

31<sup>st</sup> August 2023

Agenda Item No.

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## Housing Service Performance Report and 'Pathway to Improvement' 2023-26

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**Report by:** John Mills, Head of Housing Services

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**Wards Affected:** All

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### Purpose

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The report presents the performance scorecard and details the 'Pathway to Improvement' performance targets for Housing Services for the period 2023-26.

### Recommendation(s)

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Members are asked to consider and review: -

1. The arrangements set out in **Section 1.0** to fulfil the Council's obligation to comply with Audit Scotland's 2021 SPI Direction.
2. The Housing Services performance information in **Section 2.0**, including current challenges/priorities and risks. A high-level overview of the KPIs is attached in Appendix 1 – covering four lenses: Local Government Benchmarking Framework (LGBF), Plan for Fife (P4F), Customer, Resources and Service Operations.
3. The Housing Services performance targets for the three years of the 'Pathway to Improvement 2023-26' and the improvement actions detailed for 2023-24 in the report at Appendix 2.

### Resource Implications

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Continuing pressure on the Housing Revenue Account and the General Fund Housing Account due to high inflation may impact performance in certain key functions over the period. The Service will prioritise delivery of statutory services to ensure that Pathway to Improvement targets can be achieved.

### Legal & Risk Implications

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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

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An EqIA is not required because the report does not propose a change or revision to existing policies and practices.

## Consultation

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Service delivery teams and partners were involved in the 'Pathway to Improvement' development process to ensure targets and improvement actions are relevant and take into consideration any current pressures experienced by the Service. The Tenants Forum were consulted at a meeting on the 3<sup>rd</sup> May 2023 on the 'Annual Return on the Charter' indicators, proposed targets and improvement actions as set out at Appendix 2.

Alongside this, a Housing Performance Workshop was held on the 27<sup>th</sup> July 2023 with the People & Communities Scrutiny Committee which provided Elected Members with an opportunity scrutinise and influence the Annual Assurance Statement 2023 and Pathway to Improvement 2023-26.

## 1.0 Background

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- 1.1 Audit Scotland published an update on Statutory Performance Direction in December 2021. 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 (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.

Below is a Link to the Direction Statutory Performance Indicators (revised) published in December 2021: -

[The Publication of Information \(Standards of Performance\) Direction 2021 Statutory Performance Indicators \(audit-scotland.gov.uk\)](https://www.audit-scotland.gov.uk/publication-of-information-standards-of-performance-direction-2021-statutory-performance-indicators)

- 1.2 A housing performance approach was first introduced through the 'Pathway to Improvement 2015-18' to provide an improvement plan based on the Scottish Housing Regulator's 'Annual Return on the Charter', focusing on 32 key charter indicators. Following the conclusion of the 2015-18 and 2019-22 pathways, 2023-26 is the third 'Pathway', providing three-year targets for improvement concentrating on the Council's ambition for top quartile performance, as measured in comparison to other Local Authorities' performance. The targets for 2023-26 and improvement actions for 2023-24 are provided in Appendix 2. Performance is reviewed on annual basis and improvement actions are revised as part of this review to ensure they are adequate for improving services.

## 2.0 Performance Reporting

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- 2.1 Appendix 1 to this report is presented in the form of a balanced scorecard covering the areas of LGBF/P4F, Customer, Resources and Service

Operations. A current snapshot of Service Challenges is included along with a section on Risks. 'Annual Return on the Charter' indicators, which are also included with additional detail in Appendix 2, are shaded grey for easy identification.

- 2.2 Appendix 2 presents the Pathway to Improvement performance against the 'Annual Return on the Charter' indicators for the period 2022/23. This is displayed in comparison against 2022/23 targets, 2021/22 performance by Housing Services and Local Authority 2022/23 averages obtained from Scottish Housing Network. It is worth noting, the Scottish Housing Network, Local Authority averages are the most comprehensive dataset available at the time of writing but may be subject to change following the publication of official Annual Return on the Charter data by the Scottish Housing Regulator on the 31<sup>st</sup> August 2023.
- 2.3 The Pathway to Improvement approach assists Tenants Federations to develop the Scottish Social Housing Charter Performance Report on behalf of Fife Council, which is published on an annual basis during October.
- 2.4 After a period where performance was significantly impacted by the Covid-19 pandemic, 2022/23 performance has demonstrated significant improvement across many areas, with some indicator performance returning to pre-pandemic levels for the first time. Housing Services are continuing to implement a new Housing Management Information System alongside the introduction of Power BI interactive data insight tools. This should allow accurate and up-to-date monitoring and monitoring of performance indicators moving forward.

## List of Appendices

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### Appendix 1 – Housing Services Performance Template

### Appendix 2 – HS Report and Pathway to Improvement Targets 2023-26

## Background Papers

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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>

### Report Contact

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### Appendix 1 – Housing Service Performance Template

## Current Challenges & Priorities

Several challenges and priorities are in focus for 2023-24. These are referred to as 'Pressures' within the 2023 Annual Assurance Statement. These will be closely monitored, and improvement actions are in place to mitigate the impact these have on services.

- **Housing Revenue Account (HRA) and Future Financial Viability**

At a time of high CPI inflation and other inflationary pressures on housing workstreams, the financial viability of the HRA is placed under increased risk. To ensure HRA viability, a robust Business Plan review process has been implemented, alongside reviewing service efficiencies and consideration of service deferrals in non-statutory areas as required.

