

PERFORMANCE AUDIT

PERFORMANCE INDICATORS 2000/2001

Housing services

Comparing the performance of Scottish councils



Introduction

Each year, councils publish a range of information to show people how well they are providing their services and how they compare with other councils.

This leaflet contains information on four indicators relating to the councils' management of housing services and how they compare with other councils. They are:

- the level of rent arrears for current tenants
- the level of rent loss due to empty houses and the time taken to re-let empty premises
- the proportion of housing repairs undertaken within target times
- the time taken to sell council houses.

Other pamphlets published by the Commission cover:

- Benefits, Finance and Corporate issues
- Education services
- Environmental and Regulatory services
- Fire and Police services
- Leisure and Library services
- Social work services

The Commission also publishes:

- a comprehensive compendium of the information for all the services for which there are performance indicators
- council profiles analysing indicators on a council-by-council basis.

Using the information

For each activity we have set out why some of the differences in performance may have arisen. We also highlight particular features of the information - for example, the range in performance achieved by different councils or the overall change in councils' performance over time.

Several factors affect the way a council performs its activities. You need to be aware of these in order to understand why results may vary. Some of these factors are outwith the control of a council - for example, population size and density, geographical area, and the mix between urban and rural settlements. Others may be specific to a particular service or the groups of people it serves. These local factors may mean that a council with a performance which, at first sight, appears to be worse than that of another has, in fact, done better given the circumstances it faces.

In this pamphlet we have shown information for councils for 2000/2001, and where appropriate made comparison with previous years.

Some services were disrupted during 2000/2001 by strike action. The following councils have indicated that, for the service discussed in this pamphlet, their performance may have been affected.

Aberdeen, City of Edinburgh, East Dunbartonshire, Eilean Siar, Fife, Inverclyde, South Ayrshire, West Dunbartonshire.

Key

Auditors appointed by the Accounts Commission have reviewed authorities' arrangements for producing the performance information. In the tables shown in this pamphlet, an asterisk (*) against a council's name indicates that the auditor expressed doubts about the reliability of its arrangements for producing the information.

Indicator 1

The total amount of rent due to councils in 2000/2001 was £456 million of which £42 million (9.2%) was in arrears.

Within the semi-urban and rural areas, four councils, Moray, Perth & Kinross, Orkney Islands and Scottish Borders met the arrears target (3%). North Lanarkshire and South Lanarkshire, are the only councils to meet the target (7%) within the city and urban group.

West Dunbartonshire (23.5%) reported the highest level of arrears of any council since 1996/97, an increase of over 8% compared against their previous year's figure. Clackmannanshire has failed to report reliable information on the level of rent arrears since 1996/97.

Indicator 2

The proportion of rent loss in 2000/2001 due to unoccupied dwellings was 2.5%. Eight councils reported rent losses due to unoccupied dwellings of 4% or more.

Three councils (Angus, Moray, and West Lothian) re-let more than 50% of houses within two weeks, while six councils (Aberdeen City, East Ayrshire, Inverclyde, North Ayrshire, Stirling and West Dunbartonshire) re-let 5% or less of houses within two weeks.

Indicator 3

The number of emergency repairs due to be carried out by Scottish councils within 24 hours was slightly under 650,000, equivalent to one-third of all repairs. Across Scotland 90% of these repairs were completed within the target times set by each council.

The Commission's 1998 report recommended that councils should try to reduce the number of emergency repairs. However, in 2000/2001, 17 out of the 27 councils where comparison could be made reported that the number of emergency repairs per dwelling has increased compared with 1996/97.

Indicator 4

Across Scotland 65% of council house sales were completed within the national target time of 26 weeks, an increase of 4% compared with the previous year.

Seven councils (Angus, Clackmannanshire, Dundee City, East Ayrshire, Moray, Perth & Kinross, and South Lanarkshire) completed more than 85% of sales within the national target of 26 weeks. Three councils (Aberdeenshire, East Lothian and Argyll & Bute) processed fewer than 25% of houses sales within the national target time.

