20		1.80	1.90	2.40			X
Angus	15		2.80	3.30	1.80			✓
Argyll & Bute	NS		1.70	1.30	NS			
Clackmannanshire	16		4.10	3.70	1.90			✓
Dumfries & Galloway	NS		NS	NS	NS			
Dundee City	19		2.40	2.00	2.20	✓		
East Ayrshire	13		1.90	1.80	1.60			✓
East Dunbartonshire	3	✓	0.50	0.50	0.60			X
East Lothian	12		1.30	1.20	1.50			X
City of Edinburgh	9		2.70	1.70	1.30			✓
Eilean Siar	NS		<u>1.70</u>	1.80	NS			
Falkirk	13		2.30	2.20	1.60			✓
Fife	20		2.60	2.30	2.40	✓		
Glasgow City	NS		NS	NS	NS			
Highland	17		1.80	2.00	2.00		X	
Inverclyde	25	X	7.40	6.40	5.40			✓
Midlothian	9		1.00	0.80	1.30			X
Moray	2	✓	0.40	0.60	0.50			X
North Ayrshire	1	✓	0.70	0.60	0.40			✓
North Lanarkshire	8	✓	1.60	1.40	1.20			✓
Orkney Islands	7	✓	1.30	1.20	1.00			✓
Perth & Kinross	9		3.10	1.10	1.30			✓
Scottish Borders	NS		NS	NS	NS			
Shetland Islands	22		5.40	4.00	3.20			✓
South Ayrshire	17		2.30	2.60	2.00		✓	
South Lanarkshire	5	✓	1.10	0.80	0.70			✓
Stirling	5	✓	1.90	1.00	0.70			✓
West Dunbartonshire	24		7.40	6.40	5.20			✓
West Lothian	3	✓	0.50	0.60	0.60			X
			Scotland					
			2.52	2.29	1.87			

Ranked performance	04/05	05/06	06/07
Highest ranked performance	0.40	0.50	0.40
Upper quartile	1.30	1.05	1.00
Median	1.90	1.80	1.60
Lower quartile	2.75	2.45	2.20
Lowest ranked performance	7.40	6.40	5.40

Data features	Symbol	04/05	05/06	06/07
PI not applicable	(-)	0	0	0
No service	(NS)	3	3	5

Count of councils showing significant change since 2004/05	
Improvement	
5-9%	2
10-14%	1
>15%	15
Decline	
5-9%	-
10-14%	1
>15%	6

Unreliable/Unreported Data in 2006/2007

Council	04/05	05/06	06/07
East Renfrewshire	2.70	2.90	<u>2.10</u>
Renfrewshire	2.50	2.90	<u>3.80</u>

Reason for Unreliable Determination in 2006/2007

East Renfrewshire - Unreliable data due to a programme error.

Renfrewshire - Information on voids associated with properties marked for demolition, fire and flood repairs etc as required by the SPI were not separately identified.

Notes

An underlined PI measurement indicates unreliable data.

NS for Dumfries & Galloway, Eilean Siar, 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 2004/05:

Aberdeen City
Inverclyde
Shetland Islands
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2006/07:

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 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
	1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeen City	26	✗	-	1.7	13.4			
Aberdeenshire	13		-	45.0	46.0			
Angus	10		-	62.2	50.6			
Argyll & Bute	NS		-	60.4	NS			
Clackmannanshire	24		-	12.5	18.5			
Dumfries & Galloway	NS		-	NS	NS			
Dundee City	22		-	29.8	30.0			
East Ayrshire	8	✓	-	46.3	58.5			
East Dunbartonshire	11		-	56.7	49.3			
East Lothian	15		-	44.9	42.7			
East Renfrewshire	14		-	26.2	44.1			
City of Edinburgh	7	✓	-	43.5	58.9			
Eilean Siar	NS		-	22.9	NS			
Falkirk	25	✗	-	29.8	14.5			
Fife	17		-	43.1	39.6			
Glasgow City	NS		-	NS	NS			
Highland	19		-	30.6	33.8			
Inverclyde	27	✗	-	3.6	5.3			
Midlothian	21		-	30.5	30.2			
Moray	5	✓	-	69.2	74.0			
North Ayrshire	1	✓	-	85.9	94.3			
North Lanarkshire	6	✓	-	57.9	62.9			
Orkney Islands	9		-	47.1	52.9			
Perth & Kinross	16		-	41.0	39.9			
Renfrewshire	12		-	48.1	46.6			
Scottish Borders	NS		-	NS	NS			
Shetland Islands	20		-	22.1	31.2			
South Ayrshire	18		-	49.2	39.0			
South Lanarkshire	4	✓	-	67.9	76.4			
Stirling	3	✓	-	65.9	79.3			
West Dunbartonshire	23		-	2.3	23.0			
West Lothian	2	✓	-	90.9	93.8			
			Scotland					
			-	44.2	47.7			

