

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 07/08		PI measurement			Better ✓ or worse ✗ since 05/06		
	1-32	✓1-8 ✗ 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City	9		6.30	3.40	1.40			✓
Aberdeenshire	17		1.90	2.40	1.70		✓	
Angus	19		3.30	1.80	2.00			✓
Argyll & Bute	NS		1.30	NS	NS			
Clackmannanshire	15		3.70	1.90	1.60			✓
Dumfries & Galloway	NS		NS	NS	NS			
Dundee City	21		2.00	2.20	2.30			✗
East Ayrshire	15		1.80	1.60	1.60		✓	
East Dunbartonshire	3	✓	0.50	0.60	0.60			✗
East Lothian	9		1.20	1.50	1.40			✗
East Renfrewshire	20		2.90	<u>2.10</u>	2.20			✓
City of Edinburgh	6	✓	1.70	1.30	0.90			✓
Eilean Siar	NS		1.80	NS	NS			
Falkirk	11		2.20	1.60	1.50			✓
Fife	21		2.30	2.40	2.30			
Glasgow City	NS		NS	NS	NS			
Highland	17		2.00	2.00	1.70			✓
Inverclyde	NS		6.40	5.40	NS			
Midlothian	23		0.80	1.30	2.50			✗
Moray	2	✓	0.60	0.50	0.50			✓
North Ayrshire	1	✓	0.60	0.40	0.30			✓
North Lanarkshire	11		1.40	1.20	1.50	✗		
Orkney Islands	11		1.20	1.00	1.50			✗
Perth & Kinross	8	✓	1.10	1.30	1.10			
Renfrewshire	25	✗	2.90	<u>3.80</u>	3.50			✗
Scottish Borders	NS		NS	NS	NS			
Shetland Islands	24		4.00	3.20	3.00			✓
South Ayrshire	11		2.60	2.00	1.50			✓
South Lanarkshire	6	✓	0.80	0.70	0.90		✗	
Stirling	5	✓	1.00	0.70	0.70			✓
West Dunbartonshire	26	✗	6.40	5.20	4.70			✓
West Lothian	3	✓	0.60	0.60	0.60			
			Scotland					
			2.29	1.87	1.65			

Ranked performance	05/06	06/07	07/08
Highest ranked performance	0.50	0.40	0.30
Upper quartile	1.10	1.10	0.95
Median	1.80	1.60	1.50
Lower quartile	2.90	2.30	2.15
Lowest ranked performance	6.40	5.40	4.70

Data features	Symbol	05/06	06/07	07/08
PI not applicable	(-)	0	0	0
No service	(NS)	3	5	6

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	-
10-14%	2
>15%	13
Decline	
5-9%	1
10-14%	1
>15%	6

Notes

An underlined PI measurement indicates unreliable data.

NS for Argyll & Bute, Dumfries & Galloway, Eilean Siar, Glasgow City, Inverclyde 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 2005/06:

Aberdeen City
Clackmannanshire
Inverclyde
Shetland Islands
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2007/08:

Inverclyde (No Service in 2007/08)

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 07/08		PI measurement			Better ✓ or worse ✗ since 05/06		
	1-32	✓1-8 ✗ 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City	20		1.7	13.4	34.2			✓
Aberdeenshire	14		45.0	46.0	42.5	✗		
Angus	9		62.2	50.6	50.3			✗
Argyll & Bute	NS		60.4	NS	NS			
Clackmannanshire	15		12.5	18.5	40.3			✓
Dumfries & Galloway	NS		NS	NS	NS			
Dundee City	24		29.8	30.0	13.8			✗
East Ayrshire	10		46.3	58.5	49.6	✓		
East Dunbartonshire	7	✓	56.7	49.3	57.6			
East Lothian	19		44.9	42.7	35.7			✗
East Renfrewshire	23		26.2	44.1	17.4			✗
City of Edinburgh	5	✓	43.5	58.9	70.7			✓
Eilean Siar	NS		22.9	NS	NS			
Falkirk	25	✗	29.8	14.5	11.1			✗
Fife	18		43.1	39.6	37.6		✗	
Glasgow City	NS		NS	NS	NS			
Highland	13		30.6	33.8	43.2			✓
Inverclyde	NS		3.6	5.3	NS			
Midlothian	26	✗	30.5	30.2	10.3			✗
Moray	6	✓	69.2	74.0	69.7			
North Ayrshire	1	✓	85.9	94.3	96.0		✓	
North Lanarkshire	16		57.9	62.9	40.0			✗
Orkney Islands	17		47.1	52.9	37.7			✗
Perth & Kinross	22		41.0	39.9	28.5			✗
Renfrewshire	8	✓	48.1	46.6	55.3		✓	
Scottish Borders	NS		NS	NS	NS			
Shetland Islands	11		22.1	31.2	47.4			✓
South Ayrshire	12		49.2	39.0	46.1	✗		
South Lanarkshire	4	✓	67.9	76.4	72.3	✓		
Stirling	3	✓	65.9	79.3	78.3			✓
West Dunbartonshire	21		2.3	23.0	32.3			✓
West Lothian	2	✓	90.9	93.8	94.4			
			Scotland					
			44.2	47.7	49.5			

