

27th October 2022

Agenda Item No. 05

Housing Service Performance Report and 'Pathway to Improvement' 2019-22

Report by: John Mills, Head of Housing Services

Wards Affected: All

Purpose

The report presents the performance scorecard for Housing Services and details the outcomes of the annual update of the 'Pathway to Improvement' 2019-22.

Recommendation(s)

Members are asked to:

1. Consider the Housing Services performance information detailed in the report (Appendix 1)
2. Consider performance in year three of the Pathway to Improvement for 2019-22 (Section 2.0 and Appendix 1)
3. Highlight areas of performance that should be prioritised in the new Pathway to Improvement 2023-26.

Resource Implications

Continuing pressure on the Housing Revenue Account and the General Fund Housing Account due to high inflation and cost of living crisis will impact on performance in the coming 1-2 years. Council decisions on rent freeze of partial rent freeze for 2023/24 will impact on the ability of the council to drive improvement in certain key functions.

Legal & Risk Implications

There are legal requirements highlighted within this report, linked to a risk of regulatory intervention if the Council does not adhere to the standards and expectations set by Audit Scotland and the Scottish Housing Regulator.

Impact Assessment

An EqIA has not been completed and is not necessary as the report does not propose a change to existing housing policies or programmes.

Consultation

Annual performance information will be reported to Council tenants by the end of October 2022, as per the requirements of the Scottish Housing Regulator.

1.0 Background

- 1.1 In recognition of the similarities between the Pathway to Improvement and Housing Services Performance reports submitted to Committee annually, the decision was taken by the former Community & Housing Services Committee to combine both reports to remove duplication in performance reporting.
- 1.2 Audit Scotland published the Statutory Performance Direction in December 2018 and 2021-22 is the third and final year to which that direction applies. The Council is required to report a range of information setting out:
 - i. Its performance in improving local public services, provided by both (i) the council itself and (ii) by the council in conjunction with its partners and communities.
 - ii. Its progress against the desired outcomes agreed with its partners and communities.
 - iii. Its performance in comparison to (i) over time and (ii) with other similar bodies including information drawn down from LGBF in particular and from other benchmarking activities.
 - iv. Its assessment of how it is performing against its duty of Best Value, and how it plans to improve against this assessment.
- 1.3 The Scottish Housing Regulator published a revised regulatory framework based on powers available through the Housing (Scotland) Act 2010. This focussed on key regulatory priorities to meet the standards and outcomes of the Scottish Social Housing Charter, which specifies outcomes for tenants and other customers in the delivery of housing and homelessness services. Progress is assessed annually through the 'Annual Return on the Charter' indicators submitted to the Regulator in May for publication in August each year.
- 1.4 A housing performance approach was first introduced through the 'Pathway to Improvement 2015-18'. The 'pathway' provided three-year targets for improvement based on the Council's ambition for top quartile performance, as measured in comparison to other Local Authorities' performance. This was monitored annually through Committee with almost two-thirds of indicators improving over three years. In November 2018, the Community and Housing Services Committee agreed to the production of a new a 'Pathway to Improvement' for 2019-22 following publication of the revised regulatory framework.
- 1.5 The Pathway is a performance improvement plan based on the Annual Return on the Charter and now focuses on 32 key charter indicators and 11 contextual and EESSH indicators. The third-year performance figures and improvement actions in the Pathway to Improvement 2019-22 are provided in Appendix 1.

- 1.6 Members should be aware, a new Housing Management Information System (Cx) was implemented during June 2022 to replace Genero. Although this does not impact the reporting of third-year performance figures within the Pathway to Improvement 2019-22, some of the quarter 1 2022-23 figures reported in Appendix 1 have been delayed due to the development of the system reporting function. It is anticipated this will be rectified for quarter 2 reporting. This is noted in Appendix 1 where relevant.

2.0 General Performance

- 2.1 The Covid-19 pandemic and subsequent restrictions continued to have an impact on the delivery of housing services during 2021-22. To add to this, the difficulty obtaining labour and construction supplies have also impacted service delivery. Our Annual Return on the Charter has shown a decline in performance, or an improvement in services but not to pre-pandemic levels over several key indicators. A summary is included below.
- 2.2 During 2021, lockdown restrictions prevented Housing Services from carrying out face-to-face satisfaction surveys with tenants, resulting in a telephone survey, which typically yields lower satisfaction results. For this reason, the 2022 survey was delayed to ensure a return to the face-to-face method. Satisfaction levels for overall performance, opportunities to participate in decision-making, keeping tenants informed about services and decisions, rent providing good value for money, quality of the home, management of the neighbourhood and owners satisfaction levels with the factoring service have remained static over the last year due to the same results being submitted as the previous year.

A face-to-face survey was concluded with Gypsy/Travellers to determine satisfaction with the landlord's management of sites. This demonstrated a significant increase in satisfaction (+38.33%), primarily due to site improvements.