Ranked performance	04/05	05/06	06/07
Highest ranked performance	-	90.9	94.3
Upper quartile	-	57.9	58.7
Median	-	44.9	44.1
Lower quartile	-	29.8	30.7
Lowest ranked performance	-	1.7	5.3

Data features	Symbol	04/05	05/06	06/07
PI not applicable	(-)	32	0	0
No service	(NS)	0	3	5

Count of councils showing significant change since 2004/05	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Notes

An underlined PI measurement indicates unreliable data.

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

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 (days) to re-let houses that are not low demand

Council	Rank in 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
	1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeen City	25	✗	-	164	102			
Aberdeenshire	12		-	51	49			
Angus	23		-	57	80			
Argyll & Bute	NS		-	40	NS			
Clackmannanshire	19		-	159	63			
Dumfries & Galloway	NS		-	NS	NS			
Dundee City	17		-	56	57			
East Ayrshire	6	✓	-	59	31			
East Dunbartonshire	11		-	36	48			
East Lothian	14		-	51	54			
East Renfrewshire	24		-	86	95			
City of Edinburgh	8	✓	-	51	37			
Eilean Siar	NS		-	56	NS			
Falkirk	22		-	48	67			
Fife	18		-	64	62			
Glasgow City	NS		-	NS	NS			
Highland	19		-	66	63			
Inverclyde	25	✗	-	163	102			
Midlothian	10		-	41	44			
Moray	5	✓	-	29	28			
North Ayrshire	2	✓	-	19	13			
North Lanarkshire	7	✓	-	40	33			
Orkney Islands	13		-	43	53			
Perth & Kinross	9		-	36	42			
Renfrewshire	14		-	42	54			
Scottish Borders	NS		-	NS	NS			
Shetland Islands	27	✗	-	257	125			
South Ayrshire	21		-	158	64			
South Lanarkshire	3	✓	-	27	21			
Stirling	4	✓	-	42	24			
West Dunbartonshire	16		-	110	56			
West Lothian	1	✓	-	13	11			
			Scotland					
			-	64	51			

Ranked performance	04/05	05/06	06/07
Highest ranked performance	-	13	11
Upper quartile	-	40	35
Median	-	51	54
Lower quartile	-	66	64
Lowest ranked performance	-	257	125

Data features	Symbol	04/05	05/06	06/07
PI not applicable	(-)	32	0	0
No service	(NS)	0	3	5

Count of councils showing significant change since 2004/05	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Notes

An underlined PI measurement indicates unreliable data.

NS for Dumfries & Galloway, Eilean Siar, Glasgow City 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

This indicator is a measure of the council's performance in collecting rent due to it.

Points to bear in mind

The indicator is concerned with the council's management of rent arrears. 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 management - current tenant arrears as a percentage of the net amount of rent due in the year

Group A	PI measurement			Better ✓ or worse ✗ since 04/05		
	04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeen City	9.7	10.0	10.5	✗		
Dundee City	11.8	9.9	10.6		✓	
East Dunbartonshire	8.3	7.5	7.4		✓	
East Renfrewshire	8.9	8.5	9.4	✗		
City of Edinburgh	11.8	9.3	7.5			✓
Falkirk	7.5	6.2	5.6			✓
Fife	6.7	6.6	6.3	✓		
Glasgow City	NS	NS	NS			
Inverclyde	17.9	18.9	16.5	✓		
North Ayrshire	9.2	7.4	5.6			✓
North Lanarkshire	4.9	4.4	3.7			✓
Renfrewshire	14.9	12.9	11.6			✓
South Ayrshire	6.3	5.3	4.9			✓
South Lanarkshire	4.4	4.1	4.1	✓		
West Dunbartonshire	15.8	14.5	12.7			✓
Group Average						
	8.6	7.9	7.4			
Scotland						
	7.4	7.0	6.7			

Count of councils showing significant change since 2004/05	
Improvement	
5-9%	3
10-14%	2
>15%	7
Decline	
5-9%	2
10-14%	-
>15%	-