Ranked performance	05/06	06/07	07/08
Highest ranked performance	90.9	94.3	96.0
Upper quartile	57.9	58.7	57.0
Median	44.9	44.1	42.9
Lower quartile	29.8	30.7	34.6
Lowest ranked performance	1.7	5.3	10.3

Data features	Symbol	05/06	06/07	07/08
PI not applicable	(-)	0	0	0
No service	(NS)	3	5	6

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	2
10-14%	2
>15%	7
Decline	
5-9%	2
10-14%	1
>15%	9

Notes

An underlined PI measurement indicates unreliable data.

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

Housing

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

The following councils were ranked 25th or below in 2005/06:

Aberdeen City
Clackmannanshire
Inverclyde
Shetland Islands
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2007/08:

Inverclyde (No Service in 2007/08)

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 07/08		PI measurement			Better ✓ or worse ✗ since 05/06		
	1-32	✓1-8 ✗ 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City	18		164	102	50			✓
Aberdeenshire	16		51	49	48	✓		
Angus	24		57	80	68			✗
Argyll & Bute	NS		40	NS	NS			
Clackmannanshire	9		159	63	39			✓
Dumfries & Galloway	NS		NS	NS	NS			
Dundee City	25	✗	56	57	71			✗
East Ayrshire	8	✓	59	31	38			✓
East Dunbartonshire	7	✓	36	48	34	✓		
East Lothian	20		51	54	58		✗	
East Renfrewshire	22		86	95	65			✓
City of Edinburgh	6	✓	51	37	31			✓
Eilean Siar	NS		56	NS	NS			
Falkirk	26	✗	48	67	81			✗
Fife	23		64	62	66			
Glasgow City	NS		NS	NS	NS			
Highland	16		66	63	48			✓
Inverclyde	NS		163	102	NS			
Midlothian	19		41	44	57			✗
Moray	5	✓	29	28	29			
North Ayrshire	2	✓	19	13	12			✓
North Lanarkshire	10		40	33	43	✗		
Orkney Islands	10		43	53	43			
Perth & Kinross	13		36	42	44			✗
Renfrewshire	14		42	54	47		✗	
Scottish Borders	NS		NS	NS	NS			
Shetland Islands	21		257	125	63			✓
South Ayrshire	14		158	64	47			✓
South Lanarkshire	4	✓	27	21	25	✓		
Stirling	3	✓	42	24	24			✓
West Dunbartonshire	10		110	56	43			✓
West Lothian	1	✓	13	11	10			✓
			Scotland					
			64	51	44			

Ranked performance	05/06	06/07	07/08
Highest ranked performance	13	11	10
Upper quartile	40	35	35
Median	51	54	46
Lower quartile	66	64	58
Lowest ranked performance	257	125	81

Data features	Symbol	05/06	06/07	07/08
PI not applicable	(-)	0	0	0
No service	(NS)	3	5	6

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	3
10-14%	-
>15%	12
Decline	
5-9%	1
10-14%	2
>15%	5

Notes

An underlined PI measurement indicates unreliable data.