- 2.3 The adaptations service has seen an increase in the number of households waiting for adaptations to be completed from 487 to 564 and the average time to complete adaptations from 28.71 days to 35.98 days. These have both been impacted by an increase in demand for adaptations, work being completed more slowly due to Covid-19 restrictions and difficulty obtaining labour and materials to carry out required works.
- 2.4 The overall number of anti-social behaviour cases being resolved timeously has marginally declined from 98.51% to 97.51%. Following a review of the Anti-social Behaviour policy during 2020-21, a major change exercise was carried out to create a single point of contact for customers which involved the recruitment of a new team and extensive training. This effort has temporarily resulted in several cases being resolved below locally agreed targets.
- 2.5 Despite a reduction of performance in the areas highlighted above, Housing Services has seen several improvements in other areas of the Charter. The percentage of housing list tenancies sustained for more than a year increased which contributed to an increase in the overall level of new tenancies sustained. Although the number of abandoned properties increased slightly (+2 units), the abandonments as a percentage of lettable stock reduced from 0.37% to 0.36%. Fife Council's average weekly rent (£79.08) continues to remain below the average for Scotland's local authorities (£79.71).
- 2.6 The percentage of gross rent arrears reduced by 0.91%. Housing Services took a supportive approach to tenants and financial assistance was made available to tenants whose income was impacted by the Covid-19 pandemic as well as tenants

transitioning to Universal Credit. The RentSense software introduced during November 2019 continues to allow early identification of rent arrears and direct tenant contact as quickly as possible.

- 2.7 Landlord Report “heat maps” produced by the Scottish Housing Network are provided in Appendix 3 which show comparative performance against a group of peers, for the period 2018/19 and 2021/22. While some figures have reduced from the position seen in 2018/19, this has been the trend across the sector as a whole. Performance relative to other comparator organisations has remained strong throughout the pandemic period and into recovery.

3.0 Repairs Performance

- 3.1 Housing Services must meet the statutory requirement to carry out an annual gas safety check in all Council dwellings within the 12-month anniversary date. During 2021-22, there were 32 properties that did not receive the annual gas safety check within this timeframe. The majority of these failures were related to system issues. To reduce these failures, a new process has been put in place and weekly gas governance meetings are held to review gas safety cases. Integrated working has been established with Area Teams to arrange inspections and eliminate no access issues. Aside this, Business Support have worked to eradicate system issues. Due to these improvement actions, there has been no non-compliance cases reported in relation to gas safety checks for the past 34 weeks.
- 3.2 Suspensions to the repairs/voids service impacted the average length of time taken to re-let properties during the Covid-19 pandemic. Although services have improved this year, issues with labour and supplies along with other housing pressures (such as the re-provision of temporary accommodation, introduction of a new Housing Management Information System and the implementation of a revised Housing Options Frontline Structure) have continued to impact the length of time to relet properties (46.78 days) as well as the rent lost through empty properties (1.44%).
- 3.3 The average time (days) taken to complete non-emergency repairs has increased by 1.9 days and the percentage of reactive repairs completed right first time decreased by 0.58%. Despite the increase in time to complete repairs and the decrease in the repairs completed right first time, the overall satisfaction with repairs and maintenance increased by 7.63%.
- 3.4 The long -standing partnership working arrangement between Housing, Property and Building Services supports the effective delivery of a comprehensive maintenance and repairs, gas servicing and voids management service. Performance and delivery of services is monitored, explored, and managed through a robust integrated management reporting structure. Discussions take place at an operational level, with issues and potential risks being reported to the Repairs and Investment Management Group (RIMG). The RIMG reports directly to the HRA Capital Board which formulates policy and strategies to ensure effective budget management and achievement of targets and legislative compliance.

4.0 Risk

- 4.1 Housing Services takes a proactive approach to the management of risk, through the Local Housing Strategy, engagement with the Scottish Housing Regulator and through

our performance management systems. As agreed by the Risk Management Strategy Group, Housing Services is committed to reporting risk. All risks are identified in red in appendix 1. The principal risks that are being managed at present are:

a. Homelessness

The Scottish Housing Regulator continues maintain regular contact with the Service around Homelessness. Concerns have been raised in relation to the assessment of homelessness applications, offers of temporary / emergency accommodation and the outcomes for people who are homeless. Temporary accommodation continues to operate under significant pressure, and this led to formal escalation processes within the Council and to the Scottish Housing Regulator in August 2022 due to the risk of breaching the Council's statutory duties towards homeless households. The Service is closely monitoring offers of temporary accommodation in an environment of significant pressure on service with appropriate action being taken where there is a risk of breach.

b. Energy Efficiency Standard for Social Housing (EESH)

Performance for 2021-22 highlights that 89.06% of the Council's housing stock currently meet EESH standards, highlighting the Council's inability to deliver EESH by the original deadline of December 2020.

c. Gas Safety

The Scottish Housing Regulator has previously highlighted concerns to Fife Council around its failure to carry out annual gas safety checks in 100% of homes. The Council recognises there was non-compliance in 32 cases where gas safety checks were not carried out within timescale, thus breaching a statutory duty. Improvement actions to resolve these issues are contained in appendix 1 under Action Points.

d. Cost-of-living crisis

The cost-of-living crisis including the energy price cap pose a risk to homelessness levels, rent collection and gross rent arrears in Fife.

e. Staff recruitment and vacancy levels

The current difficulty of recruiting and retaining staff by Fife Council and partner services pose a risk to the delivery of some services and performance across Housing.

- 4.2 Further details, including Improvement actions to resolve these issues are contained in appendix 1 to the Annual Assurance Statement Report.

5.0 Conclusions

- 5.0 The report has highlighted the performance position in 2021-22, and the areas continuing to suffer from the impact of the Covid-19 pandemic as well as performance impacted by a shortage of labour and materials in the construction industry. Whilst there are clear areas for improvement, there has also been some positive results reported during the year.