- **Energy Efficiency Standard for Social Housing 2 (ESSH2)**

The current estimated costs of Fife Council delivering ESSH2 by 2032 is £325m which places significant pressures on the HRA. Proceeding with ESSH2 based on the current cost estimates will put the HRA in jeopardy of not being able to meet its statutory duties as the proportion of rental income required to meet the cost of borrowing increases. It is recognised that additional funding streams out with Fife Council need to be identified to mitigate the impact ESSH2 delivery has on the HRA and noted that this is subject to Scottish Government review.

- **Resettlement**

The Resettlement Core Group continues to co-ordinate and deliver a range of accommodation support services to a number of individuals arriving in Fife from different international backgrounds. Over 500 households are currently supported in hotels, host and sponsor accommodation and although there is no significant impact on homelessness services at this time, the situation is being monitored closely in recognition of the significant risk to statutory services a change in policy or approach could have.

- **Depressed Housing Turnover (allocations policy impact)**

The pandemic had a significant impact on housing turnover which diminishes the ability to meet homelessness and other priority needs. Fife Council is committed to increasing supply through Affordable Housing Programmes and generating new supply through a transfer led approach to housing allocations. An Allocations Policy Review Scoping Paper will be presented to Cabinet Committee later this year which will be aligned to a Fife Housing Register Partnership commitment around access to housing.

## RISKS/EMERGING RISKS

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. All risks are identified in red in appendix 2. The principal risks being managed at present (which are included in our 2023 Annual Assurance Statement) are:

- **Homelessness**

The Scottish Housing Regulator continues to maintain regular contact with the Service around Homelessness. Concerns have been raised in relation to how people access the homeless service, the assessment of homelessness applications, the provision of temporary accommodation and the outcomes for people who are homeless. Temporary Accommodation continues to operate under significant pressure which translates as occasional breaches of statutory duty and regular breaches of the Unsuitable Accommodation Order. The Service continues to focus on homelessness pressures and meeting statutory duties, with improvement actions in place for delivery during 2023-24, alongside the continuing delivery of the Rapid Rehousing Transition Plan priorities. Significant issues have been highlighted to the Scottish Housing Regulator, Scottish Government, ALACHO and SOLACE as part of a national profile of housing pressures.

- **Voids Management**

The management of empty homes have suffered following the direct and indirect impacts of the pandemic. Performance over the last year has also been affected by the need to re-provision temporary accommodation and diversion of properties to meet statutory homeless duties, the introduction of a new Housing Management Information System and the implementation of a revised Housing Options frontline structure. Actions to improve void management are highlighted within appendix 2.

- **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 non-compliance in 8 cases during 2022-23, where gas safety checks were not carried out within timescale, thus breaching a statutory duty. Improvement actions to resolve issues are contained in appendix 2.

- **Fire and Electrical Safety**

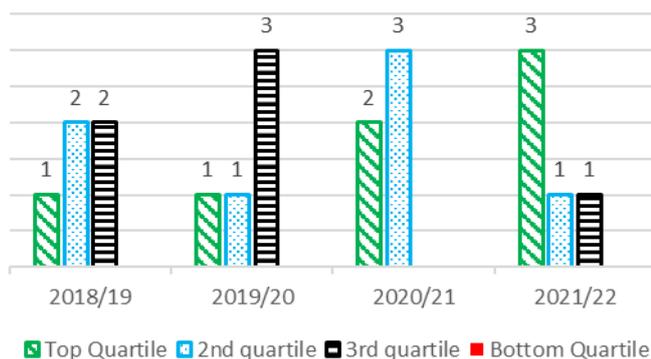
Interlinked fire and smoke alarms and a full electrical safety inspection certificate are both elements included in the Scottish Housing Quality Standard (SHQS). Around 200 properties do not comply with fire and smoke alarm requirements which is a direct result of refused property access. Work is ongoing through a recently established 'no access team' to gain access to properties, allowing necessary work to take place. It is unclear the exact number of properties without a valid electrical safety certificate at present, due to issues with the Housing Asset Management System holding an incorrect stock figure, however, Fife Council conduct in excess of 6,000 electrical safety checks per annum. System improvements will be prioritised to ensure this can be accurately reported moving forward.

- **Damp & Mould**

Condensation, dampness and black mould are recognised as a major risk to health, and Fife Council recently conducted a formal review of the approach to tackling these issues. Referrals have increased significantly in recent months following the review. The legal, health and reputational risks of failing to effectively tackle these issues has seen an improved approach established which adds pressure to Housing Revenue and Capital budgets.

## KEY OUTCOMES (LGBF/P4F)

How we compare with other Councils (LGBF)



Key - Top quartile - Ranked 1-8 in Scotland  
 2nd quartile - Ranked 9-16 in Scotland  
 3rd quartile - Ranked 17-24 in Scotland  
 Bottom quartile - Ranked 25-32 in Scotland

The table below shows the LGBF indicators, annual performance and the quartile each indicator was within during 2021-22. It is worth noting 2021-22 data is the latest available for LGBF indicators.