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

Housing

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

The following councils were ranked 25th or below in 2005/06:

Aberdeen City
Clackmannanshire
Inverclyde
Shetland Islands
South Ayrshire

The following councils did not make any material improvement in their performance by 2007/08:

Inverclyde (No Service in 2007/08)

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 X since 05/06		
		05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City		10.0	10.5	8.9		✓	
Dundee City		9.9	10.6	9.1	✓		
East Dunbartonshire		7.5	7.4	5.5			✓
East Renfrewshire		8.5	9.4	8.2			
City of Edinburgh		9.3	7.5	6.6			✓
Falkirk		6.2	5.6	5.4		✓	
Fife		6.6	6.3	7.1	X		
Glasgow City		NS	NS	NS			
Inverclyde		18.9	16.5	NS			
North Ayrshire		7.4	5.6	5.0			✓
North Lanarkshire		4.4	3.7	3.0			✓
Renfrewshire		12.9	11.6	10.4			✓
South Ayrshire		5.3	4.9	4.4			✓
South Lanarkshire		4.1	4.1	3.9			
West Dunbartonshire		14.5	12.7	11.9			✓
		Group Average					
		7.9	7.4	6.4			
		Scotland					
		7.0	6.7	6.0			

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	1
10-14%	2
>15%	7
Decline	
5-9%	1
10-14%	-
>15%	-

Data features for this Group	Symbol	05/06	06/07	07/08
PI not applicable	(-)	0	0	0
No service	(NS)	1	1	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 Glasgow City and Inverclyde 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 X since 05/06		
		05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeenshire		4.7	3.8	2.8			✓
Angus		7.9	12.0	13.6			X
Argyll & Bute		3.1	NS	NS			
Clackmannanshire		9.0	7.3	5.9			✓
Dumfries & Galloway		NS	NS	NS			
East Ayrshire		4.3	4.1	2.9			✓
East Lothian		6.0	5.9	5.7	✓		
Eilean Siar		7.8	NS	NS			
Highland		5.8	6.3	7.0			X
Midlothian		8.0	9.5	7.5	✓		
Moray		3.9	3.1	2.8			✓
Orkney Islands		2.4	2.8	3.7			X
Perth & Kinross		5.0	5.4	5.1			
Scottish Borders		NS	NS	NS			
Shetland Islands		4.5	4.5	3.9		✓	
Stirling		5.7	4.7	4.3			✓
West Lothian		3.2	2.8	2.5			✓
		Group Average					
		5.3	5.5	5.1			
		Scotland					
		7.0	6.7	6.0			

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	2
10-14%	1
>15%	6
Decline	
5-9%	-
10-14%	-
>15%	3

Data features for this Group	Symbol	05/06	06/07	07/08
PI not applicable	(-)	0	0	0
No service	(NS)	2	4	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 Argyll & Bute, 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 2005/06:

Aberdeen City
Dundee City
Inverclyde
Renfrewshire
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2007/08:

Inverclyde (No Service in 2007/08)

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 X since 05/06		
		05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City		9.2	9.1	8.6	✓		
Dundee City		5.7	6.4	6.1	X		
East Dunbartonshire		5.6	6.2	4.2			✓
East Renfrewshire		5.5	5.9	5.5			
City of Edinburgh		5.5	5.0	4.7		✓	
Falkirk		5.4	5.0	5.1	✓		
Fife		4.2	3.8	5.0			X
Glasgow City		NS	NS	NS			
Inverclyde		9.6	9.2	NS			
North Ayrshire		4.2	2.9	2.8			✓
North Lanarkshire		2.7	2.2	1.9			✓
Renfrewshire		8.1	8.1	7.8			
South Ayrshire		2.1	2.2	1.3			✓
South Lanarkshire		2.2	2.6	2.5		X	
West Dunbartonshire		6.3	5.8	5.4		✓	
		Group Average					
		5.0	4.8	4.5			
		Scotland					
		4.5	4.4	4.2			

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	2
10-14%	2
>15%	4
Decline	
5-9%	1
10-14%	1
>15%	1

