



Scottish Social Housing Charter Performance Report 2020/21

I am pleased to report the performance of Fife Council in the sixth year of the Scottish Social Housing Charter.

The Charter measures how social landlords are meeting the needs and expectations of their tenants and sets the standards that should be achieved for Housing Services.

In the development of this Report for 2020/21, Housing Services has worked closely with you, our tenants’ and residents’ movement through the ‘Charter Project Group’.

I would like to thank everyone who has been involved and shared their views, helping Housing Services on its pathway to improvement.

I hope you find the report interesting.

Councillor Judy Hamilton
Convener for Community &
Housing Services Committee



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Full results of the Scottish Social Housing Charter available online at www.scottishhousingregulator.gov.uk



Tenant satisfaction



0 Better than local authority average

0 Poorer than local authority average with improvement

4 Poorer than local authority average with no improvement

701 customers responded to the Tenant Satisfaction Survey. The 2020/21 Tenant Satisfaction Survey was carried out through a telephone survey.

Percentage of tenants satisfied with the overall service provided by the landlord



Percentage of tenants who feel the landlord is good at keeping them informed about services and decisions



Percentage of tenants satisfied with the opportunities given to them to participate in landlords' decision making



Percentage of Gypsy/Travellers* satisfied with the management of the site



*24 Gypsy/Travellers responded to the Satisfaction Survey

Rent & service charges

Average weekly rent (including service charges)

5+ Apt (4 + bed) 1,126	Fife Council	£84.38
	Local Authority average	£93.01
4 Apt (3 bed) 7,333	Fife Council	£80.66
	Local Authority average	£84.72
3 Apt (2 bed) 14,444	Fife Council	£77.88
	Local Authority average	£78.07
2 Apt (1 bed) 7,442	Fife Council	£74.19
	Local Authority average	£72.07
1 Apt (bedsit) 252	Fife Council	£70.58
	LA average	£61.96
Gypsy/ Traveller pitch 50	Fife Council	£66.24
	Local Authority average	£75.40

£ Fife Council average weekly rent for all properties is **£77.85**, £0.38 less than the Local Authority average rent of £78.23

Fife Council owned
30,597
homes at 31 March 2021


homes at 31 March 2021

Average weekly
rent increase
£2.27 (3.0%)



3 Better than local authority average

0 Poorer than local authority average with improvement

1 Poorer than local authority average with no improvement

Percentage of rent collected

99.48%

Local Authority average 98.65%

Percentage of gross rent arrears

6.93%

Local Authority average 8.00%

Percentage of rent lost through empty properties

1.53%

Local Authority average 1.52%

The total rent due to be collected in the year was

£120,501,566

82.43%

(701 surveys)

of Fife Council tenants feel that rent for their property represents **good value for money** compared to the Local Authority average of 81.84%

Housing quality & maintenance

5 Better than local authority average	0 Poorer than local authority average with improvement	1 Poorer than local authority average with no improvement
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Average length of time to complete emergency repairs (45,185 emergency repairs)	4.19 hours Local Authority average 4.82 hours
Average length of time to complete non-emergency repairs (45,550 non-emergency repairs)	5.11 days Local Authority average 8.62 days
Percentage of reactive repairs completed right first time (40,051 reactive repairs completed first time)	97.50% Local Authority average 90.76%
Number of times gas safety checks weren't carried out within 12 months	197 Local Authority average 357
Percentage of properties meeting Scottish Housing Quality Standard at year end	93.04% Local Authority average 86.77%
Percentage of properties meeting Energy Efficiency Standard for Social Housing (ESSH)	80.70% Local Authority average 81.72%



- 0 Better than local authority average
- 0 Poorer than local authority average with improvement
- 1 Poorer than local authority average with no improvement

Customer satisfaction (701 surveys)