### LGBF

PI Short Name	2019/20	2020/21	2021/22	2021/22 Quartile
Council dwellings that meet the SHQS (%)	93.01%	84.93%	88.09%	Top
Ave time taken to complete non-emergency repairs (days)	6	5.1	7	Top
Rent lost through empty properties (%)	1.09%	1.53%	1.44%	3rd
Gross rent arrears (%) Fife (LGBF)	7.80%	6.90%	6%	Top
Properties meeting the EESSH (%)	80%	84.74%	89.06%	2nd

### P4F

PI Short Name	2019/20	2020/21	2021/22	2022/23	Q1 2023/24
% occupancy in temporary accommodation	84.00%	86.40%	87.00%	84.43%	85.27%
Number of people rough sleeping	132	167	124	205	33
Number of Housing Option Plans completed via the FHR Website	1,244	3,371	10,787	12,734	759
Anti-social behaviour cases reported in the last year resolved timeously (%)	99.55%	98.51%	97.51%	93.57%	N/A
Number of anti-social behaviour cases reported in the last year	1,556	2,546	2,406	2,521	N/A
of those at 15i, Number of anti-social behaviour cases resolved in the last year	1,549	2,508	2,346	2,359	N/A

## CUSTOMER

Housing Services endeavours to achieve a high level of customer satisfaction across service delivery. The table below contains a range of Corporate and Scottish Housing Regulator indicators relating to customers and demonstrates an improving picture, with some of the key performance areas noted below:

- **81.86%** of tenants were satisfied with the overall service provided by the landlord, exceeding the target of 81%. Customer Satisfaction Surveys returned to face-to-face in 2022 following a period of telephone surveys during the Covid-19 pandemic.
- **92.07%** of tenants were satisfied with housing repairs and maintenance, which exceeds the target of **92%** and improves on 2021/22 performance (**91.68%**).
- The percentage of tenants satisfied with the landlord's management of the neighbourhood they live in has increased from **78.60%** in 2021/22 to **82.30%** in 2022/23. Performance exceeds the target of **82%**.
- **80%** of Complaints were actioned within 5 days and **83%** of Complaints were actioned within 20 days. This is a decrease on the previous year's performance.
- The percentage of tenants satisfied with the opportunity to participate in landlord's decisions has seen a significant increase from **66.62%** in 21/22 to **77.64%** in 2022/23 which reflects the return of face-to-face interaction with tenants following the pandemic.

PI Short Name	2019/20	2020/21	2021/22	2022/23	Q1 2023/24
Housing Services Stage 1 Complaints actioned < 5 days	90%	86%	83%	80%	79%
Housing Services Stage 2 Complaints actioned < 20 days	92%	87%	89%	83%	76%
Tenants satisfied with overall service provided by landlord (%)	81.64%	80.88%	80.88%	81.86%	N/A
Tenants whose landlord keeps them informed (%)	79.94%	84.17%	84.17%	85.23%	N/A
Satisfied with opportunities to participate in landlord's decisions (%)	83.19%	66.62%	66.62%	77.64%	N/A
Existing tenants satisfied with quality of home (%)	85.88%	79.60%	79.60%	82.25%	N/A
Satisfied with repairs and maintenance (%)	82.72%	84.05%	91.68%	92.07%	N/A
Satisfied with management of neighbourhood (%)	81.21%	78.60%	78.60%	82.30%	N/A
Rent represents good value for money (%)	80.65%	82.43%	82.43%	82.96%	N/A
Factored owners satisfied with the factoring service they receive (%)	57.66%	52.69%	52.69%	54.12%	N/A
Gypsies/travellers satisfied with the landlord's management of the site (%)	31.58%	16.67%	55%	55%	N/A

## SERVICE OPERATIONS

- **113** households are currently awaiting adaptations. The target has been exceeded and the waiting list has returned to pre-pandemic levels. This is due to additional investment by the Council (total spend **£1,572,708**) and an increase in the work completed by Building Services to clear the backlog.
- The percentage of new tenancies sustained for more than a year has increased from **92.68%** in 2021/22 to **93.60%** in 2022/23. Performance remains below the target of **95%**.
- Current statutory gas safety checks do not meet the target, with 2022/23 recording **8** failures. The Gas Governance Group have changed working practices which saw a reduction from **32** in 2021/22, however, the implementation of a new housing management information system has resulted in failures occurring in 2022/23.
- **87.75%** of reactive repairs were completed right first time in 2022/23. This is significantly below the target (**97.50%**) as well as a reduction on last year's performance of **96.92%**. Work is ongoing to understand the position, and engagement will take place with contractors to improve processes and performance.

PI Short Name	2019/20	2020/21	2021/22	2022/23	Q1 2023/24
No. of households homeless/potentially homeless Fife	2,104	1,961	1,961	2,144	442
Homeless allocations – Fife (%)	43.64%	52.21%	48.38%	58.62%	65.99%
FHR RSL Homeless List Allocations	14.01%	30.25%	34.24%	34.35%	29.39%
Average length of time taken to complete emergency repairs (hours)	4.01	4.19	4.26	3.18	3.17
Reactive repairs completed right first time in the last year (%)	97.79%	97.50%	96.92%	87.75%	91.09%
No. of failures to complete statutory gas safety checks in last year	35	197	32	8	0
Tenancy offers refused (%)	22.01%	23.79%	22.78%	18.68%	21.04%
New tenancies sustained for more than a year (%)	91.40%	92.60%	92.68%	93.60%	90.88%
No of existing tenants who commenced new tenancy in the period	508	686	560	584	96
No of homeless tenants who commenced new tenancy in the period	983	1,082	1,018	975	179
No of housing list tenants who commenced new tenancy in the period	789	719	361	456	87
Lettable houses that became vacant in the last year (%)	8.18%	6.46%	6.38%	6.12%	N/A
Number of households currently waiting for adaptations to be completed at the end of the reporting year	113	487	564	113	N/A
The average time to complete adaptations (days)	18.76	28.71	35.98	16.99	N/A
Court actions that resulted in eviction and their reasons (%)	19.38%	0%	100%	0%	N/A
Average time taken to re-let properties in the last year (days)	28.61	53.79	46.78	58.18	54.32
Total number of lets during the reporting year by source of let	2,555	1,971	2,042	1,837	N/A