Indicator 1: Rent arrears

The level of current tenants' rent arrears as a percentage of the net amount of rent due in the year and the proportion of tenants seriously in arrears (ie those tenants owing £250 or more and over 13 weeks in arrears) at the end of the year.

The indicator shows each council's performance in collecting rent that is lawfully due but unpaid by current tenants. It does not reflect councils' performance in recovering rent arrears from former tenants.

Points to bear in mind

In June 2000, the Accounts Commission published the report '*Managing rent arrears – getting the balance right*', which provided a snapshot of the extent to which councils, and a sample of registered social landlords (RSLs), were implementing good practice in managing rent arrears. The report recommended actions that should be taken by councils and RSLs to improve their management of rent arrears.

A council's local circumstances can affect its ability to collect all of the rent due. For example, councils in urban areas tend to have higher levels of deprivation and higher levels of arrears compared to those in rural areas that appear to benefit from a better payment culture among tenants and staff maintaining a closer relationship with tenants.

The report sets achievable rent arrears targets for councils:

- 3% of net rent debit, for those in semi-urban and rural areas
- 7% of net rent debit, for those in city and urban areas.

COMMENTARY

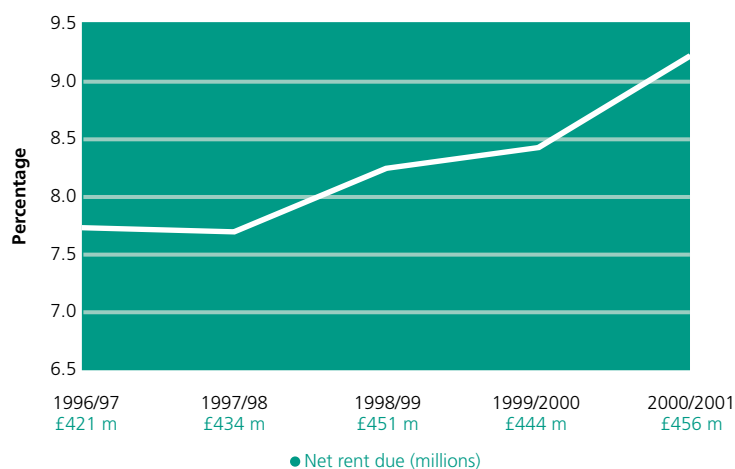
Overall rent arrears

The total amount of rent due to councils in 2000/2001 was £456 million of which £42 million (9.2%) was in arrears (Figure 1).

This is a significant increase (over 10%) compared with the previous year when arrears were £37.4 million.

Within the semi-urban and rural areas, four councils, the same number as last year met the target level of rent arrears. Moray and Perth & Kinross met the target for the second year in succession, while Orkney Islands and Scottish Borders also achieved the target in 2000/01. North Lanarkshire and South Lanarkshire, for the second year in succession, are the only councils to meet the target within the city and urban group.

Figure 1: Overall current tenants' arrears as a percentage of net rent due



Twelve councils reported current tenant arrears greater than 10%, which is the highest number since 1996/97, when three councils reported arrears greater than 10% (Table 1a).

There is a significant variation in the arrears levels reported by councils within each of the groupings. The ranges are:

- semi-urban and rural councils – 2.4% (Moray, Scottish Borders) to 14.1% (East Ayrshire).
- city and urban councils – 5.5% (South Lanarkshire) to 23.5% (West Dunbartonshire).

Overall, 14 councils reduced their level of arrears. **West Dunbartonshire (23.5%) reported the highest level of arrears of any council since 1996/97, an increase of over 8% compared against their previous year's figure. Clackmannanshire has failed to report reliable information for this indicator since 1996/97.**

Serious rent arrears

Across Scotland the level of serious rent arrears has been increasing year-on-year since 1998/99. In 2000/01, 6.1% of council house tenants had serious arrears of more than £250 and were over 13 weeks in arrears. Since 1996/97, four councils (Dundee City, East Lothian, East Ayrshire and Midlothian) have reported year-on-year increases in the percentage of tenants falling into serious arrears (Table 1b).

