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| **HS Scrutiny Report – Pathway Performance - Appendix 2a**

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| PI Status |
|  | Alert |
|  | Warning |
|  | OK |
|  | Unknown |
|  | Data Only |

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| **Indicator** | **2023/24** | **2024/25 (Pathway to Improvement – Year 2)** | **Q1 2025/26** | **Pathway to Improvement Actions** |
| --- | --- | --- | --- | --- |
| **Value** | **Value** | **Target** | **Status** | **Note** | **LA Average** | **LA Top Quartile** | **Value** |
| % of tenants satisfied with the overall service provided by their landlord | 83.14% | 84.03% | 82.00% |  | A 3-fold increase to survey numbers was applied in 2024/25 along with a move to a proportionate survey interviewing method to ensure interviews completed were balanced to the housing stock in each committee area. This improved the accuracy and robustness of weighted survey data. There has been an improvement in this indicator in the last year exceeding target. We have continued to support the work of the tenants scrutiny panel, which provides us with detailed customer insight to improve service delivery. The Tenants Satisfaction Survey Performance Indicators will inform the selection of future topics for review. | 81.60% | 90.88% | Not measured for Quarters | * Continue to support the work of the tenant's scrutiny panels. This provides a detailed customer insight to improve service delivery.
* Review results from the Tenants Satisfaction Survey Performance Indicators to inform a selection of future topics for improvement.
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| % of reactive repairs carried out in the last year completed right first time | 87.87% | 91.33% | 98.50% |  | Additional monitoring & quality control checks within Building Services are supporting improvements in this indicator. | 89.25% | 92.40% | 90.32% | * Continue to monitor performance and highlight issues through the Repairs & Investment Management Group.
* Continue engagement with contractors to improve processes.
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| The number of times in the reporting year you did not meet your statutory duty to complete a gas safety check | 5 | 6 | 0 |  | As per figures supplied by Gas Servicing TeamProcedural failures, gas governance group reviewing process. A change to gas reporting systems resulted in a temporary issue with anniversary dates for checks. This has been fully rectified. | 66 | 0 | 2 | * Implement an improved procedure and liaise with area team colleagues to ensure a second gas safety check is conducted prior to keys being handed over to new tenants.
* Continue close monitoring of properties, processes and procedures through the gas governance group.
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| % of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service | 91.81% | 93.60% | 93.00% |  | No target set for 24/25 but performance has improved from last yearReported satisfaction level increasing. Improved data gathering providing more accurate picture. | 85.62% | 91.82% | Not measured for Quarters | * Continue to monitor performance and highlight issues through the Repairs & Investment Management Group.
* Look to maximise survey responses by reviewing processes.
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| % of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in | 84.57% | 86.84% | 88.70% |  | A 3-fold increase to survey numbers was applied in 2024/25 along with a move to a proportionate survey interviewing method to ensure interviews completed were balanced to the housing stock in each committee area. This improved the accuracy and robustness of weighted survey data. An improvement on the previous years satisfaction level. Reflects the decentralisation of services to areas and the ongoing engagement with tenants including through tenant led walkabouts and working with our RTOs/TRAs.  | 79.70% | 91.29% | Not measured for Quarters | * Review and implement Area Housing Plans to support housing services and improve neighbourhood management
* Continue engagement with tenants including through tenant led walkabouts and working with RTOs/TRAs
* Continue to support and work closely with the tenant's scrutiny panel who will focus on estates management during 2025/26.
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| % of tenancy offers refused during the year | 23.46% | 23.71% | 21.00% |  | The number of refusals continues to be low level. There is no direct impact on voids or wider allocation processes but will be kept under review as we work through the Allocation Policy Review process. | 36.47% | 25.65% | 26.91% | * Continue to promote good communication with applicants during the offer process.
* Conclude the review of the allocations policy and implement any changes as a result of this.
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| of anti-social behaviour cases reported in the last year which were resolved | 93.38% | 89.83% | 95.00% |  | The number of reported private space ASB cases during 2024-25 has decreased to levels almost comparable to those seen prior to the pandemic. However, the complexity of ASB cases has risen significantly, with a notable increase in issues relating to poor mental health.Of the 1,997 ASB cases opened during 2024-25, 1,794 were resolved within the same year. Of those resolved, 1,747 cases were resolved within locally agreed timescales (97.3%). | 90.33% | 95.79% | Not measured for Quarters | * A review of Fife Council's Anti-Social Behaviour Policy is planned, and the scope of this exercise will be reported to Cabinet Committee in the Autumn of this year.