Data features for this Group	Symbol	04/05	05/06	06/07
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 management - current tenant arrears as a percentage of the net amount of rent due in the year

Group B		PI measurement			Better ✓ or worse ✗ since 04/05		
		04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeenshire		4.2	4.7	3.8	✓		
Angus		6.6	7.9	12.0			✗
Argyll & Bute		2.2	3.1	NS			
Clackmannanshire		8.1	9.0	7.3	✓		
Dumfries & Galloway		NS	NS	NS			
East Ayrshire		4.6	4.3	4.1		✓	
East Lothian		6.9	6.0	5.9		✓	
Eilean Siar		9.3	7.8	NS			
Highland		7.1	5.8	6.3		✓	
Midlothian		6.9	8.0	9.5			✗
Moray		3.5	3.9	3.1		✓	
Orkney Islands		3.8	2.4	2.8			✓
Perth & Kinross		3.4	5.0	5.4			✗
Scottish Borders		NS	NS	NS			
Shetland Islands		6.8	4.5	4.5			✓
Stirling		6.4	5.7	4.7			✓
West Lothian		2.8	3.2	2.8			
		Group Average					
		5.2	5.3	5.5			
		Scotland					
		7.4	7.0	6.7			

Count of councils showing significant change since 2004/05	
Improvement	
5-9%	2
10-14%	4
>15%	3
Decline	
5-9%	-
10-14%	-
>15%	3

Data features for this Group	Symbol	04/05	05/06	06/07
PI not applicable	(-)	0	0	0
No service	(NS)	2	2	4

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, Eilean Siar and Scottish Borders is due to transfer of housing stock

Housing

Rent management - 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 2004/05:

Dundee City
City of Edinburgh
Inverclyde
Renfrewshire
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2006/07:

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 management - 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 04/05		
		04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeen City		6.2	9.2	9.1			✗
Dundee City		6.5	5.7	6.4			
East Dunbartonshire		5.7	5.6	6.2	✗		
East Renfrewshire		5.5	5.5	5.9	✗		
City of Edinburgh		7.1	5.5	5.0			✓
Falkirk		6.5	5.4	5.0			✓
Fife		4.2	4.2	3.8	✓		
Glasgow City		NS	NS	NS			
Inverclyde		9.3	9.6	9.2			
North Ayrshire		5.4	4.2	2.9			✓
North Lanarkshire		3.0	2.7	2.2			✓
Renfrewshire		9.3	8.1	8.1		✓	
South Ayrshire		1.9	2.1	2.2			✗
South Lanarkshire		2.1	2.2	2.6			✗
West Dunbartonshire		6.6	6.3	5.8		✓	
		Group Average					
		5.1	5.0	4.8			
		Scotland					
		4.5	4.5	4.4			

Count of councils showing significant change since 2004/05	
Improvement	
5-9%	1
10-14%	2
>15%	4
Decline	
5-9%	2
10-14%	-
>15%	3

Data features for this Group	Symbol	04/05	05/06	06/07
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 management - 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 04/05		
	04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeenshire	3.7	4.3	3.0			✓
Angus	3.4	4.9	7.1			✗
Argyll & Bute	0.5	1.0	NS			
Clackmannanshire	5.8	6.8	5.7			
Dumfries & Galloway	NS	NS	NS			
East Ayrshire	0.9	0.8	0.7			✓
East Lothian	5.4	4.8	4.5			✓
Eilean Siar	5.3	9.3	NS			
Highland	5.1	4.0	4.4		✓	
Midlothian	6.2	7.3	8.9			✗
Moray	1.7	1.7	1.2			✓
Orkney Islands	2.8	2.2	2.5		✓	
Perth & Kinross	3.0	3.8	4.3			✗
Scottish Borders	NS	NS	NS			
Shetland Islands	3.1	4.1	4.5			✗
Stirling	2.4	2.0	1.5			✓
West Lothian	1.8	2.3	1.7	✓		
			Group Average			
			3.3	3.6	3.6	
			Scotland			
			4.5	4.5	4.4	

Count of councils showing significant change since 2004/05	
Improvement	
5-9%	1
10-14%	2
>15%	5
Decline	
5-9%	-
10-14%	-
>15%	4

Data features for this Group	Symbol	04/05	05/06	06/07
PI not applicable	(-)	0	0	0
No service	(NS)	2	2	4

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, Eilean Siar and Scottish Borders is due to transfer of housing stock

Housing

Rent management - 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 2004/05:

City of Edinburgh
Inverclyde
Renfrewshire
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2006/07:

Inverclyde

Housing

Rent arrears – the percentage of tenants giving up their tenancy during the year that were in rent arrears

This indicator shows the extent to which councils are successful in keeping rent arrears down and thereby reducing the extent to which tenants either leave their tenancies in arrears or are evicted as a result of arrears.