Percentage of tenants satisfied with the quality of their home

Fife Council	79.60%
Local Authority average	83.36%

Total number of
reactive repairs

41,080

Housing access & support

- 2

Better than local authority average
- 0

Poorer than local authority average with improvement
- 0

Poorer than local authority average with no improvement

Percentage of new tenancies sustained for more than a year

92.60%

Local Authority average
91.37%

Percentage lettable self-contained houses that became vacant in year

6.64%

Local Authority average
5.98%

1,835
Properties re-let



Percentage of homeless households referred to RSL's under section 5 and through other referral routes

4.31%

Local Authority average
23.48%

Average calendar days to re-let properties

53.79 days

Local Authority average
65.86 days



2 Better than local authority average

0 Poorer than local authority average with improvement

0 Poorer than local authority average with no improvement

Number of households currently waiting for adaptations to their home

487

Total cost of adaptations completed in the year that were landlord funded

£1,200,692

Average days to complete approved applications for medical adaptations

28.71 days

Local Authority average
65.28 days

2,539 offers of housing made

23.79% refusals of housing

LA average 34.91%

Neighbourhood & community



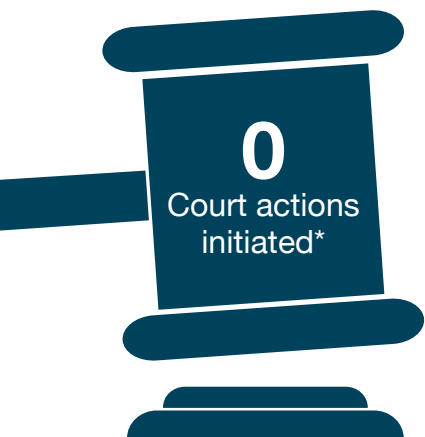
- 1** Better than local authority average
- 0** Poorer than local authority average with improvement
- 1** Poorer than local authority average with no improvement

% of tenants satisfied with the management of their neighbourhood (701 surveys)

Fife Council	78.60%
LA average	83.39%

Anti-social behaviour cases resolved within local target (2,508 cases resolved)

Fife Council	98.51%
LA average	86.37%



0
Court actions initiated*



109
Properties abandoned

0 Properties recovered for non-payment of rent*

0% of court actions initiated which resulted in eviction because rent had not been paid*

***As a result of the Covid-19 pandemic, the Scottish Government introduced emergency legislation prohibiting the eviction of tenants with rent arrears**



Customer satisfaction



Better than local
authority average



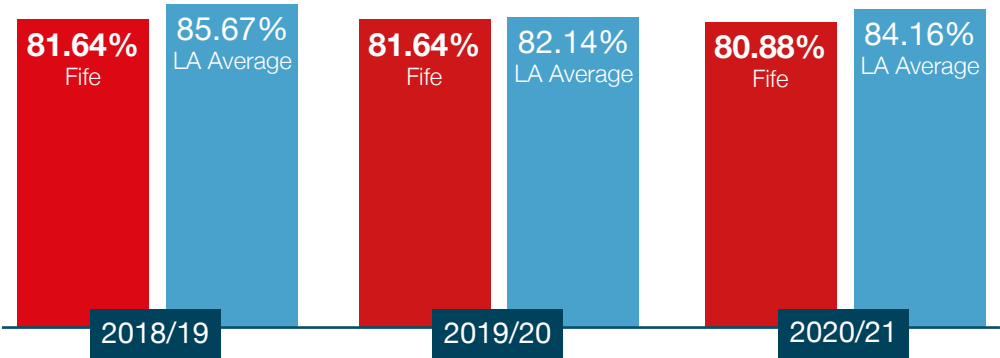
Poorer than local
authority average
with improvement