Number of abandoned properties	142	109	111	101	N/A
Number of households the landlord received housing costs directly for during the reporting year.	22,297	20,191	20,651	21,423	N/A
The landlord's wholly owned stock	30,455	30,597	30,722	30,908	N/A

## RESOURCES

- **98.70%** of rent collected as a % of the total due in the reporting year is below the target of **99.21%**. This is, however, an increase on the previous year's performance (**98.05%**).
- The cost of adaptations increased by almost **£500k**. This was in line with the increase in the number of adaptations completed to help tackle the Covid-19 waiting list backlog.
- FTE working days lost target has been met for the first time since 2017/18. Currently, the average is **13.31** days. This is a decrease from 2021/22 which was **13.78** days.
- The percentage of workforce who are permanent employees remains high at **97.10%**.
- Workforce demographics are slowly changing with an increase in employees aged below 29 (**8.6%** in 2021/22 to **10%** in 2022/23) and a reduction in those aged over 55 (**32.70%** in 2021/22 to **29.40%** in 2022/23). The female workforce has continued to grow (**68.80%** in 2021/22 to **71.90%** in 2022/23).

PI Short Name	2019/20	2020/21	2021/22	2022/23	Q1 2023/24
The cost of adaptations completed in the year by source of funding	£1,701,551	£1,200,692	£1,073,027	£1,572,708	N/A
Rent collected as % of total due in the reporting year	99.96%	99.48%	98.05%	98.70%	N/A
Average annual management fee per factored property	£46.3	£80.84	£97.18	£97.95	N/A
Gypsies/travellers – Average weekly rent per pitch	£64.96	£66.24	£67.22	£68.25	N/A
Average weekly rent increase to be applied in the next reporting year (%)	3%	1.50%	2.50%	5%	N/A
Former tenant rent arrears written off at the year end (%)	26.35%	45.93%	29.24%	17.39%	N/A
Housing Services – Average WDL per FTE	13.66	N/A	13.78	13.31	14.74
Housing Services – Average Long Term WDL per FTE	9.13	N/A	11.21	10.30	11.14
Housing Services Workforce who are Female (%)	67%	67.10%	68.80%	71.90%	N/A
Housing Services Workforce who are Full-time (%)	72.80%	73.10%	69.50%	72.80%	N/A
Housing Services Workforce who are Permanent Employees (%)	85.60%	85.20%	98.70%	97.10%	N/A
Housing Services Employees aged 24 and under (%)	5.20%	4.60%	3.70%	4.40%	N/A
Housing Services Employees aged 29 and under (%)	9.50%	8.10%	8.60%	10%	N/A
Housing Services Employees aged 55 and over (%)	29.80%	31.60%	32.70%	29.40%	N/A
Housing Services Number of Voluntary Redundancies (FTEs)	4	1	0	0	N/A
Housing Services Number of WYI Bids	3	3	0	0	N/A
Housing Services Number of WYI Programme new starts	4	0	0	2	N/A

The table below provides information on Housing workforce data by Budgeted (FTE) for the current year and the last 4 years. Please note: The increase from 2019 to 2020 is due to the transfer of Safer Communities staff, and the increase from 2021 to 2022 includes the GFHA expenditure.

Budgeted (FTE) April 2019	Budgeted (FTE) April 2020	Budgeted (FTE) April 2021	Budgeted (FTE) April 2022	Budgeted (FTE) April 2023	Difference in FTE 2022-2023
406	500	468.63	629.23	651.56	22.33

## Appendix 2 - HS Scrutiny Report & Pathway to Improvement Targets 2023-26



PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Indicator	2021/22	2022/23					Q1 2023/24	Pathway to Improvement 2023-26			
	Value	Value	Target	Status	Note	LA Average	Value	2023/24 Improvement Actions	2023/24 Target	2024/25 Target	2025/26 Target
Tenants satisfied with overall service provided by landlord(%)	80.88%	81.86%	81.00%		Fieldwork commenced 26/09/2022. For the 2022/23 session, tenant satisfaction surveys were conducted face to face. There has been an improvement in this indicator in the last year.	81.95% 	Not measured for Quarters	<ul style="list-style-type: none"> <li>Continue to support the work of the tenant's scrutiny panels. This provides us with detailed customer insight to improve service delivery.</li> <li>The Tenants Satisfaction Survey 2022 and performance indicators will inform the selection of future topics for review.</li> </ul>	81.50%	82.00%	82.50%
Tenants whose landlord keeps them informed (%)	84.17%	85.23%	86.50%		For the 2022/23 session, tenant satisfaction surveys were conducted face to face.	85.02% 	Not measured for Quarters	<ul style="list-style-type: none"> <li>Consider having tenants on the editorial board for DYS to ensure information provided is relevant.</li> <li>Utilise technology like Text Local to reach out to tenants who do not normally engage through traditional means.</li> </ul>	88.75%	91.00%	92.00%
The percentage of all complaints responded to in full at stage 1	97.23%	98.35%	98.15%		n/a	92.38% 	Not measured for Quarters	<ul style="list-style-type: none"> <li>Continue to focus on completion and ensure a weekly update is sent to all complaint handlers ensuring compliance.</li> <li>Continue to ensure access to complaints procedures, and training on processes.</li> </ul>	99.10%	100%	100%
The percentage of all complaints responded to in full at stage 2	96.04%	98.46%	97.40%		n/a	92.13% 	Not measured for Quarters	<ul style="list-style-type: none"> <li>Continue to focus on completion and ensure a weekly update is sent to all complaint handlers ensuring compliance.</li> <li>Continue to ensure access to complaints procedures, and training on processes.</li> </ul>	98.70%	100%	100%