John Mills
Head of Housing Services

List of Appendices

Appendix 1: Housing Performance Report

Appendix 2: Housing & Community Safety – Workforce Profile 2021/22

Appendix 3: Landlord Report Heat Maps

Background Papers

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act, 1973:

Scottish Housing Regulator (2019) Regulation of Social Housing in Scotland

<https://scottishhousingregulator.gov.uk/publications/regulatory-framework-1-april-2019>

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Appendix 1







Housing Performance Report



PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Indicator	2019/20	2020/21	2021/22			Note	LA average	Q1 2022/23	Pathway to Improvement
	Value	Value	Value	Target	Status			Value/Note	Action Points
Tenants satisfied with overall service provided by landlord(%)	81.64%	80.88%	80.88%	87%		Data collated via telephone survey in May 2021. Due to the ongoing covid restrictions, the Service wasn't fully in a position to carry out face to face surveys, therefore it was agreed that we would use the same figures as last year. Going forward next year we will move to face-to-face surveys which provide a better result and response rate.	82.50% 	Not measured for Quarters	<ul style="list-style-type: none"> Return to face-to-face survey methodology for 2022/23 now all restrictions have been lifted. Continue to work with tenants through the Tenant Forum and local tenant and resident associations to deliver high-quality services.
Tenants whose landlord keeps them informed (%)	79.94%	84.17%	84.17%	90%		Data collated via telephone survey in May 2021. Due to the ongoing covid restrictions, the Service wasn't fully in a position to carry out face to face surveys, therefore it was agreed that we would use the same figures as last year. Going forward next year we will move to face-to-face surveys which provide a better result and response rate.	85.33% 	Not measured for Quarters	<ul style="list-style-type: none"> Return to face-to-face survey methodology for 2022/23 now all restrictions have been lifted. Continue to provide up-to-date and relevant information to tenants through our tenant magazine, social media, websites, Tenant Forum and local tenant and resident associations. Continue to seek innovative ways to keep our tenants informed of services and performance.
The percentage of all complaints responded to in full at stage 1	99.73%	98.06%	97.23%	98.50%		Although there was a slight decline in performance in-year, the long-term trend indicates a high level of housing complaints being responded at stage 1, supported by corporate approaches that provide independent verification of performance.	94.57% 	Not measured for Quarters	<ul style="list-style-type: none"> Ensure access to complaints procedures, and training on processes










The percentage of all complaints responded to in full at stage 2	97.44%	95.06%	96.04%	97.00%		There was an increase in performance in-year, although this fell slightly short of target. A more realistic target has been set for 2022/23.	91.50% 	Not measured for Quarters	<ul style="list-style-type: none"> Ensure access to complaints procedures, and training on processes Review target for 2022/23 period to ensure this is realistic.
Satisfied with opportunities to participate in landlord's decisions(%)	83.19%	66.62%	66.62%	87%		Data collated via telephone survey in May 2021. Due to the ongoing covid restrictions, the Service wasn't fully in a position to carry out face to face surveys, therefore it was agreed that we would use the same figures as last year. Going forward next year we will move to face-to-face surveys which provide a better result and response rate.	80.46% 	Not measured for Quarters	<ul style="list-style-type: none"> Return to face-to-face survey methodology for 2022/23 now all restrictions have been lifted. During Covid-19 restrictions, there were fewer opportunities for face-to-face interaction with tenants. New and innovative ways to give tenants opportunities to participate in decisions will be explored (e.g. online meetings, webinars, etc) and face-to-face interaction will return where possible.
Council dwellings that meet the SHQS (%)	93.01%	84.93%	88.09%	100%		Through working with the supplier of our Asset Management system to undertake improvements to our system and the uploading of the backlog of completed works we have been able to improve the accuracy of our figures. From assessment of the current figures, a large number of failures relate to common areas - with properties failing to meet the adequate lighting and secure common entrance doors elements. Failures in these areas tend to relate to common areas where there is no majority ownership enabling works to progress - these failures are logged against the properties affected within the block and not the common area.	69.70% 	Not measured for Quarters	<ul style="list-style-type: none"> Increase number of surveys carried out to improve accuracy of data. Implement more capital programme updates. Continue work to convert stock database to cloud based system to increase efficiencies in on-site surveys.
Existing tenants satisfied with quality of home (%)	85.88%	79.6%	79.6%	84%		Data collated via telephone survey in May 2021. Due to the ongoing covid restrictions, the Service wasn't fully in a position to carry out face to face surveys, therefore it was agreed that we would use the same figures as last year. Going forward next year we will move to face-to-face surveys which provide a better result and response rate.	80.95% 	Not measured for Quarters	<ul style="list-style-type: none"> Return to face-to-face survey methodology for 2022/23 now all restrictions have been lifted. Work with partner services to improve the quality of repairs and homes. Continue to monitor performance and highlight issues through the Repairs & Investment Management Group.
Average length of time taken to complete emergency repairs (hours)	4.01	4.19	4.26	3.5		An issue has been identified with our reporting system. This has caused a higher average completion time (we are reporting approximately 3hrs from our partner services). The system is due to be replaced this month and tests will be carried out to ensure this will produce accurate figures.	4.77 	Q1 delayed due to the implementation of Cx system. Expected by Q2.	<ul style="list-style-type: none"> Continue to monitor performance and highlight issues through the Repairs & Investment Management Group. Implement new system to improve accuracy and ease of reporting performance levels.