Points to bear in mind

The indicator is concerned with the council's management of rent arrears. 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 management - the proportion of tenants giving up their tenancy during the year that were in rent arrears

Group A		PI measurement			Better ✓ or worse ✗ since 04/05		
		04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeen City		-	-	41.9			
Dundee City		-	-	34.2			
East Dunbartonshire		-	-	45.3			
East Renfrewshire		-	-	25.8			
City of Edinburgh		-	-	44.5			
Falkirk		-	-	34.7			
Fife		-	-	17.0			
Glasgow City		-	-	NS			
Inverclyde		-	-	31.2			
North Ayrshire		-	-	26.0			
North Lanarkshire		-	-	44.4			
Renfrewshire		-	-	14.7			
South Ayrshire		-	-	21.6			
South Lanarkshire		-	-	32.3			
West Dunbartonshire		-	-	50.7			
		Group Average					
		-	-	34.5			
		Scotland					
		-	-	37.9			

Count of councils showing significant change since 2004/05	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	04/05	05/06	06/07
PI not applicable	(-)	15	15	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.

Housing

Rent management - the proportion of tenants giving up their tenancy during the year that were in rent arrears

Group B		PI measurement			Better ✓ or worse ✗ since 04/05		
		04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeenshire		-	-	38.2			
Angus		-	-	47.4			
Argyll & Bute		-	-	NS			
Clackmannanshire		-	-	57.9			
Dumfries & Galloway		-	-	NS			
East Ayrshire		-	-	60.8			
East Lothian		-	-	67.9			
Eilean Siar		-	-	NS			
Highland		-	-	23.2			
Midlothian		-	-	33.6			
Moray		-	-	50.5			
Orkney Islands		-	-	27.6			
Perth & Kinross		-	-	31.9			
Scottish Borders		-	-	NS			
Shetland Islands		-	-	50.5			
Stirling		-	-	53.2			
West Lothian		-	-	47.5			
		Group Average					
		-	-	45.7			
		Scotland					
		-	-	37.9			

Count of councils showing significant change since 2004/05	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	04/05	05/06	06/07
PI not applicable	(-)	17	17	0
No service	(NS)	0	0	4

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, Eilean Siar and Scottish Borders is due to transfer of housing stock.

Housing

Rent management - average number of weeks rent owed by tenants leaving in arrears

This indicator shows the average number of weeks rent owed by tenants who either leave their tenancies in arrears or are evicted as a result of arrears.

Good rent management processes will help to keep arrears down and, therefore, reduce the extent to which tenants either leave their tenancies in arrears or are evicted as a result of arrears.

Points to bear in mind

The indicator is concerned with the council's management of rent arrears. 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 management - average number of weeks rent owed by tenants leaving in arrears

Group A		PI measurement			Better ✓ or worse ✗ since 04/05		
		04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeen City		-	-	17.92			
Dundee City		-	-	6.95			
East Dunbartonshire		-	-	6.91			
East Renfrewshire		-	-	13.27			
City of Edinburgh		-	-	10.97			
Falkirk		-	-	12.39			
Fife		-	-	16.33			
Glasgow City		-	-	NS			
Inverclyde		-	-	16.70			
North Ayrshire		-	-	12.34			
North Lanarkshire		-	-	8.61			
South Ayrshire		-	-	11.96			
South Lanarkshire		-	-	7.76			
West Dunbartonshire		-	-	11.65			
		Group Average					
		-	-	11.56			
		Scotland					
		-	-	10.43			

Count of councils showing significant change since 2004/05	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	04/05	05/06	06/07
PI not applicable	(-)	14	14	0
No service	(NS)	0	0	1

Unreliable/Unreported Data in 2006/2007

Council		04/05	05/06	06/07
Renfrewshire		-	-	<u>20.8</u>

Reason for Unreliable Determination in 2006/2007

Renfrewshire - New housing management system cannot at present retain the information on tenants arrears at the date at which the tenancy terminated during the year as required by the SPI.