Indicator	2021/22	2022/23					Q1 2023/24	Pathway to Improvement 2023-26			
	Value	Value	Target	Status	Note	LA Average	Value	2023/24 Improvement Actions	2023/24 Target	2024/25 Target	2025/26 Target
Satisfied with opportunities to participate in landlord's decisions(%)	66.62%	77.64%	76.50%	✔	For the 2022/23 session, tenant satisfaction surveys were conducted face to face. Satisfaction with opportunities to participate has improved markedly in the last year. This reflects a return to in person interaction with tenants across the range of our engagement activity.	80.88% 	Not measured for Quarters	<ul style="list-style-type: none"> <li>Revise the existing Tenant Participation Strategy in consultation with the Federations.</li> <li>Work with TPAS to obtain accreditation and use this as an opportunity to identify best practice.</li> </ul>	80.00%	85.00%	88.00%
Council dwellings that meet the SHQS (%)	88.09%	89.59%	89.00%	✔	There has been an increase in the number of houses meeting the standard due to demolition of failing stock, and new builds which meet the standard. We have also undertaken additional EESSH works which have also helped increase the condition of stock.	70.91% 	Not measured for Quarters	<ul style="list-style-type: none"> <li>SHQS failures are now linked to EESSH failures. Upgrades to non-trad properties are likely to result in incremental increases.</li> <li>High levels of investment will be required to ensure some non-trad properties meet EESSH.</li> </ul>	90.00%	91.00%	92.00%
Existing tenants satisfied with quality of home(%)	79.60%	82.25%	80.00%	✔	For the 2022/23 session, tenant satisfaction surveys were conducted face to face. Plans are in place to continue with a face-to-face survey, with an autumn timescale in 2023/2024.	81.14% 	Not measured for Quarters	<ul style="list-style-type: none"> <li>A large proportion of properties did not receive upgrades during the Covid-19 pandemic due to the Covid-19 restrictions in place to safeguard people. Work is on-going to clear the backlog which should improve the overall quality of homes and increase tenant satisfaction levels.</li> <li>Implement recommendations/ actions arising from tenant scrutiny report carried out by the Fife Tenant Led Scrutiny Panel.</li> </ul>	81.00%	82.00%	83.00%
Average length of time taken to complete emergency repairs (hours)	4.26 hours	3.18 hours	3.90 hours	✔	n/a	4.7 hours 	3.17 hours	<ul style="list-style-type: none"> <li>Continue to monitor performance and highlight issues through the Repairs &amp; Investment Management Group.</li> <li>Continue engagement with contractors to improve processes which will lead to improved performance.</li> </ul>	3.60 hours	3.30 hours	3.00 hours
Average time taken to complete non-emergency repairs (days)	7.00 days	6.80 days	6.00 days		Performance during quarter 2 exceeded our target; there was a slight increase in time taken during quarter 3 and then a larger increase during quarter 4 which led to the target being missed. Housing work in partnership with Building Services and we will be working together to identify reasons for these and to identify methods for improvement going forward.	9.44 days 	6 days	<ul style="list-style-type: none"> <li>Continue to monitor performance and highlight issues through the Repairs &amp; Investment Management Group.</li> <li>Continue engagement with contractors to improve processes which will lead to improved performance.</li> </ul>	5.75 days	5.50 days	5.25 days

Indicator	2021/22	2022/23					Q1 2023/24	Pathway to Improvement 2023-26			
	Value	Value	Target	Status	Note	LA Average	Value	2023/24 Improvement Actions	2023/24 Target	2024/25 Target	2025/26 Target
Reactive repairs completed right first time in the last year (%)	96.92%	87.75%	97.50%		n/a	88.19% 	91.09%	<ul style="list-style-type: none"> <li>Continue to monitor performance and highlight issues through the Repairs &amp; Investment Management Group.</li> <li>Continue engagement with contractors to improve processes which will lead to improved performance.</li> </ul>	98.00%	98.50%	99.00%
No. of failures to complete statutory gas safety checks in last year	32	8	0		There have been challenges this year due to the cut over from one housing management system to another which has increased the number of failures which we would otherwise of had.	454 	0	<ul style="list-style-type: none"> <li>Gas safety monitoring is carried out on a monthly basis along with weekly progress meetings through the gas governance group to ensure improvements in this area.</li> <li>Continue working with Business Support to eliminate any system issues.</li> </ul>	0	0	0
Satisfied with repairs and maintenance (%) carried out in the last 12 months	91.68%	92.07%	92.00%		The satisfaction survey is co-ordinated by Building Services at the point the repairs operative completes the work on site. This is an improved method of collecting tenant satisfaction over previous years.	88.51% 	Not measured for Quarters	<ul style="list-style-type: none"> <li>Continue to monitor performance and highlight issues through the Repairs &amp; Investment Management Group.</li> <li>Continue engagement with contractors to improve processes which will lead to improved performance.</li> </ul>	92.50%	93.00%	93.50%
Satisfied with management of neighbourhood (%)	78.60%	82.30%	82.00%		For the 2022/23 session, tenant satisfaction surveys were conducted face to face.	82.08% 	Not measured for Quarters	<ul style="list-style-type: none"> <li>Implement revised estate management approach to improve the condition of housing estates and promote integrated working.</li> <li>Expand Estate Action Area Plans to target hotspots across Fife. The Environmental Action Teams and dedicated Waste Management Resource focused on high rise blocks have made a positive impact.</li> <li>The development of a CCTV hub and 24-hour concierge service will improve security and tenants' well-being.</li> </ul>	85.50%	88.70%	90.00%
Tenancy offers refused (%)	22.78%	18.68%	22.00%		Fife continue to report top quartile performance in offer refusals. The figure is lower than usual due to the person-centred approach taken in response to the Kirkcaldy Sheriff Court Judgement where over 400 temporary tenancies have been normalised into permanent tenancies	38.55% 	21.04%	<ul style="list-style-type: none"> <li>Voids SDG to develop improvement mechanisms for Accompanied Viewing to reduce refusals.</li> <li>Continue to promote good communication with applicants during the offer process.</li> </ul>	21.50%	21.00%	20.50%
Anti-social behaviour cases reported in the last	97.51%	93.57%	98.00%		Changes introduced last year have resulted in a single point of contact for dealing with anti-social complaints and this coincided with the implementation of CX (the new	91.43% 	Not measured	<ul style="list-style-type: none"> <li>From Jan 2022, the Safer Communities became the single point of contact for ASB. Singular case management should allow us to meet the target set.</li> </ul>	94.50%	95.00%	95.00%