Within the two groups of councils there were significant variations in the percentages of tenants with serious arrears:

- semi-urban and rural councils – 0.6% (Dumfries & Galloway) to 13.3% (Midlothian)
- city and urban councils – 2.6% (South Lanarkshire) to 12.8% (Inverclyde) (Table 1b).
- West Dunbartonshire did not report this indicator.

Table 1a: Current tenants' arrears as a percentage of net rent due

	Rent arrears (%)				
	2000/2001	1999/2000	1998/99	1997/98	1996/97
<i>Semi-urban and rural councils</i>					
Moray	*2.4	2.4	3.0	2.1	2.7
Scottish Borders	2.4	3.3	3.0	3.0	3.0
Perth & Kinross	2.7	2.5	2.5	2.4	1.9
Orkney Islands	2.7	3.2	4.4	4.8	4.9
Angus	3.5	2.8	2.1	1.5	1.5
West Lothian	3.7	4.1	5.6	*6.5	9.2
Dumfries & Galloway	3.8	4.7	6.7	5.2	4.3
Aberdeenshire	4.0	3.1	3.0	2.6	2.6
Argyll & Bute	4.0	2.3	2.8	2.6	3.8
Shetland Islands	4.6	5.9	5.8	6.1	5.0
Eilean Siar	5.1	3.6	4.4	5.2	6.8
Highland	6.6	6.9	6.3	5.6	5.9
Clackmannanshire	*7.7	*5.0	*5.7	*5.3	*5.8
Stirling	8.3	9.3	11.8	*9.7	7.8
East Lothian	10.2	8.1	*6.6	5.1	5.1
Midlothian	13.8	12.0	10.6	6.8	4.3
East Ayrshire	14.1	12.6	10.6	9.2	7.9
<i>City and urban councils</i>					
South Lanarkshire	5.5	6.0	8.5	5.2	6.1
North Lanarkshire	6.0	5.4	5.4	5.2	*5.7
Aberdeen City	7.3	7.4	6.2	4.5	5.3
Falkirk	7.4	7.6	6.6	6.3	6.4
Renfrewshire	8.9	8.6	8.8	8.0	8.1
East Renfrewshire	9.1	9.7	12.7	10.9	9.2
Dundee City	10.2	8.6	8.7	8.3	7.0
Fife	10.7	8.1	7.2	8.1	*7.4
Edinburgh, City of	10.8	7.9	8.4	*14.5	*9.6
Inverclyde	10.8	10.2	10.3	8.3	9.8
South Ayrshire	10.9	14.3	13.0	7.4	9.2
North Ayrshire	12.0	14.3	*16.8	11.4	10.0
East Dunbartonshire	13.9	15.7	17.7	14.4	12.2
Glasgow City	17.2	15.9	13.6	*15.0	16.0
West Dunbartonshire	23.5	15.0	13.2	10.2	10.9
All Scotland	9.2	8.4	8.2	7.7	7.7