Data features for this Group	Symbol	05/06	06/07	07/08
PI not applicable	(-)	0	0	0
No service	(NS)	1	1	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 Glasgow City and Inverclyde 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 X since 05/06		
		05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeenshire		4.3	3.0	2.5			✓
Angus		4.9	7.1	7.5			X
Argyll & Bute		1.0	NS	NS			
Clackmannanshire		6.8	5.7	4.5			✓
Dumfries & Galloway		NS	NS	NS			
East Ayrshire		0.8	0.7	0.5			✓
East Lothian		4.8	4.5	4.5	✓		
Eilean Siar		9.3	NS	NS			
Highland		4.0	4.4	5.2			X
Midlothian		7.3	8.9	7.5			
Moray		1.7	1.2	1.2			✓
Orkney Islands		2.2	2.5	3.1			X
Perth & Kinross		3.8	4.3	3.1			✓
Scottish Borders		NS	NS	NS			
Shetland Islands		4.1	4.5	4.0			
Stirling		2.0	1.5	1.7			✓
West Lothian		2.3	1.7	1.5			✓
		Group Average					
		3.6	3.6	3.4			
		Scotland					
		4.5	4.4	4.2			

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	1
10-14%	-
>15%	7
Decline	
5-9%	-
10-14%	-
>15%	3

Data features for this Group	Symbol	05/06	06/07	07/08
PI not applicable	(-)	0	0	0
No service	(NS)	2	4	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 Argyll & Bute, 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 2005/06:

Aberdeen City
Eilian Siar
Inverclyde
Midlothian
Renfrewshire

The following councils did not make any material improvement in their performance by 2007/08:

Eilian Siar (No Service in 2007/08)
Inverclyde (No Service in 2007/08)
Midlothian
Renfrewshire

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 05/06		
		05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City		-	41.9	40.1			
Dundee City		-	34.2	45.8			
East Dunbartonshire		-	45.3	48.9			
East Renfrewshire		-	25.8	30.7			
City of Edinburgh		-	44.5	41.6			
Falkirk		-	34.7	32.6			
Fife		-	17.0	16.9			
Glasgow City		-	NS	NS			
Inverclyde		-	31.2	NS			
North Ayrshire		-	26.0	24.4			
North Lanarkshire		-	44.4	42.0			
Renfrewshire		-	14.7	48.1			
South Ayrshire		-	21.6	29.9			
South Lanarkshire		-	32.3	41.2			
West Dunbartonshire		-	50.7	54.9			
		Group Average					
		-	34.5	38.7			
		Scotland					
		-	37.9	38.5			

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	05/06	06/07	07/08
PI not applicable	(-)	15	0	0
No service	(NS)	0	1	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 Glasgow City and Inverclyde 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 05/06		
		05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeenshire		-	38.2	37.4			
Angus		-	47.4	29.0			
Argyll & Bute		-	NS	NS			
Clackmannanshire		-	57.9	48.8			
Dumfries & Galloway		-	NS	NS			
East Ayrshire		-	60.8	57.5			
East Lothian		-	67.9	20.6			
Eilean Siar		-	NS	NS			
Highland		-	23.2	21.5			
Midlothian		-	33.6	31.0			
Moray		-	50.5	63.8			
Orkney Islands		-	27.6	33.9			
Perth & Kinross		-	31.9	30.9			
Scottish Borders		-	NS	NS			
Shetland Islands		-	50.5	48.0			
Stirling		-	53.2	43.9			
West Lothian		-	47.5	46.1			
		Group Average					
		-	45.7	38.1			
		Scotland					
		-	37.9	38.5			

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	05/06	06/07	07/08
PI not applicable	(-)	17	0	0
No service	(NS)	0	4	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 Argyll & Bute, 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 05/06		
		05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City		-	17.9	18.1			
Dundee City		-	7.0	10.6			
East Dunbartonshire		-	6.9	7.0			
East Renfrewshire		-	13.3	12.2			
City of Edinburgh		-	11.0	10.4			
Falkirk		-	12.4	9.5			
Fife		-	16.3	13.6			
Glasgow City		-	NS	NS			
Inverclyde		-	16.7	NS			
North Ayrshire		-	12.3	9.1			
North Lanarkshire		-	8.6	8.6			
Renfrewshire		-	<u>20.8</u>	14.2			
South Ayrshire		-	12.0	9.8			
South Lanarkshire		-	7.8	7.5			
West Dunbartonshire		-	11.7	11.6			
		Group Average					
		-	11.6	10.6			
		Scotland					
		-	10.4	10.4			