Indicator	2021/22	2022/23					Q1 2023/24	Pathway to Improvement 2023-26			
	Value	Value	Target	Status	Note	LA Average	Value	2023/24 Improvement Actions	2023/24 Target	2024/25 Target	2025/26 Target
year resolved timeously (%)					housing system which incorporated ASB case management). Prior to this, anti-social cases were recorded by various staff groups in several different systems. The volume of cases recorded has increased compared to the period before the Pandemic and this is likely due to more accurate recording. There seems to have been a spike in cases received in March 2023 (247 received). As the target timescale for resolving complaints is a minimum of 56 days, this has had impact on our end of year reporting figures. Targets for 2023/24 and 2024/25 have been revised to reflect this trend.		for Quarters	<ul style="list-style-type: none"> <li>The data previously captured used multiple recording systems including Breach of Tenancy Logs, Civica, CX and InCase. The introduction of CX for all ASB recording, should improve reporting.</li> </ul>			
New tenancies sustained for more than a year(%)	92.68%	93.60%	95.00%	⚠️	There is an increase this year as staff are now fully back out working in their patches and are able to interact more with tenants and offering the help they need to help them sustain their tenancies. This has resulted in more Tenancy Assistance being offered when required and helping tenants to sustain their tenancies.	91.38% ✅	90.88%	<ul style="list-style-type: none"> <li>A continued focus from patch-based officers to work with tenants to ensure sustainment through follow up visits and tenancy assistance.</li> <li>Working with partners and fuel poverty teams to ensure tenants are equipped to live in a warm sustainable home.</li> </ul>	96.00%	97.00%	97.00%
% of existing tenant tenancies sustained for more than a year	95.54%	96.23%	96.00%	✅	There is an increase this year as staff are now fully back out working in their patches and are able to interact more with tenants and offering the help they need to help them sustain their tenancies. This has resulted in more Tenancy Assistance being offered when required and helping tenants to sustain their tenancies.	94.40% ✅	90.63%	<ul style="list-style-type: none"> <li>A continued focus from patch-based officers to work with tenants to ensure sustainment through follow up visits and tenancy assistance.</li> <li>Working with partners and fuel poverty teams to ensure tenants are equipped to live in a warm sustainable home.</li> </ul>	96.50%	97.00%	97.00%
% of homeless tenant tenancies sustained for more than a year	90.67%	92.82%	93.00%	⚠️	There is an increase this year as staff are now fully back out working in their patches and are able to interact more with tenants and offering the help they need to help them sustain their tenancies. This has resulted in more Tenancy Assistance being offered when required and helping tenants to sustain their tenancies.	90.11% ✅	90.50%	<ul style="list-style-type: none"> <li>A continued focus from patch-based officers to work with tenants to ensure sustainment through follow up visits and tenancy assistance.</li> <li>Working with partners and fuel poverty teams to ensure tenants are equipped to live in a warm sustainable home.</li> </ul>	95.00%	97.00%	97.00%