Poorer than local
authority average
with no improvement

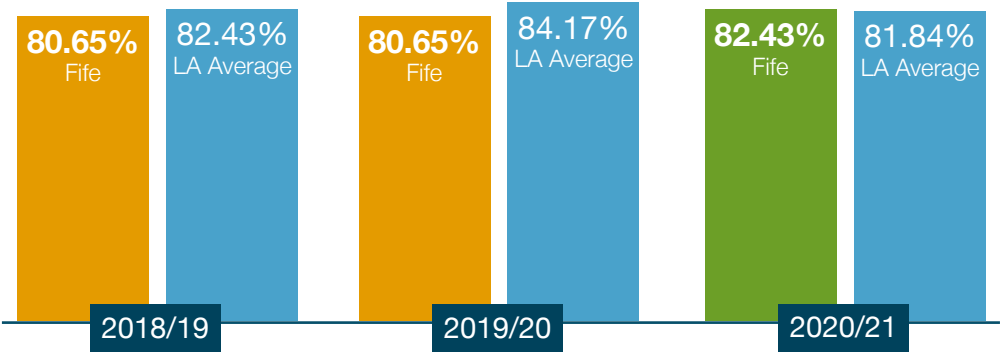
Tenant satisfaction

Overall, tenant satisfaction is lower than the local authority average.



Rents & service charges

Tenants who are satisfied that their property represents good value for money has increased over the last year and is now above the local authority average.

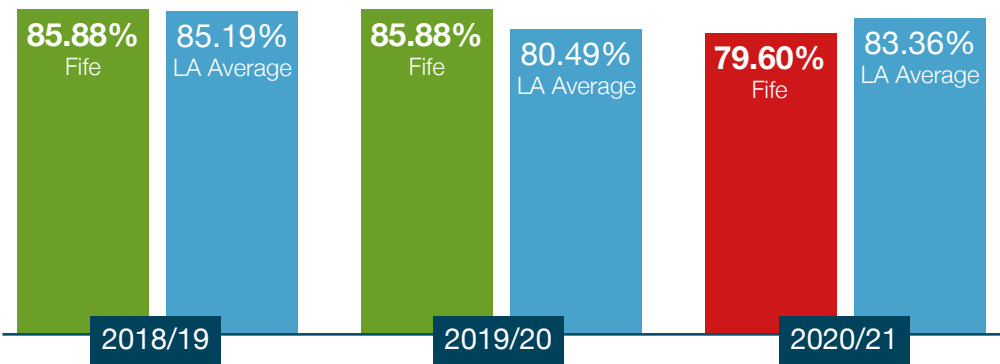


Customer satisfaction



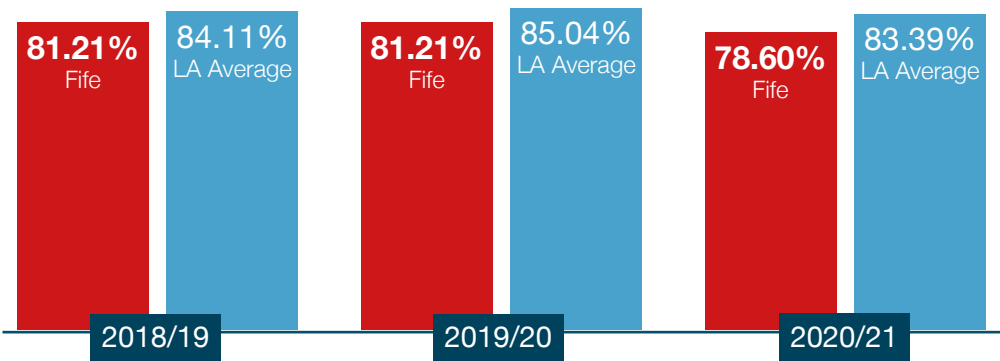
Housing quality & maintenance

The percentage of Fife Council tenants satisfied with the quality of their home has decreased and is below the local authority average.



Neighbourhood & community

Tenant satisfaction with the landlord's contribution to the management of neighbourhoods remains below the local authority average.