Table 1b: Percentage of tenants with arrears of more than 13 weeks rent

	Tenants %				
	2000/2001	1999/2000	1998/1999	1997/1998	1996/1997
<i>Semi-urban and rural councils</i>					
Dumfries & Galloway	0.6	1.0	3.7	Not reported	Not reported
Moray	*1.1	1.1	1.6	0.7	0.5
Argyll & Bute	1.8	0.8	0.4	0.6	2.8
Scottish Borders	1.9	3.5	4.0	3.6	3.4
Angus	2.0	1.4	0.8	0.5	0.5
Perth & Kinross	2.2	3.5	2.1	1.6	1.1
Shetland Islands	2.5	3.4	4.6	6.1	8.6
Aberdeenshire	3.0	2.3	1.9	1.7	1.7
West Lothian	3.0	4.2	4.2	7.4	Not reported
Orkney Islands	3.2	4.0	3.3	3.6	3.8
Stirling	3.9	4.1	8.2	*9.0	8.7
Highland	4.6	5.4	5.1	3.6	5.5
Clackmannanshire	*5.2	*4.0	*4.0	*4.2	*4.2
Eilean Siar	6.2	5.0	4.5	8.0	9.0
East Lothian	8.0	7.3	*6.1	4.3	3.5
East Ayrshire	9.4	7.6	5.8	4.0	2.2
Midlothian	13.3	10.6	7.6	6.5	3.5
<i>City and urban councils</i>					
South Lanarkshire	2.6	2.6	3.6	2.0	1.9
South Ayrshire	3.6	8.5	4.6	3.0	1.6
North Ayrshire	4.6	9.1	*8.2	4.6	4.4
North Lanarkshire	5.0	4.0	2.3	2.7	*1.3
East Renfrewshire	5.5	7.0	6.3	4.3	3.3
Renfrewshire	5.6	4.0	4.4	3.6	3.4
Dundee City	5.8	5.4	4.3	3.8	3.2
Falkirk	6.2	6.3	5.9	5.7	6.9
Edinburgh, City of	7.4	5.9	6.1	*6.1	*5.3
Fife	7.5	5.4	2.6	4.8	*5.2
Aberdeen City	9.5	9.1	6.4	3.5	4.0
East Dunbartonshire	9.8	7.8	11.9	8.6	7.3
Glasgow City	10.0	9.5	9.7	*13.1	17.8
Inverclyde	12.8	10.4	8.0	5.4	7.8
West Dunbartonshire	Not reported	3.3	7.1	5.1	5.3
All Scotland	6.1	5.8	5.4	5.4	

The weighted average for all Scotland is not available for 1996/97.

Indicator 2: Managing tenancy changes

The total annual rent loss due to unoccupied dwellings as a percentage of the total rent due for the year, and the time taken to re-let council houses.

The indicator shows the level of rent loss resulting from council houses remaining empty when they could be available for letting, and the efficiency of the council in managing tenancy changes.

Points to bear in mind

Factors that will have an impact on a council's performance include:

- the nature of the property and the general level of demand for council housing in an area
- the type of property (eg, tenement flat, end terraced house), its location and its condition
- the time taken to identify and carry out repairs necessary before a new tenant can move in
- the time taken to identify new tenants, and for them to sign a tenancy agreement.

COMMENTARY

Rent loss due to unoccupied dwellings

The proportion of rent loss in 2000/2001 due to unoccupied dwellings was 2.5%, varying amongst councils from 0.4% (Moray) to 7.4% (Shetland Islands).

Overall the amount of rent loss due to unoccupied dwellings was £28.1 million. This figure is not directly comparable with previous years.

Eight councils (Aberdeen City, East Ayrshire, East Renfrewshire, Inverclyde, Renfrewshire, Scottish Borders, Shetland Islands and West Dunbartonshire) reported rent losses due to voids of 4% or more, a significant deterioration on the previous year when only four councils reported losses greater than 4%. Three councils (Aberdeenshire, Moray, and West Lothian) reported loss of rental income due to unoccupied dwellings of less than 1% (Table 2a).

Time taken to re-let council houses

Across Scotland in 2000/2001 slightly under 57,000 houses were made available for re-letting by councils. Of these, just over 9,000 houses (16%) were re-let within two weeks, 13,000 houses (23%) were re-let between two and four weeks, while almost 35,000 houses (61%) took longer than four weeks to re-let (Table 2b). There were significant variations amongst councils to re-let houses in the various time bands. These ranged from:

- re-let in less than two weeks – 0.4% (North Ayrshire) to 73.8% (West Lothian).

Three councils (Angus, Moray, and West Lothian) re-let more than 50% of houses within two weeks.

- re-let in more than four weeks – 5.5% (West Lothian) to 95.6% (Aberdeen City).