Avg time taken to complete non-emergency repairs (days)	6	5.1	7	6		<p>Supply and haulage issues have affected this years performance. Regular meeting are being held with the suppliers to discuss these issues.</p> <p>COVID-19 has also continued to cause disruptions to the service throughout the year</p> <p>In line with guidance issued by the Scottish Government; to ensure the health and safety of both residents and staff Fife Council suspended non-emergency repairs during the period 20/21. With the move to less strict lockdowns and return to “normal” the repair requests which had been stored up by tenants were then reported. This resulted in a sharp increase in the level of non-emergency repairs for 21/22. We are still working well below the level of repairs activity seen in 2019/20.</p>	9.87 	Q1 delayed due to the implementation of Cx system. Expected by Q2.	<ul style="list-style-type: none"> Continue to monitor performance and highlight issues through the Repairs & Investment Management Group. Continue to meet with suppliers to discuss and rectify any issues around the supply of material.
Reactive repairs completed right first time in the last year (%)	97.79%	97.5%	96.92%	98.17%		<p>Staff shortages due to Covid19 and supply issues have caused a slight reduction for the percentage of repairs completed right first time. Weekly maintenance meetings are held to monitor and review the performance.</p>	78.79% 	Q1 delayed due to the implementation of Cx system. Expected by Q2.	<ul style="list-style-type: none"> Continue to monitor performance and highlight issues through the Repairs & Investment Management Group. Continue weekly meetings to monitor and review performance, dealing with any issues as they arise.
No. of failures to complete statutory gas safety checks in last year	35	197	32	0		<p>Of the 32 failures in 2021/22, 29 occurred in the first half of the year, and only 3 occurred in the second half of the year. Our gas governance group has consolidated closer integrated working during the year, which gives a high level of confidence that we are close to sustaining zero failures in 2022/23.</p> <p><u>Reasons for failures</u></p> <p>7 Access issues - condition of property</p> <p>4 Access issues - COVID19</p> <p>17 System Issues - order not raised on time</p> <p>4 Other issues (Appliance missed in error/ownership error)</p> <p>The gas governance group have introduced new procedures throughout the year to assist gaining access.</p> <p>Previously enforced access visits were postponed where tenants have tested positive for COVID19. These now go ahead, tenants are advised to isolate in a separate room.</p> <p>All properties with historic access issues are monitored. The HMO is asked 1 month before 1st appointment to check condition of the property. They then advise the tenant of the upcoming service and access is required.</p>	70 	Q1 delayed due to the implementation of Cx system. Expected by Q2.	<ul style="list-style-type: none"> Continue work through the gas governance group to maintain new procedures put in place for gaining access. Maintain integrated working methods where HMOs carry out inspections 1 month prior to visit where there is a history of access issues. Continue working with Business Support to eliminate any system issues.

						Stricter checks are carried out by Business Support to identify properties excluded from the scheduled appointments, Weekly gas governance meetings are held, all services which are due 7 weeks or less are discussed and monitored.			
Satisfied with repairs and maintenance (%)	82.72%	84.05%	91.68%	90%	✔	Agreement was made to use the Building Services satisfaction figures, and these figures reflect a different methodology recording satisfaction on handhelds on completion of repair works.	87.15% ✔	Not measured for Quarters	<ul style="list-style-type: none"> Continue to use Building Services satisfaction data for reporting as this information is collected at completion of repair. Continue to monitor performance and highlight issues through the Repairs & Investment Management Group.
Satisfied with management of neighbourhood (%)	81.21%	78.6%	78.6%	80%	⚠	Data collated via telephone survey in May 2021. Due to the ongoing covid restrictions, the Service wasn't fully in a position to carry out face to face surveys, therefore it was agreed that we would use the same figures as last year. Going forward next year we will move to face-to-face surveys which provide a better result and response rate.	81.49% ●	Not measured for Quarters	<ul style="list-style-type: none"> Return to face-to-face survey methodology for 2022/23 now all restrictions have been lifted. Work with partner services to improve neighbourhoods/estates through local area budgets. The introduction of the revised housing estates approach in 2022 is intended to improve the condition of council housing estates and instil a sense of ownership and belonging. Area Housing and Safer Communities Managers have been empowered to improve local places. £1.5million of HRA reserves have been earmarked for projects that will make a difference in local neighbourhoods.
Tenancy offers refused (%)	22.01%	23.79%	22.78%	22%	●	Tenancy offer refusals remain well below the Local Authority and Scottish National average. Allocations performance continues to be monitored for trends across different housing needs groups and other areas for potential improvement.	40.11% ✔	19.16%	<ul style="list-style-type: none"> Allocations performance continues to be monitored but no specific actions are proposed as Fife remains in the top quartile.
Anti-social behaviour cases reported in the last year resolved timeously (%)	99.55%	98.51%	97.51%	99.6%	⚠	Following a review of the Antisocial Behaviour policy during 2020-21, a major change exercise was carried out during Q3 & 4 of 2021-22 with a view to creating a single point of contact for customers. The transition to the new ASB process has involved the recruitment of a new team and extensive training. This effort has resulted in a number of cases being resolved out with the locally agreed targets. Of the 2406 ASB cases opened during 2021-22, 2346 were resolved within locally agreed	93.25% ✔	Not measured for Quarters	<ul style="list-style-type: none"> Continue to build on the 'single point of contact' for customers when dealing with antisocial behavioural complaints. Review current procedures to identify gaps and areas for improvement.