Pathway to improvement

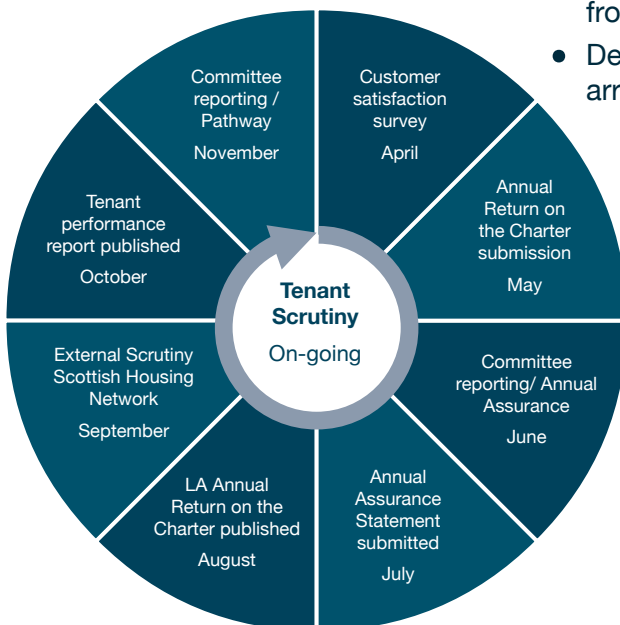


Six years ago, the results of the Scottish Social Housing Charter prompted Housing Services to improve the delivery of services and performance. The first three-year Pathway to Improvement 2015-2018 has helped us to achieve continuous improvement across housing indicators.

Housing Services have completed the second year of the second Pathway to Improvement 2019-22 to assist in our aim of being a top performing landlord.

Over the last year we have;

- Increased the percentage of tenancies sustained for more than one year from 91.40% in 2018/19 to 92.60% in 2020/21
- Reduced the number of abandoned properties from 142 to 109 properties
- Increased the percentage of tenants who believe that their rent is good value for money from 80.65% to 82.43%
- Increased satisfaction with the repairs and maintenance service from 82.72% to 84.05%
- Reduced the average time to complete non-emergency repairs from 6.02 days to 5.11 days
- Decreased the level of gross rent arrears from 7.79% to 6.93%



Our annual performance cycle, begins in April.

Next steps



Tenant satisfaction

Through our dedicated tenant participation team, we encourage tenants to be more involved in decisions around the services they receive. We continue to strive to improve the quality of frontline housing management services through our local area teams.



Rent & service charges

We are consulting with tenants about rent and service charges for 2022/23 through the annual tenant survey.



Housing quality & maintenance

We are working to deliver the Energy Efficiency Standard for Social Housing which will make homes warmer and help address fuel poverty. We are continuing to explore innovative technology, such as ground-source heat pumps and energy storage systems.



Housing access & support

We continue to work to improve housing options for tenants using transfers and an enhanced Transfer Incentive Scheme, allowing us to create housing opportunities for statutory homeless households and other priority needs groups. We are continuing our commitment to provide care villages throughout Fife.



Neighbourhood & community

We are continuing working with partners and communities to reduce anti-social behaviour and ensure safer, tidier, well maintained neighbourhoods.

Tenant Participation



Everyone is encouraged to get involved and influence the housing services they receive.

As a tenant, there are lots of opportunities to participate. For example:

- Get involved in scrutiny activities to review housing services
- Take part in estate walkabouts, consultation surveys or focus groups
- Contribute to editorial activities of new publications such as your tenant magazine, 'Down Your Street'
- Join or set up a tenant or resident group in your community
- Attend engagement events to have your say on issues that matter to you

Fife Council's Tenant Participation Strategy funds several groups which meet regularly to discuss issues that affect tenants. These include:

Fife Tenants and Residents Forum

The Fife Tenant Forum meets monthly with senior Fife Council officers, mainly from Housing Services. This is an opportunity to raise tenant and resident issues. Fife Tenant Forum plays a key role in consultation on proposed service charges or improvements through tenant federations. Fife Tenant Forum has a role in scrutinising performance, Housing Revenue Account activity, and also directs the work of the Fife Tenant Led Scrutiny Panel.