Aberdeen City, North Ayrshire and West Dunbartonshire reported that more than 90% of their houses took over four weeks to re-let. West Lothian reported that only a small proportion (5.5%) took over four weeks to re-let. **Six councils (Aberdeen City, East Ayrshire, Inverclyde, North Ayrshire, Stirling and West Dunbartonshire) re-let 5% or less of houses within two weeks.**

Table 2a: The proportion of rent loss due to unoccupied dwellings

Council	Percentage rent lost			
	2000/2001	1999/2000	1998/1999	1997/1998
Aberdeen City	*4.0	*3.2	3.0	2.2
Aberdeenshire	0.8	0.7	0.5	0.4
Angus	1.9	1.2	0.8	0.8
Argyll & Bute	1.6	1.0	0.8	0.6
Clackmannanshire	1.7	1.3	1.5	1.2
Dumfries & Galloway	1.5	1.1	1.0	1.1
Dundee City	3.3	3.7	5.7	5.7
East Ayrshire	4.6	3.8	3.3	3.3
East Dunbartonshire	1.8	1.8	2.3	1.9
East Lothian	1.0	1.3	1.3	1.3
East Renfrewshire	4.8	3.6	3.6	2.5
Edinburgh, City of	3.9	3.5	4.0	5.9
Eilean Siar	2.3	2.5	2.0	2.3
Falkirk	2.1	1.7	1.6	1.9
Fife	2.3	*2.6	*2.1	2.0
Glasgow City	2.1	*4.8	*4.4	*3.8
Highland	1.8	1.5	1.2	1.3
Inverclyde	4.7	5.8	5.0	4.3
Midlothian	1.1	1.8	0.7	0.8
Moray	0.4	0.2	0.3	0.4
North Ayrshire	2.1	1.9	1.4	1.6
North Lanarkshire	1.7	1.8	1.6	1.6
Orkney Islands	1.1	1.5	2.0	1.7
Perth & Kinross	2.2	1.9	1.4	1.2
Renfrewshire	4.6	3.7	2.5	2.1
Scottish Borders	4.6	3.5	3.1	2.4
Shetland Islands	7.4	6.3	5.0	4.1
South Ayrshire	2.1	1.7	1.3	*2.0
South Lanarkshire	1.5	1.5	1.2	1.2
Stirling	1.1	1.0	0.8	1.7
West Dunbartonshire	6.2	4.3	3.1	3.5
West Lothian	0.5	0.3	0.5	0.6
All Scotland	2.5	2.9	2.7	2.6

Table 2b: The time taken to re-let council houses 2000/2001

Council	Total number of houses re-let	Average proportion of houses re-let		
		Re-let in less than 2 weeks (%)	Re-let in 2-4 weeks (%)	Re-let in more than 4 weeks (%)
Aberdeen City	2,376	2.2	2.2	95.6
Aberdeenshire	2,295	13.4	49.5	37.1
Angus	1,030	52.3	20.1	27.6
Argyll & Bute	740	31.4	33.0	35.7
Clackmannanshire	605	9.8	45.1	45.1
Dumfries & Galloway	1,192	8.0	29.5	62.5
Dundee City	2,604	35.1	20.4	44.5
East Ayrshire	1,638	3.7	23.0	73.4
East Dunbartonshire	409	10.0	56.0	34.0
East Lothian	445	5.6	49.4	44.9
East Renfrewshire	384	9.6	26.6	63.8
Edinburgh, City of	4,492	7.7	8.9	83.4
Eilean Siar	208	18.8	14.9	66.3
Falkirk	1,772	29.9	30.3	39.8
Fife	4,188	11.0	21.5	67.5
Glasgow City	10,464	17.5	27.4	55.1
Highland	1,646	12.8	26.4	60.9
Inverclyde	2,613	3.4	7.6	88.9
Midlothian	328	6.7	33.8	59.5
Moray*	541	54.0	26.4	19.6
North Ayrshire	1,573	0.4	7.1	92.5
North Lanarkshire	4,197	8.2	25.1	66.6
Orkney Islands	88	21.6	28.4	50.0
Perth & Kinross	865	17.0	34.2	48.8
Renfrewshire	1,982	17.4	14.7	68.0
Scottish Borders	1,039	6.3	34.3	59.5
Shetland Islands	206	18.9	15.5	65.5
South Ayrshire	842	20.7	14.4	65.0
South Lanarkshire	2,736	14.3	29.1	56.7
Stirling	520	5.0	41.9	53.1
West Dunbartonshire	1,092	1.3	3.6	95.1
West Lothian	1,801	73.8	20.7	5.5
All Scotland	56,911	16.0	23.0	61.1

Indicator 3: Council house repairs

The number of all repairs per council house; the proportion of all council house repairs completed within the council's target times; the number of emergency repairs per house and the proportion of emergency repairs completed within the target time.