						targets, whilst the remaining 60 were resolved out with the relevant timescales (2.5%).			
New tenancies sustained for more than a year (%)	91.4%	92.6%	92.68%	94%	⚠	<p>Staff are now back out working in their patches and are able to interact more with tenants. This resulting in more Tenancy Assistance when required and helping tenants to sustain their tenancies.</p> <p>Analysis has shown that of the 68 tenancies that ended within 12 months, 21 of these resulted in the tenant successfully transferring to another Fife Council tenancy. 11 of the tenancies that ended within 12 months was the result of the tenants abandoning the property. 6 of the tenancies that ended was due to the tenant buying their own property. 9 of the tenancies that ended was a result of the tenant completing a mutual exchange.</p> <p>There is still an issue of under recording of tenancy assistance hours and managers have been reminded of the importance of this. Training for all staff old and new has been successfully completed. The result of the training is there is a small rise in the amount of Tenancy Assistance being given to tenants. More monitoring is taking place to ensure that Tenancy Assistance is being recorded.</p>	90.99%	92.74%	<ul style="list-style-type: none"> Continue localised working with housing management and smaller patches to work directly with tenants. Undertake intensive support and patch work directly with tenants to sustain and maintain the tenancy, more face-to-face contact, and identification of any issues at an early stage. Ensure all staff are recording tenancy assistance hours delivered.
% of existing tenant tenancies sustained for more than a year	95.47%	96.65%	95.54%	92.00%	✅	<p>Staff are now back out working in their patches and are able to interact more with tenants. This resulting in more Tenancy Assistance when required and helping tenants to sustain their tenancies.</p>	94.62%	96.30%	<ul style="list-style-type: none"> Continue localised working with housing management and smaller patches to work directly with tenants. Undertake intensive support and patch work directly with tenants to sustain and maintain the tenancy, more face-to-face contact, and identification of any issues at an early stage.
% of homeless tenant tenancies sustained for more than a year	90.13%	90.94%	90.67%	92%	⚠	<p>Staff are now back out working in their patches and are able to interact more with tenants. This is resulting in more Tenancy Assistance when required and helping tenants to sustain their tenancies.</p> <p>Figure is slightly lower than last year at Q4 and it is hoped that now staff are back working in the areas they will be able to carry out more face to face visits with tenants and offer assistance when required</p>	89.94%	91.67%	<ul style="list-style-type: none"> Continue localised working with housing management and smaller patches to work directly with tenants. Undertake intensive support and patch work directly with tenants to sustain and maintain the tenancy, more face-to-face contact, and identification of any issues at an early stage. Use the 4DX homeless project to target single under 35-year-olds and put in place any required intensive support.
% of housing list tenant tenancies sustained for more than a year	90.37%	91.24%	93.91%	94%	⚠	<p>Staff are now back out working in their patches and are able to interact more with tenants. This resulting in more Tenancy Assistance when required and helping tenants to sustain their tenancies.</p>	90.51%	90.24%	<ul style="list-style-type: none"> Continue localised working with housing management and smaller patches to work directly with tenants. Undertake intensive support and patch work directly with tenants to sustain and maintain

									the tenancy, more face-to-face contact, and identification of any issues at an early stage.	
Lettable houses that became vacant in the last year (%)	8.18%	6.46%	6.38%	7%		Tenancy turnover has been consistently lower during the Covid period due to the interruption in new build supply and generally lower levels of tenancy terminations. The Council continues to operate a transfer led approach to housing allocations to maximise housing opportunities but this has had to be balanced with allocations to priority needs groups during 2021/22.	7.60%		Not measured for Quarters	<ul style="list-style-type: none"> Aim to complete the tenancy normalisation process in response to the Kirkcaldy Sheriff Court Legal Judgement by June 2023. Continue to promote a transfer led approach to allocations to generate turnover to meet a range of needs. Promote the use of the Transfer Incentive Scheme to make best use of housing stock.
Rent lost through empty properties (%)	1.09%	1.53%	1.44%	1%		Voids continue to be a corporate priority and delivered in partnership with Building Services and a number of external contractors. Different working practices, labour and supply issues, together with significant issues around utilities, continue to have a negative impact on performance. The Partnership arrangements were refreshed during 2021/22 to deliver some improvement and this is planned to continue into 2022/23.	1.63%		Q1 delayed due to the implementation of Cx system. Expected by Q2.	<ul style="list-style-type: none"> Specialise the Voids Management function and review commissioned works to reduce void timescales. Continue to improve voids co-ordination and coding to accurately reflect void property status. Continue to improve access case management to ensure the efficient use of properties for a range of needs.
Number of households currently waiting for adaptations to be completed at the end of the reporting year	113	487	564	400		Increase in number waiting due to availability of materials and staff groups being hit by covid. Teams of plumbers, joiners and electricians etc work together to complete the jobs quickly and efficiently, however Covid in the teams meant that each adaptation took longer than normal to complete. Going forward this year, with the end of covid restrictions we aim to bring the number waiting back in line with target.	103		Not measured for Quarters	<ul style="list-style-type: none"> Review and increase the adaptations budget to allow waiting list to be cleared. Work with Partners and Contractors to increase the capacity to undertake additional work. OT Teams to provide additional advice to individuals on the waiting list.
The cost of adaptations completed in the year by source of funding	£1,701,551	£1,200,692	£1,073,027	£1,200,000		<p>The number of jobs have increased to (1729) compared to last year (1342) while the total spend appears to have reduced, however the spend figure last year was obtained from financial reports that included jobs carried over from the previous year.</p> <p>The figures pulled this year from Genero are accurate and comply with the indicators technical guidance.</p> <p>Last years reported completed jobs was 1342 with a cost of £1,200,692.</p>	£555,339		Not measured for Quarters	<ul style="list-style-type: none"> Review the Adaptations Budget. Work with key partners / contractors to manage price rises in adaptations work due to increased material costs. Ensure reporting is consistent moving forward.
The average time to complete adaptations (days)	18.76	28.71	35.98	18		The average time taken to complete adaptations has increased significantly due to Covid-19 protocols, and Covid-19 related absence. In addition, some service users did not wish to progress with adaptations due to the risk of catching Covid-19. Going forward we hope to	53.60		Not measured for Quarters	<ul style="list-style-type: none"> Work with Partners and Contractors to increase the capacity to undertake additional work. Review the Adaptations process to ensure efficient flow of work.