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 management - average number of weeks rent owed by tenants leaving in arrears

Group B		PI measurement			Better ✓ or worse ✗ since 04/05		
		04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeenshire		-	-	8.76			
Angus		-	-	10.30			
Argyll & Bute		-	-	NS			
Clackmannanshire		-	-	12.35			
Dumfries & Galloway		-	-	NS			
East Ayrshire		-	-	8.30			
East Lothian		-	-	8.30			
Eilean Siar		-	-	NS			
Highland		-	-	8.57			
Midlothian		-	-	13.25			
Moray		-	-	8.08			
Orkney Islands		-	-	5.41			
Perth & Kinross		-	-	8.49			
Scottish Borders		-	-	NS			
Shetland Islands		-	-	7.81			
Stirling		-	-	12.25			
West Lothian		-	-	7.72			
		Group Average					
		-	-	9.12			
		Scotland					
		-	-	10.43			

Count of councils showing significant change since 2004/05	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	04/05	05/06	06/07
PI not applicable	(-)	17	17	0
No service	(NS)	0	0	4

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, Eilean Siar and Scottish Borders is due to transfer of housing stock.

Housing

Rent arrears – the proportion of arrears owed by former tenants that was either written off or collected during the year

This indicator shows the extent to which councils are successful in managing arrears owed by former tenants.

Good rent management processes will help to keep arrears down and, therefore, reduce the extent to which tenants either leave their tenancies in arrears or are evicted as a result of arrears.

Points to bear in mind

The indicator is concerned with the council's management of rent arrears. Actions that a council can take to improve rent collection levels from former tenants include:

- effective management of the rent arrears recovery process (including the timing of action on arrears cases and the efficiency of monitoring procedures)
- debt counselling services.

Housing

Rent management - the percentage of former tenant arrears written off or collected during the year

Group A		PI measurement			Better ✓ or worse ✗ since 04/05		
		04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeen City		-	-	22.6			
Dundee City		-	-	81.8			
East Dunbartonshire		-	-	30.1			
East Renfrewshire		-	-	13.6			
City of Edinburgh		-	-	36.5			
Falkirk		-	-	45.3			
Fife		-	-	2.1			
Glasgow City		-	-	NS			
Inverclyde		-	-	24.7			
North Ayrshire		-	-	44.7			
North Lanarkshire		-	-	40.8			
South Ayrshire		-	-	58.1			
South Lanarkshire		-	-	31.7			
West Dunbartonshire		-	-	18.5			
		Group Average					
		-	-	30.0			
		Scotland					
		-	-	28.8			

Count of councils showing significant change since 2004/05	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	04/05	05/06	06/07
PI not applicable	(-)	14	14	0
No service	(NS)	0	0	1

Unreliable/Unreported Data in 2006/2007

Council		04/05	05/06	06/07
Renfrewshire		-	-	<u>39.2</u>

Reason for Unreliable Determination in 2006/2007

Renfrewshire - New housing management system cannot at present retain the information on tenants arrears at the date at which the tenancy terminated during the year as required by the SPI.

Notes

An underlined PI measurement indicates unreliable data.
 Family groups were defined in consultation with councils and professional bodies.
 NS for Glasgow City is due to transfer of housing stock.

Housing

Rent management - the percentage of former tenant arrears written off or collected during the year

Group B		PI measurement			Better ✓ or worse ✗ since 04/05		
		04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeenshire		-	-	25.1			
Angus		-	-	39.5			
Argyll & Bute		-	-	NS			
Clackmannanshire		-	-	29.1			
Dumfries & Galloway		-	-	NS			
East Ayrshire		-	-	22.1			
East Lothian		-	-	16.2			
Eilean Siar		-	-	NS			
Highland		-	-	12.8			
Midlothian		-	-	14.8			
Moray		-	-	30.2			
Orkney Islands		-	-	33.4			
Perth & Kinross		-	-	53.0			
Scottish Borders		-	-	NS			
Shetland Islands		-	-	34.9			
Stirling		-	-	57.7			
West Lothian		-	-	33.3			
		Group Average					
		-	-	25.2			
		Scotland					
		-	-	28.8			

Count of councils showing significant change since 2004/05	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	04/05	05/06	06/07
PI not applicable	(-)	17	17	0
No service	(NS)	0	0	4

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, Eilean Siar and Scottish Borders is due to transfer of housing stock.