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	05/06	06/07	07/08
PI not applicable	(-)	15	0	0
No service	(NS)	0	1	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 Glasgow City and Inverclyde 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 05/06		
		05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeenshire		-	8.8	7.8			
Angus		-	10.3	11.7			
Argyll & Bute		-	NS	NS			
Clackmannanshire		-	12.4	11.3			
Dumfries & Galloway		-	NS	NS			
East Ayrshire		-	8.3	7.2			
East Lothian		-	8.3	12.2			
Eilean Siar		-	NS	NS			
Highland		-	8.6	9.1			
Midlothian		-	13.3	20.4			
Moray		-	8.1	7.6			
Orkney Islands		-	5.4	9.2			
Perth & Kinross		-	8.5	10.4			
Scottish Borders		-	NS	NS			
Shetland Islands		-	7.8	9.6			
Stirling		-	12.3	9.0			
West Lothian		-	7.7	4.5			
		Group Average					
		-	9.1	9.8			
		Scotland					
		-	10.4	10.4			

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	05/06	06/07	07/08
PI not applicable	(-)	17	0	0
No service	(NS)	0	4	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 Argyll & Bute, 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 05/06		
		05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City		-	22.6	39.9			
Dundee City		-	81.8	71.1			
East Dunbartonshire		-	30.1	47.6			
East Renfrewshire		-	13.6	12.7			
City of Edinburgh		-	36.5	37.3			
Falkirk		-	45.3	38.4			
Fife		-	2.1	34.5			
Glasgow City		-	NS	NS			
Inverclyde		-	24.7	NS			
North Ayrshire		-	44.7	42.6			
North Lanarkshire		-	40.8	39.8			
Renfrewshire		-	<u>39.2</u>	54.1			
South Ayrshire		-	58.1	28.0			
South Lanarkshire		-	31.7	36.7			
West Dunbartonshire		-	18.5	3.7			
		Group Average					
		-	30.0	36.7			
		Scotland					
		-	28.7	34.1			

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	05/06	06/07	07/08
PI not applicable	(-)	15	0	0
No service	(NS)	0	1	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 Glasgow City and Inverclyde 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 05/06		
		05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeenshire		-	25.1	30.8			
Angus		-	39.5	44.8			
Argyll & Bute		-	NS	NS			
Clackmannanshire		-	29.1	25.6			
Dumfries & Galloway		-	NS	NS			
East Ayrshire		-	22.1	8.3			
East Lothian		-	16.2	41.7			
Eilean Siar		-	NS	NS			
Highland		-	12.8	8.9			
Midlothian		-	14.8	24.8			
Moray		-	30.2	32.5			
Orkney Islands		-	33.4	10.7			
Perth & Kinross		-	53.0	15.7			
Scottish Borders		-	NS	NS			
Shetland Islands		-	34.9	36.8			
Stirling		-	45.9	37.8			
West Lothian		-	33.3	23.8			
		Group Average					
		-	25.2	23.3			
		Scotland					
		-	28.7	34.1			

