

HS Scrutiny Report - Appendix 2a



PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Indicator	2024/25	2025/26 (Pathway to Improvement – Year 3)							Q1 2026/27	Pathway to Improvement Actions	Proposed Targets		
	Value	Value	Target	Status	Note	LA Average	LA Top Quartile	Value	2026/27		2027/28	2028/29	
% of tenants satisfied with the overall service provided by their landlord	84.03%	83.10%	82.50%	✔	We have seen a slight decrease in performance and continue to work with our tenants through the Tenant Scrutiny Panel to gather tenants’ views and recommendations to improve Services. We share our Tenant Satisfaction Survey (TSS) results with tenants to inform this process, as well as management teams to target improvement approaches. We continue to work with tenants locally through estates walkabouts to improve local areas.	82.90% ⚠	90.12%	Not measured for Quarters	- Support the work of the tenant's scrutiny panel. This provides detailed customer insight to improve service delivery. - Review the Tenants Satisfaction Survey Performance Indicators to inform a selection of future topics for improvement. - Continue to work with tenants through estates walkabouts to improve local areas.	83.35%	83.60%	84.0%	
% of reactive repairs carried out in the reporting year completed right first time	88.88%	86.30%	94%	✖	Building Services continues to work on improving the speed of response to repairs and ensuring a high level of service to tenants is maintained.	93.64% ✖	98.46%	89.78%	- Housing and Building Services continue to monitor performance and work on closer integration to improve the repairs service provided to tenants. - Building Services are replacing their repairs system with ROCC which is expected to improve delivery standards.	87%	90%	93%	
The number of times in the reporting year you did not meet your statutory duty to complete a gas safety check	6	8	0	✖	6 failures due to relet of long-term void with capped gas. Process and procedure not fully followed. Guidance re-issued to staff. Tenant received keys before 2nd gas safety check but no risk to tenant due to gas supply being capped. 2 failures due to circumstances out-with our control.	2.85 ✖	0	0	The failures were due to process and procedure not being correctly followed. Staff guidance has been re-issued. This will be regularly reviewed and monitored.	0	0	0	
% of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	93.6%	94.75%	93.5%	✔	Building Services continues to work on improving the speed of response to repairs and ensuring a high level of service to tenants is maintained.	88.08% ✔	94.49%	Not measured for Quarters	Continue to monitor performance and highlight issues through the Repairs & Investment Management Group.	95%	95.25%	95.5%	
% of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	86.84%	87.24%	90%	⚠	Reflects the commitment to ongoing engagement with tenants including through tenant led walkabouts and working with our RTOs/TRAs.	81.46% ✔	91.20%	Not measured for Quarters	- Continue to work with tenants through estates walkabouts to improve local areas. - Project Board established to devise Housing/Grounds Maintenance Service Level Agreement (SLA) focused on strong quality assurance.	87.5%	87.75%	88%	
% of anti-social behaviour cases reported in the reporting year which were resolved	89.83%	91%	90%	✔	Cases triaged more effectively when received and more monitoring to ensure they are closed on system timeously.	89.84% ✔	97.39%	Not measured for Quarters	Cases triaged more effectively when received and more monitoring to ensure they are closed on system timeously.	91%	91.5%	92%	
% of new tenancies to existing tenants sustained for more than a year	93.82%	95.76%	95.00%	✔	A reduction in vacant Housing Management Officer posts has enabled staff to spend more time supporting tenants locally, identifying any issues sooner and helping to sustain tenancies.	95.74% ✔	97.67%	95.49%	- Housing Management Officers will continue to work with tenants in smaller patches to ensure sustainment through follow up visits and tenancy assistance. - Working with partners and the fuel poverty team to ensure tenants are equipped to live in a warm sustainable home. - Use benefit checker to ensure income maximisation. - Helping tenants settle in and sourcing goods to	95.5%	96%	96.5%	

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									help sustain the tenancy.			