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 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
	1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeen City	7	✓	57.1	86.8	90.4			✓
Aberdeenshire	12		68.0	53.2	85.6			✓
Angus	18		92.8	84.0	75.9			✗
Argyll & Bute	NS		68.9	60.6	NS			
Clackmannanshire	20		70.2	61.5	68.7			
Dumfries & Galloway	NS		NS	NS	NS			
Dundee City	16		57.7	64.1	77.4			✓
East Ayrshire	4	✓	56.0	62.2	93.3			✓
East Dunbartonshire	23		17.0	41.4	59.1			✓
East Lothian	8	✓	74.9	71.8	90.3			✓
East Renfrewshire	19		85.7	93.1	74.2		✗	
City of Edinburgh	14		49.4	58.7	84.1			✓
Eilean Siar	NS		70.0	44.4	NS			
Falkirk	10		82.9	79.4	86.1			
Fife	2	✓	76.0	88.9	94.3			✓
Glasgow City	NS		NS	NS	NS			
Highland	23		53.3	58.0	59.1		✓	
Inverclyde	25	✗	73.1	31.2	44.9			✗
Midlothian	17		63.8	55.5	76.3			✓
Moray	9		86.2	87.8	86.4			
North Ayrshire	15		69.0	56.5	82.3			✓
North Lanarkshire	11		84.3	84.0	86.0			
Orkney Islands	27	✗	47.8	20.0	5.9			✗
Perth & Kinross	13		64.2	33.5	85.4			✓
Renfrewshire	3	✓	89.8	91.3	94.1			
Scottish Borders	NS		NS	NS	NS			
Shetland Islands	26	✗	20.0	28.6	21.1	✓		
South Ayrshire	22		75.4	72.8	61.6			✗
South Lanarkshire	1	✓	91.8	95.9	97.7	✓		
Stirling	6	✓	84.3	73.8	91.0	✓		
West Dunbartonshire	21		35.4	74.4	67.0			✓
West Lothian	5	✓	83.1	82.6	91.2	✓		
			Scotland					
			72.2	74.6	83.7			

Ranked performance	04/05	05/06	06/07
Highest ranked performance	92.8	95.9	97.7
Upper quartile	83.1	84.0	90.4
Median	70.0	64.1	84.1
Lower quartile	57.1	55.5	67.9
Lowest ranked performance	17.0	20.0	5.9

Data features	Symbol	04/05	05/06	06/07
PI not applicable	(-)	0	0	0
No service	(NS)	3	3	5

Count of councils showing significant change since 2004/05	
Improvement	
5-9%	4
10-14%	1
>15%	12
Decline	
5-9%	-
10-14%	1
>15%	4

Notes

An underlined PI measurement indicates unreliable data.

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

Housing

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

The following councils were ranked 25th or below in 2004/05:

East Dunbartonshire
City of Edinburgh
Orkney Islands
Shetland Islands
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2006/07:

Orkney Islands

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 (weeks) between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless

Council	Rank in 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
	1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeen City	1	✓	7.1	5.4	9.8			✗
Aberdeenshire	13		13.5	15.3	17.6			✗
Angus	24		4.2	4.2	23.0			✗
Argyll & Bute	9		11.5	13.8	16.4			✗
Clackmannanshire	8	✓	21.1	21.2	15.5			✓
Dumfries & Galloway	6	✓	12.2	14.9	14.7			✗
Dundee City	28	✗	6.2	9.4	26.0			✗
East Ayrshire	12		9.3	11.4	16.6			✗
East Dunbartonshire	31	✗	30.7	32.8	31.4			
East Lothian	24		12.0	25.8	23.0			✗
East Renfrewshire	9		20.9	14.8	16.4			✓
City of Edinburgh	5	✓	12.6	13.0	13.7	✗		
Eilean Siar	23		12.7	19.8	22.5			✗
Falkirk	3	✓	2.2	3.9	10.8			✗
Fife	11		17.2	22.6	16.5			
Glasgow City	20		17.3	18.0	20.6			✗
Highland	15		12.7	16.0	18.3			✗
Inverclyde	19		23.8	34.3	20.2			✓
Midlothian	29	✗	56.0	15.0	28.4			✓
Moray	14		2.2	15.7	18.0			✗
North Ayrshire	4	✓	12.6	13.9	13.5	✗		
North Lanarkshire	24		16.6	19.8	23.0			✗
Orkney Islands	30	✗	36.5	24.0	28.8			✓
Perth & Kinross	21		10.8	25.2	21.0			✗
Renfrewshire	7	✓	13.4	16.3	15.0		✗	
Scottish Borders	32	✗	17.7	24.8	31.5			✗
Shetland Islands	27	✗	28.4	32.1	24.6		✓	
South Ayrshire	18		13.0	16.3	19.9			✗
South Lanarkshire	17		23.7	26.7	19.3			✓
Stirling	2	✓	8.6	8.1	9.9			✗
West Dunbartonshire	16		<u>13.1</u>	14.3	18.5			
West Lothian	21		16.0	14.6	21.0			✗
			Scotland					
			14.6	16.5	18.6			