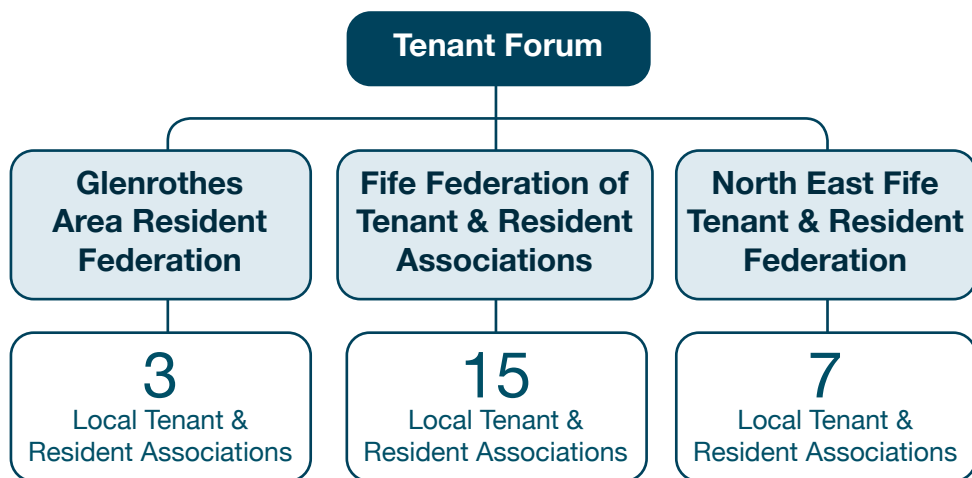
Tenant Federations

Tenant Federations work on behalf of tenant and resident associations to support and develop activities and keep groups informed of housing issues. They also promote and represent the views of tenant and resident associations within their areas.

Tenant & Resident Associations

There are many tenant and resident associations throughout Fife. Regular meetings are held and are open to all tenants and resident in the area. Everyone gets a chance to have a say and groups work with services to improve their local community. These meetings are a good way of keeping up to date with what Fife Council and other landlords are planning.

Tenant Participation



If you would like to get involved in a local group or have any issues to raise, please contact your local federation:

- **Fife Federation of Tenant & Resident Association (FFOTRA)**

9a Hunter Street, Kirkcaldy, KY1 1ED

Tel: 01592 641968 • Email: enquiries@ffotra.co.uk

Open: Monday to Friday, 9am-4.30pm

- **Glenrothes Area Resident Federation (GARF)**

4 Marchmont Gate, Kingdom Shopping Centre, Glenrothes, KY7 5NB

Tel: 01592 759977 • Email: garf.fed@gmail.com

Open: Tuesday to Thursday, 9.30am – 2.30pm

Food Pantry: Monday & Friday, 11am-2.30pm

- **North East Fife Tenant & Resident Federation (NEFTRF)**

c/o Cosy Cabin, 25 Blalowan Park, Cupar, KY15 5EN

Tel: 07484 075316 • Email: eastfifefederation@msn.com

Open: Monday and Friday, 10am-1.30pm

Please note, federations can be contacted via telephone and email out with the opening times above.

Charter project group



Anne Rocks
Chair of the
Scrutiny Panel

I first became involved with the tenant movement in the early 1990's. Firstly through my local association and then as board member at Fife Federation for many years. I am currently Vice Chair within my local tenant association and Chair of the Scrutiny Panel. I represent FFOTRA on the Fife Tenant Forum which represents tenants on Fife-wide committees such as healthy heating and poverty, Fife housing partnership and prevention of homelessness.



Raymon Gray
Chair of NEFTRF

I am currently Chairman of North East Fife Tenants and Residents Federation.

Most of my life I have been involved in voluntary work in North East Fife.

I was Captain of 1st Cupar Company of the Boys Brigade for 11 years and held the position of Chairperson of Cupar Community Council for several years.

At present I hold the post of Vice Chairman of Breathe Easy Fife, a group affiliated to the British Lung Foundation where the group was awarded the Queens Medal for voluntary service.