						see the waiting time reduce as Covid-19 restrictions ease bringing it back in line with the target.			
Court actions that resulted in eviction and their reasons (%)	19.38%	0%	100%	0%		Due to the pandemic, the Scottish Government temporarily suspended evictions for rent arrears. Fife Council then took a decision to continue with this suspension until the end of March 2022. Permission to restart full Court work was only granted from the start of April 2022. As a result of this all stats around Court Actions raised and evictions are slightly confusing. Special dispensation was given by the Leaders of the Administration to evict one particular tenant for rent arrears. This tenant's court action was not raised this financial year. One court action was raised for Anti-Social Behaviour in financial year 2021-22 which didn't result in eviction	16.26% 	Not measured for Quarters	<ul style="list-style-type: none"> Evictions remain a last resort, and since April 2022 only one eviction has taken place. In September 2022 the Scottish Government have announced a moratorium on evictions for all tenants until the end of March 2023.
Homeless households referred to RSLs (%)	38%	4.31%	3.31%	5%		Allocations to homeless households is largely managed within Fife Housing Register with partners making direct allocations to statutory homeless households achieving close to 40% of all RSL allocations during 2021/22. Non FHR Partners are generally specialist providers which is highlighted in the very low percentages.	11.91% 	Not measured for Quarters	<ul style="list-style-type: none"> Improve Housing Options advice to ensure homeless households are considering non-FHR partners. Increase the range of FHR Partnership options to non-FHR partners to increase the number of properties accessible through FHR.
Rent represents good value for money (%)	80.65%	82.43%	82.43%	83%		Data collated via telephone survey in May 2021. Due to the ongoing covid restrictions, the Service wasn't fully in a position to carry out face to face surveys, therefore it was agreed that we would use the same figures as last year. Going forward next year we will move to face-to-face surveys which provide a better result and response rate.	81.25% 	Not measured for Quarters	<ul style="list-style-type: none"> Return to face-to-face survey methodology for 2022/23 now all restrictions have been lifted. Communicate with tenants around the need for rent income to support investment in services. Benchmark FC rents with other Scottish LAs.
Rent collected as % of total due in the reporting year	99.96%	99.48%	98.05%	95%		Rent Collection rate of 98.05% shows a decrease on last financial year, figures have dropped from 99.48%. On the face of it this drop of 1.43% appears fairly significant, but with the lingering affects of the pandemic and the Scottish Governments suspension of Evictions and Court Action work, this performance is good. This figure will hold up well to other Local Authorities within Scotland, once their returns become available.	98.63% 	Q1 delayed due to the implementation of Cx system. Expected by Q2.	<ul style="list-style-type: none"> Continue to provide specialist UC advice and support to tenants. Continue to use the RentSense debt system to prioritise tenants in arrears. Provide £1.5million support to tenants struggling with managing their Universal Credit claims and to tenants significantly impacted by the cost-of-living crisis.
Gross rent arrears (%) Fife (LGBF)	7.8%	6.9%	5.99%	9%		Gross Rent Arrears have shown a reduction over the course of the financial year of a fraction over £1million, and has lowered from 6.9% last financial year. This is an excellent performance, and is a testament to the	8.67% 	Q1 delayed due to the implementation of Cx	<ul style="list-style-type: none"> Continue to provide specialist UC advice and support to tenants.