Ranked performance	04/05	05/06	06/07
Highest ranked performance	2.2	3.9	9.8
Upper quartile	11.3	13.9	16.2
Median	13.1	15.9	18.9
Lower quartile	18.5	23.0	23.0
Lowest ranked performance	56.0	34.3	31.5

Data features	Symbol	04/05	05/06	06/07
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2004/05	
Improvement	
5-9%	-
10-14%	1
>15%	6
Decline	
5-9%	2
10-14%	1
>15%	19

Notes

An underlined PI measurement indicates unreliable data.

Housing

Homelessness - average time (weeks) 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 2004/05:

Clackmannanshire
East Dunbartonshire
Inverclyde
Midlothian
Orkney Islands
Shetland Islands
South Lanarkshire

The following councils did not make any material improvement in their performance by 2006/07:

East Dunbartonshire

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 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
	1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Aberdeen City	11		17.9	4.4	3.7			✓
Aberdeenshire	9		12.6	3.0	2.8			✓
Angus	11		3.0	0.1	3.7			✗
Argyll & Bute	17		5.6	6.6	5.3	✓		
Clackmannanshire	10		4.9	3.9	3.6			✓
Dumfries & Galloway	20		5.3	6.0	6.7			✗
Dundee City	6	✓	6.1	8.0	2.6			✓
East Ayrshire	28	✗	20.3	9.2	11.6			✓
East Dunbartonshire	26	✗	9.4	9.5	9.4			
East Lothian	23		17.7	6.3	7.7			✓
East Renfrewshire	27	✗	21.1	14.6	9.9			✓
City of Edinburgh	25	✗	10.7	9.5	7.9			✓
Eilean Siar	18		5.3	3.1	6.5			✗
Falkirk	7	✓	2.2	1.5	2.7			✗
Fife	18		8.8	7.7	6.5			✓
Glasgow City	29	✗	18.3	11.6	12.9			✓
Highland	32	✗	14.5	19.1	18.2			✗
Inverclyde	5	✓	30.4	9.6	2.4			✓
Midlothian	22		5.2	7.7	7.3			✗
Moray	13		10.1	6.5	4.2			✓
North Ayrshire	15		4.7	4.0	5.1	✗		
North Lanarkshire	15		12.9	6.3	5.1			✓
Orkney Islands	30	✗	21.6	6.3	14.3			✓
Perth & Kinross	7	✓	6.5	3.3	2.7			✓
Renfrewshire	1	✓	6.3	1.5	2.1			✓
Scottish Borders	1	✓	4.0	1.9	2.1			✓
Shetland Islands	31	✗	13.6	18.7	14.8	✗		
South Ayrshire	1	✓	9.4	8.6	2.1			✓
South Lanarkshire	23		8.3	7.6	7.7	✓		
Stirling	14		5.4	8.8	4.9	✓		
West Dunbartonshire	4	✓	<u>7.4</u>	4.9	2.3			
West Lothian	21		16.5	9.9	7.2			✓
			Scotland					
			12.1	7.9	7.1			

Ranked performance	04/05	05/06	06/07
Highest ranked performance	2.2	0.1	2.1
Upper quartile	5.4	4.0	2.8
Median	9.1	6.6	5.2
Lower quartile	15.0	9.3	7.8
Lowest ranked performance	30.4	19.1	18.2

Data features	Symbol	04/05	05/06	06/07
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2004/05	
Improvement	
5-9%	3
10-14%	-
>15%	19
Decline	
5-9%	2
10-14%	-
>15%	6

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 2004/05:

Aberdeen City
East Ayrshire
East Lothian
East Renfrewshire
Glasgow City
Inverclyde
Orkney Islands

The following councils did not make any material improvement in their performance by 2006/07:

None