% of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	91.24%	93.44%	93%	✅	A reduction in vacant Housing Management Officer posts has enabled staff to spend more time supporting tenants locally, identifying any issues sooner and helping to sustain tenancies.	90.87% ✅	93.47%	100%	- Housing Management Officers will continue to work with tenants in smaller patches to ensure sustainment through follow up visits and tenancy assistance. - Working with partners and the fuel poverty team to ensure tenants are equipped to live in a warm sustainable home. - Using benefit checker to ensure income maximisation. - Assisting/signposting where to source goods to help sustain a tenancy and offer support where applicable.	93.5%	94%	95%
% of new tenancies to applicants from the landlord's housing list sustained for more than a year	95.56%	94.33%	93%	✅	A reduction in vacant Housing Management Officer posts has enabled staff to spend more time supporting tenants locally, identifying any issues sooner and helping to sustain tenancies.	92.80% ✅	95.12%	98.57%	- Housing Management Officers will continue to work with tenants in smaller patches to ensure sustainment through follow up visits and tenancy assistance. - Working with partners and the fuel poverty team to ensure tenants are equipped to live in a warm sustainable home. - Use benefit checker to ensure income maximisation. - Assisting/signposting where to source goods to help sustain a tenancy and offer support where applicable.	94.5%	95%	96%
% of lettable houses that became vacant in the last year	7.5%	6.62%	8.5%	❌	The Service conducted a transfer led approach to housing allocations during 2025/26. This created housing opportunities linked to new build and property acquisitions.	6.92% ⚠️	6.15%	Not measured for Quarters	- Continue to promote a transfer led approach to housing allocations to generate turnover. - 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.	7.50%	7.50%	7.50%
(%) of rent due lost through properties being empty during the last year	1.23%	1.19%	0.98%	❌	Performance of around 1% void rent loss is expected to be achieved in 2026-27 based on the improvements made in year.	1.49% ✅	0.68%	0.38%	- Priorities include accelerating scatter flat flipping and diverting mainstream tenancies to achieve rapid rehousing. This will support improved void performance. - Work is ongoing to address systemic issues around voids (such as gardens requiring major works) to reduce overall void time.	1.4%	1.1%	0.99%
The number of households currently waiting for adaptations to their home	394	266	400	✅	The average number of days has been calculated using the approval date rather than the date of receipt previously reported as per Scottish Housing Regulator guidance change. Additional funding has allowed for an increase in temporary adaptations to be installed. This alongside closer working relationships with Building Services colleagues for complex cases, has reduced the waiting list for adaptations.	62 📊	18.25	Not measured for Quarters	- Additional funding has allowed for an increase in temporary adaptations to be installed. - Closer working relationships with Building Services will continue for complex cases, to help reduce the waiting list. - Work is ongoing with colleagues in Health & Social Care to look at how we streamline the process.	300	290	280
The average time to complete adaptations (days)	28.06 days	35.5 days	20 days	❌	The average number of days has been calculated using the approval date rather than the date of receipt previously reported as per Scottish Housing Regulator guidance change. Additional funding has allowed for an increase in temporary adaptations to be installed. This alongside closer working relationships with Building Services colleagues for complex cases, has reduced the number waiting.	33.37 days ❌	25.17 days	Not measured for Quarters	- Closer working relationships with Building Services will continue for complex cases, to help reduce the waiting list. - The customer journey to adaptations will be reviewed to look at areas where timescales can be reduced. - Identify changes in individuals' needs at an early stage to reduce the demand for larger, costly adaptations.	33 days	30 days	27 days
% of tenants who feel their landlord is good at keeping them informed about their services and decisions	84.41%	82.95%	86%	⚠️	We continue to engage with our tenants using different methods including our tenants conferences, digital platform, pop up events, tenant newsletters and supporting our	84.22% ❌	92.56%	Not measured for Quarters	- Implement the revised Tenant Participation Strategy which was approved in 2025. - Continue to engage with tenants through various			

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					Registered Tenants Organisations and Tenant Resident Associations. Fife Federation of Tenants and Residents Associations (FFOTRA) have recently extended their geographical boundaries into the Glenrothes area. The ambition is for FFOTRA to be the umbrella organisation for the tenants' movements across Fife. The revised Tenant Participation Strategy was approved by Cabinet Committee in August 2025.				consultation methods and develop digital opportunities to make this easier for tenants.			