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	05/06	06/07	07/08
PI not applicable	(-)	17	0	0
No service	(NS)	0	4	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 Argyll & Bute, 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 07/08		PI measurement			Better ✓ or worse ✗ since 05/06		
	1-32	✓1-8 ✗ 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City	8	✓	86.8	90.4	89.8			
Aberdeenshire	10		53.2	85.6	87.8			✓
Angus	17		84.0	75.9	80.0			
Argyll & Bute	NS		60.6	NS	NS			
Clackmannanshire	18		61.5	68.7	79.5			✓
Dumfries & Galloway	NS		NS	NS	NS			
Dundee City	16		64.1	77.4	80.6			✓
East Ayrshire	9		62.2	93.3	89.2			✓
East Dunbartonshire	22		41.4	59.1	54.4			✓
East Lothian	11		71.8	90.3	86.6			✓
East Renfrewshire	13		93.1	74.2	82.9		✗	
City of Edinburgh	1	✓	58.7	84.1	98.0			✓
Eilean Siar	NS		44.4	NS	NS			
Falkirk	7	✓	79.4	86.1	90.1		✓	
Fife	6	✓	88.9	94.3	90.7			
Glasgow City	NS		NS	NS	NS			
Highland	24		58.0	59.1	53.8	✗		
Inverclyde	NS		31.2	44.9	NS			
Midlothian	14		55.5	76.3	81.9			✓
Moray	21		87.8	86.4	73.4			✗
North Ayrshire	20		56.5	82.3	76.7			✓
North Lanarkshire	15		84.0	86.0	81.4			
Orkney Islands	26	✗	20.0	5.9	6.7			✗
Perth & Kinross	12		33.5	85.4	83.0			✓
Renfrewshire	4	✓	91.3	94.1	94.9			
Scottish Borders	NS		NS	NS	NS			
Shetland Islands	25	✗	28.6	21.1	24.4		✗	
South Ayrshire	23		72.8	61.6	54.0			✗
South Lanarkshire	3	✓	95.9	97.7	96.7			
Stirling	2	✓	73.8	91.0	97.6			✓
West Dunbartonshire	19		74.4	67.0	78.9	✓		
West Lothian	5	✓	82.6	91.2	92.4		✓	
			Scotland					
			74.6	83.7	84.7			

Ranked performance	05/06	06/07	07/08
Highest ranked performance	95.9	97.7	98.0
Upper quartile	84.0	90.4	90.0
Median	64.1	84.1	82.4
Lower quartile	55.5	67.9	77.3
Lowest ranked performance	20.0	5.9	6.7

Data features	Symbol	05/06	06/07	07/08
PI not applicable	(-)	0	0	0
No service	(NS)	3	5	6

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	1
10-14%	2
>15%	11
Decline	
5-9%	1
10-14%	2
>15%	3

Notes

An underlined PI measurement indicates unreliable data.

NS for Argyll & Bute, Dumfries & Galloway, Eilean Siar, Glasgow City, Inverclyde 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 2005/06:

East Dunbartonshire
Inverclyde
Orkney Islands
Perth & Kinross
Shetland Islands

The following councils did not make any material improvement in their performance by 2007/08:

Inverclyde (No Service in 2007/08)
Orkney Islands
Shetland 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 07/08		PI measurement			Better ✓ or worse ✗ since 05/06		
	1-32	✓1-8 ✗ 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City	1	✓	5.4	9.8	10.8			✗
Aberdeenshire	10		15.3	17.6	18.6			✗
Angus	22		4.2	23.0	27.2			✗
Argyll & Bute	29	✗	13.8	16.4	32.2			✗
Clackmannanshire	16		21.2	15.5	24.6			✗
Dumfries & Galloway	7	✓	14.9	14.7	17.0		✗	
Dundee City	32	✗	9.4	26.0	38.6			✗
East Ayrshire	5	✓	11.4	16.6	16.3			✗
East Dunbartonshire	26	✗	32.8	31.4	29.8	✓		
East Lothian	19		25.8	23.0	26.0			
East Renfrewshire	4	✓	14.8	16.4	16.0	✗		
City of Edinburgh	6	✓	13.0	13.7	16.5			✗
Eilean Siar	27	✗	19.8	22.5	31.3			✗
Falkirk	2	✓	3.9	10.8	12.1			✗
Fife	13		22.6	16.5	20.2		✓	
Glasgow City	19		18.0	20.6	26.0			✗
Highland	17		16.0	18.3	25.3			✗
Inverclyde	22		34.3	20.2	27.2			✓
Midlothian	31	✗	15.0	28.4	33.4			✗
Moray	15		15.7	18.0	23.6			✗
North Ayrshire	12		13.9	13.5	19.3			✗
North Lanarkshire	18		19.8	23.0	25.7			✗
Orkney Islands	30	✗	24.0	28.8	32.9			✗
Perth & Kinross	21		25.2	21.0	26.9	✗		
Renfrewshire	8	✓	16.3	15.0	17.7	✗		
Scottish Borders	3	✓	24.8	31.5	13.9			✓
Shetland Islands	25	✗	32.1	24.6	29.0	✓		
South Ayrshire	28	✗	16.3	19.9	31.7			✗
South Lanarkshire	14		26.7	19.3	21.6			✓
Stirling	9		8.1	9.9	18.0			✗
West Dunbartonshire	11		14.3	18.5	19.2			✗
West Lothian	24		14.6	21.0	27.6			✗
			Scotland					
			16.5	18.6	22.6			