Councils classify repairs into various priority categories, each with its own target time for completion. For example, a council may undertake to repair a burst pipe within 24 hours but allow up to six weeks to repair a window sill. The target time set for undertaking repairs covers the period between a repair request being received and the work being completed satisfactorily.

This indicator shows the number of repairs undertaken by each council and its success in achieving its own target timescales for these repairs. The indicator also shows the number of repairs treated under the most urgent category, ie emergencies, where danger would arise or damage could be caused if the work was not done quickly.

Points to bear in mind

The indicator reflects success against each council's own targets for performance for different types of repair. Therefore, particular care is required before drawing any comparison between the performances of different councils. In view of this difficulty, the indicator has been identified as 'transitional', that is, it is subject to further development so that direct comparison between councils is made easier. In 1998 the Commission published the report *'Emergency repairs to council houses'* which explored the varying proportions of housing repairs that were categorised as emergencies by Scottish councils and the cost of these repairs. The report found that:

- emergency repairs are generally more expensive than other repairs
- councils need good management information in order to take effective action to reduce the numbers of emergency repairs and their costs
- variations in levels of emergency repairs could be attributed to differences in the levels of:
 - over-categorisation; treating less serious repairs as emergencies
 - fair wear and tear; affected by the age of the houses, and levels of previous investment
 - vandalism
 - misuse or abuse of property by the tenants themselves

- councils may have scope to reduce levels of over-categorisation but they have less direct control over the number of emergencies arising from wear and tear, vandalism or misuse/abuse. Nevertheless, actions such as investment in anti-vandalism measures, and issuing of guidance material on tenants' responsibilities and on recharge policies will assist.

COMMENTARY

All repairs

Across Scotland there were slightly over 545,000 council houses – 18,000 fewer than the previous year – partly as a result of house sales. The number of council house repairs was slightly under two million which was around 160,000 (7.4%) fewer compared with the last year (Figure 3).

In 2000/2001, almost 85% of repairs were completed within councils' own target times which is the highest level since 1996/97. Twenty-three councils completed eight out of every ten repairs within their established target time. Three councils (East Ayrshire, East Lothian and Midlothian) completed fewer than 70% of repairs within their target times (Table 3).

Across all councils the average number of repairs per dwelling was 3.6, however, this varied significantly among councils, ranging from 1.9 at Glasgow City to 8.6 at East Dunbartonshire. Fourteen councils reported making four or more repairs per dwelling while only three councils (Eilean Siar, Glasgow City and Orkney Islands) required to make two or fewer repairs, on average, per dwelling.

Repairs undertaken within 24 hours

Currently, councils report the number of emergency repairs that they carried out within target times up to 24 hours. Some councils may have more than one repair category for which the target time is equal to or less than 24 hours.

The number of repairs due to be carried out by Scottish councils within 24 hours was slightly under 650,000, equivalent to one-third of all repairs. The percentage of emergency repairs represents a slight increase compared with 1996/97. Eighteen councils undertook, on average, one or more emergency repairs per dwelling within the 24 hour category. East Dunbartonshire reported 2.9 emergency repairs per dwelling .

Fourteen councils reported that more than one-third of all their repairs were in the emergency category, while three councils (Eilean Siar, Scottish Borders and Stirling) all reported less than 20% of their repairs to be carried out within 24 hours.