* Initial analysis suggests most cases that remained open at the end of the year were low level rather than those that required legal action and would normally take more time to resolve. Further checks to be undertaken to ensure staff are closing cases on the system timeously throughout the year.
* Cases will be triaged more effectively at the first point of contact. Cases will only be opened on the CX Management system that require investigation. Disputes not considered ASB will be considered under a different category.
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| % of new tenancies to existing tenants sustained for more than a year | 94.30% | 93.82% | 97.00% |  | The Service has had a high turnover of staff over the past year, which has now been resolved. This has allowed staff to work in smaller patch areas, interacting with tenants and identifying any issues sooner. This has seen an increase in abandonments that have been identified.  | 94.59% | 96.72% | 93.88% | * A continued focus from Housing Management Officers to work with tenants in smaller patches to ensure sustainment through follow up visits and tenancy assistance.
* Working with partners and fuel poverty teams to ensure tenants are equipped to live in a warm sustainable home.
* Use benefit checker to ensure income maximisation.
 |
| % of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year | 90.07% | 91.24% | 97.00% |  | The Service has had a high turnover of staff over the past year, which has now been resolved. This has allowed staff to work in smaller patch areas, interacting with tenants and identifying any issues sooner. This has seen an increase in abandonments that have been identified.  | 89.74% | 92.45% | 94.53% | * A continued focus from Housing Management Officers to work with tenants in smaller patches to ensure sustainment through follow up visits and tenancy assistance.
* Working with partners and fuel poverty teams to ensure tenants are equipped to live in a warm sustainable home.
* Use benefit checker to ensure income maximisation.
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| % of new tenancies to applicants from the landlord's housing list sustained for more than a year | 91.34% | 95.56% | 97.00% |  | The Service has had a high turnover of staff over the past year, which has now been resolved. This has allowed staff to work in smaller patch areas, interacting with tenants and identifying any issues sooner. This has seen an increase in abandonments that have been identified.  | 91.80% | 94.47% | 92.11% | * A continued focus from Housing Management Officers to work with tenants in smaller patches to ensure sustainment through follow up visits and tenancy assistance.
* Working with partners and fuel poverty teams to ensure tenants are equipped to live in a warm sustainable home.
* Continue walkabouts to identify any issues
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| % of lettable houses that became vacant in the last year | 5.18% | 7.50% | 8.00% |  | A transfer led approach to housing allocations is helping to boost turnover in response to the Housing Emergency. The aim of the allocation policy is to generate vacancies by creating transfer chains to meet the needs of tenants in housing need and use the resultant vacancy to meet other priority needs. It is expected that turnover will be approximately similar in 2025/26 due to a continuation of this approach. | 7.29% | 6.74% | 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.
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| (%) of rent due lost through properties being empty during the last year | 1.44% | 1.23% | 0.90% |  | Void rent loss is a critical business indicator and reflects the focus on performance improvement. Resourcing and other issues in Quarter 3 and 4 affected overall performance but the target will remain at >1% going into 2025/26. | 1.69% | 0.85% | 0.27% | * The Voids Governance Group will continue to implement change and react to a recent Tenant and Resident Scrutiny Panel report
* Arrangements are ongoing to re-provision and improve the Clean and Clear contract
* A new utilities partnership in in development following the unexpected departure of Utilita
 |
| The total number of households waiting for applications to be completed at the end of the reporting year | 170 | 394 | 400 |  | The demographic profile across Fife, coupled with an increase in complex cases has resulted in a sustained demand on the service.Whilst the number of adaptations completed remains higher than the covid years, the increase in equipment, labour and material costs has resulted in careful management of budget spend in the last quarter with cases at highest risk prioritised for adaptations. | 1,763 | 24 | Not measured for Quarters | * Identify changes in individuals’ needs at an early stage to reduce the demand for larger, costly adaptations
* Promote early accessible self-help methods, along with alternative routes of support guidance to help meet increasing demands for adaptations
* Work with Health & Social Care to look at potential budget challenges and try to identify additional funding streams
 |
| % of tenants who feel their landlord is good at keeping them informed about their services and decisions | 81.69% | 84.41% | 91.00% |  | A 3-fold increase to survey numbers was applied in 2024/25 along with a move to a proportionate survey interviewing method to ensure interviews completed were balanced to the housing stock in each committee area. This improved the accuracy and robustness of weighted survey data. We have seen an improvement over the year and we continue to engage with our tenants using different methods including our Tenants Conference, our digital platform, pop up events, Down Your Street magazine, supporting our RTOs and TRAs and working with our Tenants Federations. Our Tenant Participation Strategy is being reviewed in partnership with our Tenants Federation. | 83.05% | 95.51% | Not measured for Quarters | * Implement the revised Tenant Participation Strategy
* Continue to engage with tenants through various consultation methods
 |
| Total cost of adaptations completed in the year by source of funding (£) | £1,827,517 | £1,567,054 | £1,200,000 |  | The spend against this workstream appears less due to a change in the financial cost codes used by OTs in previous years. This figure provides a true reflection of the spend on HRA properties for all permanent and minor adaptations completed in Fife Council stock. | £633,190  | £503,435 | Not measured for Quarters | * Closely monitor budgets to ensure this adequate to deliver the level of adaptations required, taking the cost of labour, equipment and materials into consideration.