Indicator	2021/22	2022/23					Q1 2023/24	Pathway to Improvement 2023-26			
	Value	Value	Target	Status	Note	LA Average	Value	2023/24 Improvement Actions	2023/24 Target	2024/25 Target	2025/26 Target
% of housing list tenant tenancies sustained for more than a year	93.91%	91.89%	95.00%		There is an increase this year as staff are now fully back out working in their patches and are able to interact more with tenants and offering the help they need to help them sustain their tenancies. This has resulted in more Tenancy Assistance being offered when required and helping tenants to sustain their tenancies.	91.22% 	91.95%	<ul style="list-style-type: none"> <li>A continued focus from patch-based officers to work with tenants to ensure sustainment through follow up visits and tenancy assistance.</li> <li>Working with partners and fuel poverty teams to ensure tenants are equipped to live in a warm sustainable home.</li> </ul>	96.00%	97.00%	97.00%
Lettable houses that became vacant in the last year (%)	6.38%	6.12%	7%		Turnover rates continue to be depressed by interruptions to new build supply post pandemic and other factors. Converting significant numbers of temporary to permanent tenancies and diverting properties to replace temporary accommodation has also had a major impact on the operation of the housing system.	7.36% 	Not measured for Quarters	<ul style="list-style-type: none"> <li>Continue to promote a transfer led approach to housing allocations to generate turnover.</li> <li>Continue to use new build and property acquisitions to generate chains of allocations to meet multiple needs and develop new housing to create transfer and specialist housing opportunities.</li> </ul>	7.50%	8.00%	8.50%
Rent lost through empty properties (%)	1.44%	1.31%	1.1%		Housing and Building Services are working in partnership to re-achieve pre-Pandemic performance. A Service Improvement Plan has been approved by Scrutiny Committee and is designed to reset the Voids process and make improvements to the customer journey.	1.73% 	1.94%* *Expected to reduce considerably throughout the year as a result of system reporting changes, performance improvements and improved governance of voids management	<ul style="list-style-type: none"> <li>Establish a preferred partner status with an identified utility company as well as a voids SDG to introduce a range of process and practice improvements.</li> <li>Enhance the Partnership with Building Services to create more accountability within the voids process and review the Relet Standard and report back to Committee in relation to any Policy Changes.</li> <li>Investigate the improved use of technology within the change of tenancy process.</li> </ul>	1.00%	0.90%	0.80%
Number of households currently waiting for adaptations to be completed at the end of the reporting year	564	113	550		Housing have worked with Building Services to increase the throughput and completion of works to reduce the waiting list. There has also been additional investment by the Council.	92	Not measured for Quarters	<ul style="list-style-type: none"> <li>Performance is steadily improving on the path to pre-covid levels – this has been achieved by increasing contractor capacity.</li> <li>This combined with the ongoing, effective monitoring of contractors output along with the streamlining of processes should deliver the improved performance outputs.</li> </ul>	450	400	350
The cost of adaptations completed in the	£1,073,027	£1,572,708	£983,270		The increase in the number of completed applications is reflected in the increase in spend.	£590,664	Not measured	<ul style="list-style-type: none"> <li>Performance is steadily improving on the path to pre-covid levels. The budget has</li> </ul>	£1,000,000	£1,200,000	£1,200,000

Indicator	2021/22	2022/23					Q1 2023/24	Pathway to Improvement 2023-26			
	Value	Value	Target	Status	Note	LA Average	Value	2023/24 Improvement Actions	2023/24 Target	2024/25 Target	2025/26 Target
year by source of funding							for Quarters	been reviewed to ensure it is adequate to deliver the level of adaptations required.			
The average time to complete adaptations (days)	35.98 days	16.99 days	35 days	✔	Housing have worked with Building Services to increase the applications completed in year. Covid restriction being lifted has allowed Building Services to revert back to normal working practises in terms of number of workers on site at any one time - resulting in a reduction in the total days to complete adaptations	46.89 days ✔	Not measured for Quarters	<ul style="list-style-type: none"> <li>Performance is steadily improving on the path to pre covid levels – this has been achieved by increasing contractor capacity.</li> <li>This combined with the ongoing, effective monitoring of contractors output along with the streamlining of processes should deliver the improved performance outputs.</li> </ul>	20 days	18 days	16 days
Court actions that resulted in eviction and their reasons (%)	100%	0%	0%	✔	<p>As a result of the emergency legislation, which introduced a moratorium on evictions, court action worked has been suspended. This means that no Fife Council tenancies are progressing past the issuing of Notice of Proceedings, which as a consequence means that no evictions have taken place for rent arrears over the past year.</p> <p>Following a similar trend to recent years, there have been no properties recovered due to anti-social behaviour during the year 2022/2023. This reflects the work undertaken to provide early intervention and prevention to tenants to enable them to maintain their tenancies appropriately.</p>	13.48% ✔	Not measured for Quarters	<ul style="list-style-type: none"> <li>It is difficult to set targets for this indicator due to the Scottish Government, Cost-of-Living legislation, and the continuing suspension by Fife Council of our own internal debt recovery court action processes. This will continue to be monitored and appropriate actions taken as circumstances develop.</li> </ul>	19.37%	17.00%	15.00%
Homeless households referred to RSLs (%)	3.31%	0.76%	5.00%	✘	<p>Fife operates homelessness allocations through Fife Housing Register with partners making homelessness allocations direct through the Common Housing Register that are not reported through the ARC. Partners are committed to allocating around 40% of net allocations to statutory homeless households and most have made contributions to provide additional temporary accommodation in year.</p> <p>Fife continues to work through the impact of the Kirkcaldy Sheriff Court Judgement and has taken assertive action to convert and replace a large number of temporary tenancies and there has been a strong focus on homelessness in year. Reductions</p>	26.35%	Not measured for Quarters	<ul style="list-style-type: none"> <li>Continue to enhance the range of FHR Partnership options to ensure more RSLs are core Partners whilst also continuing to develop the FHR Development Plan to consolidate the FHR route into housing access.</li> </ul>	5.00%	5.00%	5.00%