% of the court actions initiated which resulted in eviction and the reasons for eviction	26.52%	37.13%	15%		The number of Court cases initiated and evictions carried out, is historically low in comparison with pre-Covid levels. Since the recommencing of evictions, in Q2 of 25/26, we have not returned to historic eviction levels. This is as a result of stricter internal processes and requirements that are in place to ensure that evictions are a last resort. Our actual number of evictions increased this year from the previous, however this is mainly due to the Q2 restart in 25/26.	23.62% 	13.34%	Not measured for Quarters	Cases are progressed to court as a last resort after multiple attempts to engage with tenants to manage rent accounts, and all other options and supports have been explored. Cases will continue to be monitored closely.	25%	24.5%	24%
% of tenants who feel that the rent for their property represents good value for money	81.59%	83.90%	85.00%		We will continue to work with our Tenants Federations and the Tenants Scrutiny Panel to ensure that rents represent good value for tenants. We consult with our tenants about rent increases at the Annual Tenants Conference, and through our rent consultation process. We ask tenants as part of this what their service priorities are.	80.88% 	87.07%	Not measured for Quarters	- We will continue to engage with tenants through the rent setting process including consultation on service priorities. - We will work with the Tenants Forum to plan our annual Tenants Conference and to support scrutiny activity. We anticipate this engagement will be reflected in satisfaction levels.	84.40%	85.0%	85.50%
Rent collected as % of total rent due in the reporting year	100.88%	99.45%	99.7%		Performance has declined slightly compared to previous year, because 24/25 was a 53-week rent year where we received a weeks' worth of extra income with no corresponding rent charged. This 2025/26 figure is more comparable to previous years trends. ** Please note that due to ongoing discussions with DWP on Housing Support Charges including the 2025/26 period, 2026/27 figures may reflect the outcome of these discussions**	99.57% 	100.54%	90.08%	- Direct debit payments will continue to be encouraged for payment of rent and direct payments for housing costs requested for tenants on Universal Credit in arrears. - We will continue to provide rent support including mitigation support payments for tenants migrating to Universal Credit. - Continue to use our systems to target contact with tenants to engage and provide support to prevent arrears accruing.	99.7%	99.8%	99.9%
Gross rent arrears (all tenants) as at 31 March each year as a % of rent due for the reporting year.	7.5%	6.98%	6.95%		We continue to focus on engaging tenants to address arrears at the earliest possible stage to prevent balances accruing and to provide support to tenants who may face cost of living challenges. ** Please note that due to ongoing discussions with DWP on Housing Support Charges including the 2025/26 period, 2026/27 figures may reflect the outcome of these discussions**	8.27% 	6.39%	6.91%	- Direct debit payments will continue to be encouraged for payment of rent and direct payments for housing costs requested for tenants on Universal Credit in arrears. - We will continue to provide rent support including mitigation support payments for tenants migrating to Universal Credit. - Continue to use our systems to target contact with tenants to engage and provide support to prevent arrears accruing.	6.75%	6.5%	6.25%
Average annual management fee per factored property	£81.62	£85.71	£100.27		Annual charge increased in line with the % rise in rents.	£98.57 	£15.07	Not measured for Quarters	- Admin/Management fee models have been devised to calculate the cost of providing this service. - Annual charges will increase in line with the percentage rent increase agreed, therefore no target will be set for this indicator.	n/a	n/a	n/a
% of factored owners satisfied with the factoring service they receive (%)	35.38%	35.38%	60%		The data reported for current year is as per 2024/25 – No Factored Owner survey conducted in 2025/26	45.59% 	56.25%	Not measured for Quarters	A satisfaction survey will be conducted during 2026-27. Work is on-going to improve the contact details held for owners to allow more surveys to be conducted moving forward.	38%	40%	45%
Average length of time taken to re-let properties in the last year (days)	36.74 days	39.34 days	25 days		Performance has declined slightly due to significant in year change in contractual arrangements, utility providers and staffing changes within the voids process. There is a high level of confidence that performance will be closer to 25 days in 2026-27.	68.13 days 	32.48 days	42.76 days	- Arrangements have been made to insource critical areas of the process to improve timescales. - An in-year focus on performance and process improvement is being supported by a more strategic review of relet standards and a focus on	40 days	30 days	25 days

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									the exit standard. Improving performance will require an improvement in the condition of properties entering the void process.			