						continual good work and focus on rent arrears. Gross Rent Arrears figures have benefited from the Scottish Government's Tenant Grant Fund as well as our own internal Covid and Universal Credit mitigation funds		system. Expected by Q2.	<ul style="list-style-type: none"> Continue to use the Rentsense debt system to prioritise tenants in arrears Provide £1.5million support to tenants struggling with managing their Universal Credit claims and to tenants significantly impacted by the cost-of-living crisis.
Average annual management fee per factored property	£46.3	£80.84	£97.18	£97.95		Fife Council management fee is currently £97.95, the return value of £97.18 reflects a short period of lower rate fee for several properties within the reporting year.	£55.70	Not measured for Quarters	<ul style="list-style-type: none"> Review management fee annually to ensure recovery of service costs.
Factored owners satisfied with the factoring service they receive (%)	57.66%	52.69%	52.69%	65%		Data collated via telephone survey in May 2021. Due to the ongoing covid restrictions, the Service wasn't fully in a position to carry out face to face surveys, therefore it was agreed that we would use the same figures as last year. Going forward next year we will move to face-to-face surveys which provide a better result and response rate.	51.03%	Not measured for Quarters	<ul style="list-style-type: none"> Review survey methodology for 2022/23 now all restrictions have been lifted. Utilise the CPL factoring information system to provide owners with detail cost breakdowns of factored works and to improve the efficiency of services.
Average time taken to re-let properties in the last year (days)	28.61	53.79	46.78			Voids continue to be a corporate priority and delivered in partnership with Building Services and a number of external contractors. Different working practices, labour and supply issues, together with significant issues around utilities, continue to have a negative impact on performance. The Partnership arrangements were refreshed during 2021/22 to deliver some improvement and this is planned to continue into 2022/23.	59.42	Q1 delayed due to the implementation of Cx system. Expected by Q2.	<ul style="list-style-type: none"> Specialise the Voids Management function and review commissioned works to reduce void timescales. Continue to improve voids co-ordination and coding to accurately reflect void property status. Continue to improve access case management to ensure the efficient use of properties for a range of needs.
Gypsies/travellers - Average weekly rent per pitch	£64.96	£66.24	£67.22	£70		Gypsy Traveller site rents have been increased in line with the HRA rent increase. Rents will be reviewed further as sites are improved with Chalets being installed etc.	£78.94	Not measured for Quarters	<ul style="list-style-type: none"> Review rents once site improvements have concluded.
Gypsies/travellers satisfied with the landlord's management of the site (%)	31.58%	16.67%	55%	40%		This year the customer satisfaction survey for Gypsy Travellers was carried out face to face. The satisfaction figure reflects the fact that work is now underway to install chalets at Tarvit Mill site and the other two sites are aware of potential planned improvements on these two sites. This has led to increased satisfaction levels across the sites.	73.63%	Not measured for Quarters	<ul style="list-style-type: none"> Complete site improvements at Tarvit Mill. Implement improvements at other two public sites in Fife (Heatherywood and Thornton Wood). Continue engagement with Gypsy Travellers on site to address any issues and provide opportunities for Gypsy Travellers to input ideas for site improvements.
Anticipated Exemptions from EESSH	2,710	2,495	2,097			Gas Flats=471 Four in a block = 551 Houses (other than detached) = 1016 Detached houses =18	n/a	Not measured for Quarters	<ul style="list-style-type: none"> Carry out assessment of non-traditional housing stock to determine if it is feasible to bring these up to standard.

						Electric Flats = 38 Four in a block = 1 Houses (other than detached) = 2 Data based on full EPCs and comparison to similar architypes for properties requiring additional surveys.			
The reasons you anticipate properties will require an exemption	2,710	2,495	2,097			More technically challenging and expensive non-traditional properties remaining to be improved.	n/a	Not measured for Quarters	<ul style="list-style-type: none"> Carry out assessment of non-traditional housing stock to determine if it is feasible to bring these up to standard.
The number of lets during the reporting year by source of let	2,555	1,971	2,042			Housing allocations continue to be depressed by lower levels of turnover compared to 2019/20 and disruptions to new build housing supply and property acquisitions. There will be a continued focus on transfer-led allocations to generate turnover and create the best deal for tenants and other applicants including homeless households in 2022/23.	849 	364	<ul style="list-style-type: none"> Continue to promote a transfer led approach to allocations to generate turnover to meet a range of needs. Increase the number of property acquisitions in response to local needs.
Total number of lets during the reporting year by source of let	2,555	1,971	2,042			While the number of lets has increased in comparison to 2020/21, turnover remains well below pre-pandemic levels. There have been lower level of new build completions and property acquisitions which has impacted supply but also less turnover of mainstream tenancies. A reduction in around 1,100 potential allocations over the last two years has also had a significant impact on the backlog of need within homelessness and other priority needs groups.	849 	Not measured for Quarters	<ul style="list-style-type: none"> Continue to promote a transfer led approach to allocations to generate turnover to meet a range of needs. Increase the number of property acquisitions in response to local needs.
Number of abandoned properties	142	109	111			Slight increase in number of abandonments this year but only by 2 abandonments. Staff are now back working in their patches therefore are now picking up any abandonments quicker.	53 	Not measured for Quarters	<ul style="list-style-type: none"> Continue localised working with housing management and smaller patches to work directly with tenants. Undertake intensive support and patch work directly with tenants to sustain and maintain the tenancy, more face-to-face contact, and identification of any issues at an early stage.
Average weekly rent increase to be applied in the next reporting year (%)	3%	1.5%	2.5%			2.5% increase agreed by Members after consultation with tenants through the annual tenant survey	1.46% 	Not measured for Quarters	<ul style="list-style-type: none"> Consultation is due to start with TRF's in October 2022, before a final decision is made at committee in February.
Number of households the landlord received housing costs directly for during the reporting year.	22,297	20,191	20,651			Figures have increased slightly from last year and are really out with Fife Council's control. Approx. 2/3 of our tenants are on or have been on some form of benefit over the last financial year.	n/a	Not measured for Quarters	<ul style="list-style-type: none"> Will continue to be monitored moving forward.