Ranked performance	05/06	06/07	07/08
Highest ranked performance	3.9	9.8	10.8
Upper quartile	13.9	16.2	17.9
Median	15.9	18.9	25.0
Lower quartile	23.0	23.0	28.0
Lowest ranked performance	34.3	31.5	38.6

Data features	Symbol	05/06	06/07	07/08
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	2
10-14%	1
>15%	3
Decline	
5-9%	3
10-14%	1
>15%	21

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 2005/06:

East Dunbartonshire
East Lothian
Inverclyde
Orkney Islands
Perth & Kinross
Scottish Borders
Shetland Islands
South Lanarkshire

The following councils did not make any material improvement in their performance by 2007/08:

East Lothian
Orkney Islands
Perth & Kinross

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 07/08		PI measurement			Better ✓ or worse ✗ since 05/06		
	1-32	✓1-8 ✗ 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City	13		4.4	3.7	3.9		✓	
Aberdeenshire	5	✓	3.0	2.8	2.8	✓		
Angus	8	✓	0.1	3.7	3.3			✗
Argyll & Bute	3	✓	6.6	5.3	2.4			✓
Clackmannanshire	8	✓	3.9	3.6	3.3			✓
Dumfries & Galloway	29	✗	6.0	6.7	9.8			✗
Dundee City	6	✓	8.0	2.6	2.9			✓
East Ayrshire	31	✗	9.2	11.6	12.0			✗
East Dunbartonshire	22		9.5	9.4	6.0			✓
East Lothian	18		6.3	7.7	4.8			✓
East Renfrewshire	10		14.6	9.9	3.4			✓
City of Edinburgh	24		9.5	7.9	6.3			✓
Eilean Siar	2	✓	3.1	6.5	2.0			✓
Falkirk	4	✓	1.5	2.7	2.5			✗
Fife	28	✗	7.7	6.5	8.9			✗
Glasgow City	30	✗	11.6	12.9	10.1		✓	
Highland	25	✗	19.1	18.2	6.4			✓
Inverclyde	27	✗	9.6	2.4	7.1			✓
Midlothian	1	✓	7.7	7.3	1.3			✓
Moray	21		6.5	4.2	5.8		✓	
North Ayrshire	15		4.0	5.1	4.1			
North Lanarkshire	22		6.3	5.1	6.0			
Orkney Islands	12		6.3	14.3	3.8			✓
Perth & Kinross	11		3.3	2.7	3.6	✗		
Renfrewshire	20		1.5	2.1	5.7			✗
Scottish Borders	14		1.9	2.1	4.0			✗
Shetland Islands	32	✗	18.7	14.8	16.0		✓	
South Ayrshire	17		8.6	2.1	4.6			✓
South Lanarkshire	26	✗	7.6	7.7	6.7		✓	
Stirling	16		8.8	4.9	4.2			✓
West Dunbartonshire	6	✓	4.9	2.3	2.9			✓
West Lothian	19		9.9	7.2	5.2			✓
			Scotland					
			7.8	7.1	6.0			

Ranked performance	05/06	06/07	07/08
Highest ranked performance	0.1	2.1	1.3
Upper quartile	4.0	2.8	3.3
Median	6.6	5.2	4.4
Lower quartile	9.3	7.8	6.3
Lowest ranked performance	19.1	18.2	16.0

Data features	Symbol	05/06	06/07	07/08
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	1
10-14%	5
>15%	16
Decline	
5-9%	1
10-14%	-
>15%	7

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 2005/06:

East Dunbartonshire
East Renfrewshire
City of Edinburgh
Glasgow City
Highland
Inverclyde
Shetland Islands
West Lothian

The following councils did not make any material improvement in their performance by 2007/08:

None