Across Scotland 90% of repairs due to be completed within each council's emergency categories, up to 24 hours, were completed within target. Seventeen councils completed more than nine out of every ten within their target times. Only East Ayrshire (58%) and Midlothian (73%) failed to carry out at least 80% within their emergency target times for emergency repairs.

The Commission's 1998 report recommended that councils should reduce the number of emergency repairs. In 2000/2001, 17 out of 27 councils where comparison could be made reported that the number of emergency repairs per dwelling has increased compared with 1996/97.

Figure 3: Repairs completed within target time

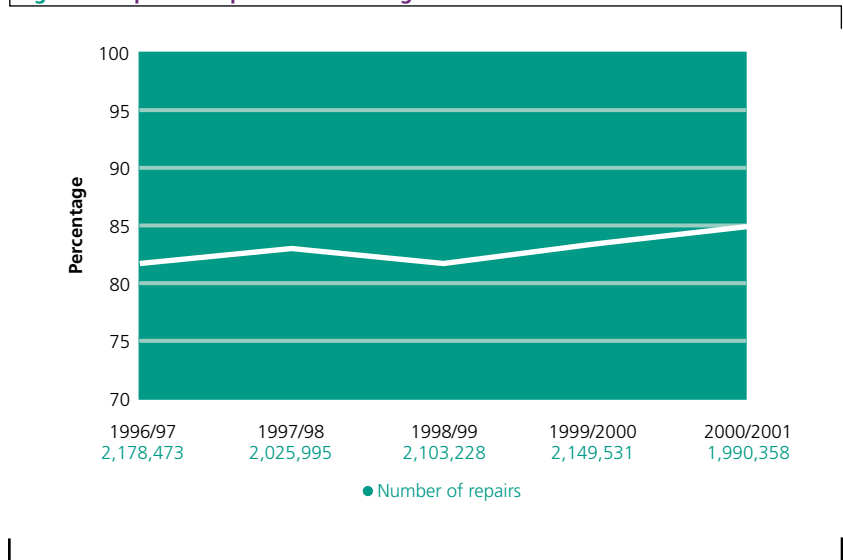


Table 3: Repairs to council houses

COUNCIL	Total number of repairs	Percentage of repairs that were due to be completed within 24 hours	Percentage of repairs completed within target times		Number of repairs per dwelling	
			All	Within 24 hours	All	Within 24 hours
Aberdeen City	108,408	39.5	86.0	96.8	4.0	1.6
Aberdeenshire	48,729	26.4	83.8	88.1	3.0	0.8
Angus	23,439	22.7	78.5	86.7	2.4	0.5
Argyll & Bute*	20,376	28.9	74.5	89.6	3.0	0.9
Clackmannanshire	26,843	41.9	86.7	95.5	4.3	1.8
Dumfries & Galloway	51,376	41.2	84.7	88.2	4.0	1.7
Dundee City	96,854	36.0	84.7	96.3	5.0	1.8
East Ayrshire	78,150	43.8	56.7	57.9	4.4	1.9
East Dunbartonshire	51,885	34.3	82.6	93.2	8.6	2.9
East Lothian	37,159	28.3	67.4	88.4	3.8	1.1
East Renfrewshire	11,997	33.0	86.0	80.0	2.9	1.0
Edinburgh, City of	143,580	37.3	83.0	81.3	5.0	1.9
Eilean Siar*	4,027	44.4	85.1	88.9	2.0	0.9
Falkirk	67,404	31.8	91.1	96.8	3.2	1.0
Fife	188,610	24.8	85.7	87.8	4.8	1.2
Glasgow City	167,830	35.7	92.8	87.0	1.9	0.7
Highland	50,424	29.2	93.7	97.5	2.9	0.8
Inverclyde	48,001	39.0	79.1	90.7	4.6	1.8
Midlothian*	20,373	35.3	67.9	73.1	2.7	1.0
Moray	19,039	16.9	78.0	93.6	2.7	0.5
North Ayrshire*	40,931	34.1	70.8	85.6	2.4	0.8
North Lanarkshire	195,861	37.5	90.9	94.0	4.2	1.6
Orkney Islands	1,844	21.9	83.7	87.6	2.0	0.4
Perth & Kinross	26,929	25.5	81.4	91.8	2.8	0.7
Renfrewshire	102,546	20.3	87.9	94.7	5.2	1.1
Scottish Borders	20,741	8.1	90.8	96.1	2.8	0.2
Shetland Islands	8,891	25.8	79.7	93.0	3.9	1.0
South Ayrshire	45,944	32.1	81.0	88.7	4.4	1.4
South Lanarkshire	124,512	34.1	95.1	96.7	3.6	1.2
Stirling	36,556	39.5	88.7	93.8	4.6	1.8
West Dunbartonshire	60,363	31.0	73.7	94.9	4.2	1.3
West Lothian	60,736	16.3	93.0	96.2	3.7	0.6
All Scotland	1,990,358	32.5	84.9	89.4	3.6	1.2