For those who provide Gypsies/travellers sites - Average weekly rent per pitch	£75.94	£80.45	£82.37	✅	The planned review of the rent structure for Gypsy Traveller sites has not been implemented due to the changes in pitch fee uprating contained within the Housing (Scotland) Act 2025.	£90.70 ✅	£81.54	Not measured for Quarters	- Increased in line with agreed rent increase per year, therefore targets will not be set for this indicator. - The potential to roll out a rent restructure as sites are improved, will be explored.	n/a	n/a	n/a
For those who provide sites - % of Gypsies/Travellers satisfied with the landlord's management of the site (%)	64.29%	68.75%	70%	⚠️	Participation in the face-to-face survey has increased and the overall satisfaction levels have improved as service improvements continue.	76.93% ❌	97.06%	Not measured for Quarters	- Roll out of further programmes to install chalets and improve Heatherwood and Thorntonwood over the next two years. - Regular engagement with Gypsy/Travellers will continue to help inform service and site improvements.	80%	80%	85%
How many times in the reporting year did you not meet the requirement to complete an electrical installation condition report (EICR) within five years of the last EICR?	new	1,024	0	❌	New dedicated team in place from Housing Services increasing access rate for Building Services and their sub-contractors to carry out works. Significant increase in percentage compliance from previous year due to a more robust process including forced access as a last resort.	958 ❌	n/a	Not measured for Quarters	Continue to progress works through the dedicated no access team.	0	0	0
The percentage of all complaints responded to in full at stage 1	98.76%	97.29%	96.00%	✅	In 2025/26 a reporting system upgrade to Verint occurred which has impacted the volumes reported historically due to improvements in data management, figures reported in 2025/26 are accurate as at 31/03/2026.	97.70% ⚠️	99.74%	Not measured for Quarters	- Continue to ensure complaints are replied to within the timeframe and reminders are issued by service managers. - Complaints are becoming more complex and cover multiple areas not just solely housing, therefore take longer to compile a response and include taking into consideration the rights of the child.	97%	97.5%	98%
Number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire' installed at the year end	new	1,180	0	❌	Tenant no access is the primary reason for non-compliance. A new dedicated team has been established, with Housing Technical Officers facilitating forced access where required for EICR checks and the installation of upgraded smoke detectors.	82 ❌	n/a	Not measured for Quarters	- Continue to progress works through the dedicated no access team. - Implement a new asset management system to improve the accuracy of data for reporting purposes.	0	0	0
Total number of resolved cases of damp and/or mould (all cases)	new	3,844		📈	Reporting only started in October 2025 due to move to a different reporting mechanism. Information only implemented from Q3 onwards, therefore this is not based on an annual figure. We have reported all cases against 'other' because we are presently unable to differentiate between structural and condensation cases.	764 ❌	n/a	459	- Work to improve reporting processes to ensure cases can be split into structural and condensation for future reporting. - BTS staff are continuously working to develop process.	n/a	n/a	n/a
Average length of time taken to resolve cases of damp and/or mould (all cases)	new	28.95 days		📈	Reporting only started in October 2025 due to move to a different reporting mechanism. Information only implemented from Q3 onwards, therefore this is not based on an annual figure. We have reported all cases against 'other' because we are presently unable to differentiate between structural and condensation cases.	31.43 days ✅	n/a	21.6 days	- Work to improve reporting processes to ensure cases can be split into structural and condensation for future reporting. - BTS staff are continuously working to develop process	35 days	33 days	31 days
Percentage of cases of damp and/or mould resolved during the reporting year that were reopened (all cases)	new	17.27%		📈	Reporting only started in October 2025 due to move to a different reporting mechanism. Information only implemented from Q3 onwards, therefore this is not based on an annual figure. We have reported all cases against 'other' because we are presently unable to differentiate between structural and condensation cases.	7.86% ❌	n/a	23.31%	- Work to improve reporting processes to ensure cases can be split into structural and condensation for future reporting. - BTS staff are continuously working to develop process - Deliver specialist advice, support and mitigation work through a dedicated team of 3 damp and condensation technical officers, together with a Housing Professional.	25%	20%	17.5%
Number of open cases of damp and/or mould at the year end	new	230		📈	Confirm unresolved cases at year end. These will be allocated to Dampness & Condensation team.	152 ❌	n/a	61	- A dedicated team of 3 damp and condensation technical officers, together with a Housing Professional support the tenants reporting cases of mould. - Visits are scheduled using an appointment system	200	180	170

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									to increase efficiency and minimise the number of open cases at any given time.			