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	Value	Value	Target	Status	Note	LA Average	Value	2023/24 Improvement Actions	2023/24 Target	2024/25 Target	2025/26 Target
					in turnover and housing supply, coupled with an increase in presentations, has led to a significant increase in homelessness backlog. Allocations will continue at enhanced levels throughout 2023/24 as Fife continues to implement Rapid Rehousing by default.						
Rent represents good value for money (%)	82.43%	82.96%	83.50%		For the 2022/23 session, tenant satisfaction surveys were conducted face-to-face. The return of a face-to-face survey represents an increase in performance from the previous year (0.53%). FC average rents remain below LA average, and within living rent criteria.	81.27% 	Not measured for Quarters	<ul style="list-style-type: none"> <li>We will continue to engage and listen to our tenants' concerns, to ensure that they are involved in the rent setting process. By explaining the services that we provide and the improvements we are looking to make, we anticipate this will be reflected in our tenant's overall satisfaction scores.</li> </ul>	84.00%	84.50%	85.00%
Rent collected as % of total due in the reporting year	98.05%	98.70%	99.05%		Our collection rate has shown an improvement on the previous financial year from 98.05% - 98.70%. This improvement was expected due to our comparatively poorer performance last year. Many of our tenants are still struggling with cost-of-living pressures, which is creating an additional pressure to our rent collection practices.	98.83% 	Not measured for Quarters	<ul style="list-style-type: none"> <li>We are utilising Rent Sense to analyse our tenant debt which allows us to focus more clearly on our tenants who are falling behind with rent. The clearer focus on these specific tenants should allow us to see improvement.</li> </ul>	99.31%	99.56%	99.70%
Gross rent arrears (%) Fife (LGBF)	6%	8%	6%		This suspension of full court work, with the final sanction of a potential eviction may have contributed towards arrears. There is currently no tenancy recovery recourse to encourage habitual non-payers to pay their rent. We have seen an overall increase to our current tenant rent arrears over the past financial year. This has partly been due to a steep learning of a new rent system that has been implemented this financial year. We have also not fully recommenced our debt process, after the tightening of eviction guidelines in wake of the cost-of-living crisis. Our debt process is stopping after the issuing of a Notice of Proceedings, with no court action taking place. This is likely to be playing a part in our increasing current tenant rent arrears which is obviously impacted our Gross Rent Arrears.	9.59% 	Not measured for Quarters	<ul style="list-style-type: none"> <li>We are utilising Rent Sense to analyse our tenant debt which allows us to focus more clearly on our tenants who are falling behind with rent. Improvements via Rent Sense should allow us to see an overall reduction in our gross rent arrear figures.</li> </ul>	5.75%	5.50%	5.25%

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	Value	Value	Target	Status	Note	LA Average	Value	2023/24 Improvement Actions	2023/24 Target	2024/25 Target	2025/26 Target
Average annual management fee per factored property	£97.18	£97.95	£97.95	✔	Current fee was agreed in line with benchmarking figures.	£58.43 ●	Not measured for Quarters	<ul style="list-style-type: none"> <li>Admin/Management fee models have been devised to calculate the cost of providing this service.</li> <li>Charging for grounds maintenance will be included from the next statement run.</li> </ul>	£98.74	£99.52	£100.27
Factored owners satisfied with the factoring service they receive (%)	52.69%	54.12%	54%	✔	For the 2022/23 session, Factored owners satisfaction survey was conducted electronically using telephone and email contact.	51.15% ✔	Not measured for Quarters	<ul style="list-style-type: none"> <li>Most of the negative feedback received was related to stair cleaning and grounds maintenance. We have been working closely with colleagues to improve these services.</li> </ul>	56.00%	58.00%	60.00%
Average time taken to re-let properties in the last year (days)	46.78 days	58.18 days	45 days	●	The impact of tenancy normalisations has affected the Transfer Led approach to housing allocations which is designed to stimulate turnover and generate housing opportunities. Work is ongoing to increase housing supply in a number of ways and it is anticipated that this will recover to some extent in 2023/24. Fife continues to focus on voids service improvement and a return to top quartile performance. Staffing structures have been refocussed and there is a Service Development Group prioritising process improvements with a focus on key issues such as utilities management, standards and the use of technology.	66.94 days ✔	54.32 days	<ul style="list-style-type: none"> <li>Establish a preferred partner status with an identified utility company as well as a voids SDG to introduce a range of process and practice improvements.</li> <li>Enhance the Partnership with Building Services to create more accountability within the Voids process and review the Relet Standard and report back to Committee in relation to any Policy Changes.</li> <li>Investigate the improved use of technology within the change of tenancy process.</li> </ul>	35 days	25 days	20 days
Gypsies/travellers - Average weekly rent per pitch	£67.22	£68.25	£73.94	✔	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.	£76.17 ✔	Not measured for Quarters	<ul style="list-style-type: none"> <li>Will increase in line with the agreed rent increase each year.</li> </ul>	£77.64	£79.97	£82.37
Gypsies/travellers satisfied with the landlord's management of the site (%)	55%	55%	65%	●	Satisfaction figures have been impacted on by tenants within the Gypsy Traveller sites awaiting provision of new Chalet type accommodation. A work programme is underway to provide this with work currently on-going at Tarvit Mill at present. Further works programmes will roll out across Heatherywood and Thorntonwood sites in the next two years. We fully anticipate	75.61% ●	Not measured for Quarters	<ul style="list-style-type: none"> <li>Site Improvement works are currently on-going. It is anticipated the improvements should increase satisfaction levels once concluded, however, during the works, site tenants will experience upheaval which may cause a decrease in satisfaction levels during this time.</li> </ul>	75%	85%	90%

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	Value	Value	Target	Status	Note	LA Average	Value	2023/24 Improvement Actions	2023/24 Target	2024/25 Target	2025/26 Target
					satisfaction levels to increase over the coming years.						