Former tenant rent arrears written off at the year end (%)	26.35%	45.93%	29.24%			£637,821.61 was written off this financial year for Former Tenant Arrears out of total FTA of £2.18 Million. This equates to a 29.24% this year.	24.13% 	Not measured for Quarters	<ul style="list-style-type: none"> Implement the write off policy that targets uncollectable former tenant arrear debt.
SHQS - Stock assessed fully for SHQS compliance since 1 April 2011 until end of current year (%)	80%	80%	91.35%			<p>A total of 3487 additional properties have been surveyed since April 2018. Our ability to survey has been impacted by COVID with staff not carrying out surveys for a large spell of this time period.</p> <p>The figure of 91.35% is correct due to a couple of years of no surveys being undertaken. The 91.35% is the total undertaken over the 5-year period.</p>	n/a	Not measured for Quarters	<ul style="list-style-type: none"> Increase number of surveys carried out to improve accuracy of data. Implement more capital programme updates. Continue work to convert stock database to cloud based system to increase efficiencies in on-site surveys.
SHQS - Stock to be fully assessed in the next survey for SHQS compliance (%)	10%	8%	10%			Stock database to be converted to cloud based system to increase efficiencies in on-site surveys.	n/a	Not measured for Quarters	<ul style="list-style-type: none"> Continue work to convert stock database to cloud based system to increase efficiencies in on-site surveys.
Properties meeting the EESSH (%)	80%	84.74%	89.06%	100%		<p>The EESSH compliance rate increased over the last 12 months due to an increase in upgraded gas boilers and heating controls, additional external wall insulation & additional new build included in the stock which have been specified to a higher standard of the compliance rate over the next year.</p> <p>EESSH2 delivery board has been established to share best practice and monitor the delivery programme and draft a 10-year delivery plan by April 2023 utilising the Energy Savings Trust's Portfolio Energy Assessment Tool (PEAT).</p> <p>Remaining non-traditional properties currently in abeyance due to technical exemption being assessed with consultancy support to create a 10-year programme for improvement. Selected properties being assessed for "value for money" and may form part of a demolition strategy.</p>	82.66% 	Not measured for Quarters	<ul style="list-style-type: none"> Continue to provide financial investment to bring properties up to EESSH standard. Continue to work with partner services to increase the number of properties meeting EESSH. Carry out assessment of non-traditional housing stock to determine if it is feasible to bring these up to standard.

Appendix 2:

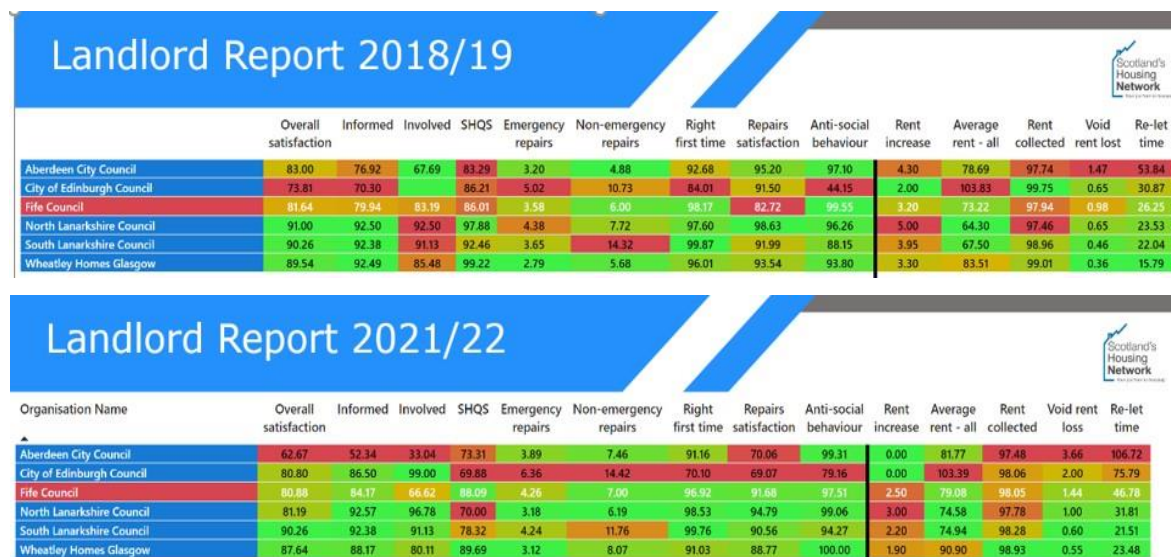
HOUSING & SAFER COMMUNITIES – WORKFORCE PROFILE 2021/2022 FINANCIAL YEAR (01 APRIL 2021 – 31 MARCH 2022)

Service	Budgeted (FTE) April 2019	Budgeted (FTE) April 2020	Budgeted (FTE) April 2021	Budgeted (FTE) April 2022	Difference in FTE 2021-2022
Housing & Safer Communities	406	500	468.63	629.23	160.6

Note: The increase from 2019 to 2020 is due to the transfer of Safer Communities staff to Housing Services, and the increase from 2021 to 2022 includes the GFA expenditure which was not previously reported on.

Appendix 3:

Scottish Housing Network - Landlord Report Heat Maps



Produced by the Scottish Housing Network as part of Performance Analysis Visit Information