The percentage of all complaints responded to in full at stage 2	96.27%	95.04%	96.00%	⚠️	In 2025/26 a reporting system upgrade to Verint occurred which has impacted the volumes reported historically due to improvements in data management, figures reported in 2025/26 are accurate as at 31/03/2026.	92.21% ✅	97.96%	Not measured for Quarters	- Continue to ensure complaints are replied to within the timeframe and reminders are issued by service managers. - Complaints are becoming more complex and cover multiple areas not just solely housing, therefore take longer to compile a response and include taking into consideration the rights of the child.	95%	95.5%	96%
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making process	80.89%	81.90%	82.00%	⚠️	We continue to engage with our tenants using different methods including our tenants' conferences, digital platform, pop up events, tenant newsletter and supporting our Registered Tenants Organisations and Tenant Resident Associations. Fife Federation of Tenants and Residents Associations (FFOTRA) have recently extended their geographical boundaries into the Glenrothes area. The ambition is for FFOTRA to be the umbrella organisation for the tenants' movements across Fife. The revised Tenant Participation Strategy was approved by Cabinet Committee in August 2025.	83.29% ❌	94.27%	Not measured for Quarters	- Implement the revised Tenant Participation Strategy as approved in 2025. - Continue to engage with tenants through various consultation methods and develop digital opportunities to make this easier for tenants.	82%	82.5%	83%
% of stock meeting the SHQS at the end of the reporting year	92.24%	92.82%	92%	✅	Abeysance and exemption are not applied. Failures are based on EESSH and electrical safety.	86.46% ✅	92.78%	Not measured for Quarters	- Upgrade the asset database to cloud-based version to improve performance for surveys and reporting. - Go live date for MRI Asset database on the Cloud – September 2026. - Continue no access works for electrical safety to ensure properties are compliant with EICR requirements.	93%	94%	95%
% of tenants satisfied with the quality of their home	86.94%	85.62%	83%	✅	It is recognised antisocial behaviour in an area can influence tenant satisfaction levels with their home. A joint elected member/officer working group was established in March 2026 to review the Council's Antisocial Behaviour Policy.	82.34% ✅	87.12%	Not measured for Quarters	- Conduct a review of the Anti-social Behaviour policy and implement the required changes. - Upgrade the asset database to cloud-based version to improve performance for surveys and help inform future property improvements.	86%	87%	88%
Average length of time taken to complete emergency repairs (hours)	3.26 hours	3.37 hours	3 hours	❌	Building Services continues to work on improving the speed of response to emergency repairs. This ensuring a high level of service to tenants is maintained.	3.59 hours ✅	2.66 hours	3.63 hours	- Continue to monitor performance and highlight any issues through the Repairs & Investment Management Group. - Continue engagement with contractors to continuously improve processes.	3.30 hours	3.15 hours	3.00 hours
Average length of time taken to complete non-emergency repairs (days)	5.61 days	6.16 days	5.3 days	❌	Building Services continues to work on improving the speed of repairs. This ensuring a high level of service to tenants is maintained.	9.37 days ✅	7.50 days	7.00 days	- Continue to monitor performance and highlight any issues through the Repairs & Investment Management Group. - Continue engagement with contractors to continuously improve processes.	5.75 days	5.50 days	5.25 days