Indicator 4: Council house sales

The percentage of council house sales completed within 26 weeks.

The indicator shows the overall performance of each council in processing council house sales. It includes all council house sales completed under the Right to Buy legislation.

Points to bear in mind

The Housing (Scotland) Act 1987 gives most secure tenants of public authority houses the right to buy their homes, under specified conditions.

The time taken to complete sales will be affected by:

- the time taken for an applicant to respond once the council makes an offer to sell
- the time that it takes to complete the legal work in processing a sale.

COMMENTARY

In 2000/2001 almost 13,000 council house sales were completed, a slight reduction on the previous year.

Across Scotland 65% of sales were completed within the national target time of 26 weeks, an increase of 4% compared with the previous year (Table 4). The proportion of sales completed within the target time ranged from 6.4% (East Lothian) to 93.3% (Moray).

Twenty-four councils increased the percentage of houses sold within 26 weeks compared with the previous year. Seven councils, (Angus, Clackmannanshire, Dundee City, East Ayrshire, Moray, Perth & Kinross, and South Lanarkshire) two more than last year, completed more than 85% of sales within the national target. Three councils (Aberdeenshire and East Lothian for the second year in succession and Argyll & Bute for 2000/2001) processed fewer than 25% of houses sales within the national target time.

Table 4: Council house sales

Council	Total number of house sales	Percentage of houses sold in 26 weeks or less	
		2000/2001	1999/2000
Aberdeen City	704	29.4	5.0
Aberdeenshire	369	22.2	20.8
Angus	255	91.4	74.1
Argyll & Bute	141	19.1	37.3
Clackmannanshire	109	91.7	85.3
Dumfries & Galloway	367	59.9	40.0
Dundee City	293	87.0	52.7
East Ayrshire	569	92.4	91.3
East Dunbartonshire	166	28.9	68.2
East Lothian	311	6.4	2.3
East Renfrewshire	127	42.5	23.8
Edinburgh, City of	645	41.1	18.4
Eilean Siar	31	74.2	50.0
Falkirk	545	59.3	61.5
Fife	735	45.3	62.5
Glasgow City	1,808	67.9	66.3
Highland	617	53.8	49.3
Inverclyde	377	84.9	61.6
Midlothian	203	63.5	67.1
Moray	134	93.3	59.9
North Ayrshire	397	67.0	59.5
North Lanarkshire	1,515	86.0	89.5
Orkney Islands	26	57.7	60.9
Perth & Kinross	191	86.4	79.1
Renfrewshire	470	67.2	66.5
Scottish Borders	186	78.5	86.0
Shetland Islands	81	45.7	45.2
South Ayrshire	210	76.7	55.9
South Lanarkshire	990	89.9	89.2
Stirling	206	70.4	44.0
West Dunbartonshire	191	79.6	71.9
West Lothian	389	47.6	43.8
All Scotland	13,358	64.6	60.2

Contacts

If you have any specific queries about the performance information, you may wish to contact your council. A contact person for each council is given below. If you have general queries about this pamphlet, you may wish to contact Alec Taylor or Jim Lakie at Audit Scotland, T. 0131 477 1234.

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