The Federation is here to help Tenants and Residents of North East Fife with any problems they have with Fife Council and to assist, where possible, the Tenant Participation team to form local associations.

We, as a Federation will, as soon as possible, be going around towns and hamlets with our Road Show to explain our position within the framework of Tenant Participation and help with any problems in your area.

Please abide by the COVID rules and stay safe.

Charter project group



Sheila Mitchell
Treasurer of
GARF

My present role is Treasurer of GARF, and I am also a member of the Fife tenant scrutiny panel. Recently I have been working alongside Ian Robertson, Chair of GARF and the charity Fareshare to provide food to those in need. I also work with Fife Council, Cosy Kingdom, St. Andrews Network and Home-Start to administer the 'Action on Poverty' fund. I have been working with tenants and Fife Council to resolve housing and environmental issues for the benefit of, and to the satisfaction of, all parties involved. I am also involved in Dementia awareness to make Glenrothes a more dementia friendly area.



Ian Robertson
Chair of GARF

I have been involved in the tenant movement for around sixteen years by representing tenants and residents in the Glenrothes area. I am currently Chair of GARF and Vice Chair of West Glenrothes Tenants and Residents Association having held these positions for thirteen years. I have been the Chair of the Fife Tenants Forum for the past eleven years.

I have been involved in running a local food bank for around 18 months and have been working since the start of the Covid-19 pandemic making and delivering food parcels to those in need. I am involved in the running of the fuel poverty fund, which has been running for several years, helping those in need of top ups for gas and electricity in their homes.

Charter project group



Bill Campbell
Chair of FFOTRA

I am at present the Chairman of my local TRA, Sea Road Area (South) in Methil, Chairman of FFOTRA and Vice Chairman of the South East Scotland Regional Network. Through FFOTRA and the other Fife Federations I attend various meetings such as the Fife Housing Partnership, Sheltered Housing Forum and as Vice-Chair of the Regional Network attend meetings with various Cabinet Ministers and Senior Civil Servants presenting the views of Tenants across Fife, across S.E. Scotland and together with the other three regional networks the needs/views of tenants across Scotland.

As Covid restrictions are relaxing FFOTRA staff are back at work in our office in Hunter Street, Kirkcaldy and we have policies in place to allow members to come and meet by appointment and in restricted numbers. We have a Track and Trace barcode at entry which can be scanned by mobile phones. Although our staff work a four-day week we have arranged this such that our office is manned Monday to Friday with the exception of holidays, illness etc.

Tenant Participation in Scotland gives us the opportunity to influence decisions by Local and National Governments to improve Social Housing. This opportunity is the envy of many countries in Europe (and beyond) and we should all be making use of this whenever possible, to improve our housing, our community and the future for our children.

We are planning for the FFOTRA AGM in November and while we hope to have this face to face, we shall also be arranging for zoom virtual facilities for anyone having this requirement. I hope to see you at this event and at future events throughout the coming Covid-safe year.

Fife Council Tenant Participation

We encourage all our customers to get involved and influence the housing services we deliver.

For more information about how you can do this contact the Tenant Participation Team:

Tel: 01383 602220

Email: tenantparticipation@fife.gov.uk

Online: www.fife.gov.uk/tp

By Post: New City House, 1 Edgar Street, Dunfermline, KY12 7EP



Alternative Formats

Information about Fife Council can be made available in large print, braille, audio CD and tape on request by calling **03451 55 55 00**



British Sign Language

please text (SMS) 07781 480 185



BT Text Direct:

18001 01592 55 11 91

Language lines

Arabic	خط هاتف اللغة العربية: 03451 55 55 77
Bengali	বাংলায় আলাপ করার জন্য টেলিফোন লাইন: 03451 55 55 99
Cantonese	中文語言熱線電話: 03451 55 55 88
Polish	Polskojęzyczna linia telefoniczna: 03451 55 55 44
Urdu	اُردو زبان کے لیے ٹیلیفون نمبر 03451 55 55 66