* Identify changes in individuals’ needs at an early stage to reduce the demand for larger, costly adaptations.
* Work with Health & Social Care to look at potential budget challenges and try to identify additional funding streams
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| The average time to complete adaptations (days) | 20.42 days | 28.06 days | 18.00 days |  | Delays in obtaining and agreeing costings and drawings for larger complex adaptations has resulted in an increase on days to complete, however these delays ensure the adaptations fitted meet the assessed need. Pressures on budget streams also mean that funding for adaptations is aligned to those in greatest need. Fife's Health and Social Care Partnership Eligibility Criteria is used to risk assess and prioritise cases appropriately, with a careful balance on sustaining care provisions in the community, by both HSCP paid care, and care provided by family. Similar to 21.1, pressures on budget and service demands have resulted in fewer cases progressing. Equipment costs have risen on the temporary side, such as stairlifts, hoists etc however the budget has remained static. Work is ongoing to identify changes in individuals needs at an early stage to reduce the demand for larger, costly adaptations. Promotion of early accessible self-help methods, along with alternative routes of support guidance, will be pivotal in meeting the increasing demands for adaptations across Fife | 35.92 days | 30.85 days | Not measured for Quarters | * Monitor contractors output along with the streamlining of process to deliver performance improvements.
* Identify changes in individuals’ needs at an early stage to reduce the demand for larger, costly adaptations.
* Promote early accessible self-help methods, along with alternative routes of support guidance to help meet increasing demands for adaptations
* Review customer journey to look at areas where timescales can be reduced
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| % of the court actions initiated which resulted in eviction and the reasons for eviction | 100% | 26.52% | 17.00% |  | Evictions have restarted Q2 this financial year after suspension due to Covid restrictions and Cost of Living legislation.* 33 evictions (28 adult only tenancies, 5 with children, however only 3 of the 5 were the child’s main residence)
* 10 of the 33 presented as homeless, 6 of which were refused due to intentionality. The other 4 households are residing in temporary accommodation (2 of these households contain children and will receive one offer of accommodation under the Children’s Act).
 | 23.06% | 17.50% | Not measured for Quarters | * Evictions have re-started following a period of suspension. 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.
 |
| Homelessness (LA's only) - the % of homeless households referred to RSLs under section 5 and through other referral routes | 2.3% | 4.46% | 5.00% |  | This indicator does not count the direct allocations by RSLs through the Fife Housing Register. In 2025/26, partnership options with FHR will be mainstreamed with a view to maximise housing association contributions to the Housing Emergency. | 13.63% | 22.39% | Not measured for Quarters | * Conclude the review of the allocations policy and implement any changes as a result of this.
* Mainstream FHR partnership options to maximise housing association contributions to the Housing Emergency.
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| % of tenants who feel that the rent for their property represents good value for money | 77.25% | 81.59% | 84.50% |  | A 3-fold increase to survey numbers was applied in 2024/25 along with a move to a proportionate survey interviewing method to ensure interviews completed were balanced to the housing stock in each committee area. This improved the accuracy and robustness of weighted survey data. There has been an improvement on this indicator and we will continue to work with our Tenants Federations and the Tenants Scrutiny Panel to ensure that rents represent good value for tenants. | 80.61% | 89.14% | Not measured for Quarters | * Tenants are consulted and views are considered when setting rent. Decisions on rent levels need to be balanced to ensure service delivery is maintained and tenant priorities are taken into account.
* We will continue to engage with tenants through the rent setting process including consultation on service priorities. We anticipate that this engagement will be reflected in satisfaction levels.
* We will continue to work with the Fife Tenant Forum and support the work of the Fife Tenant Scrutiny Panel to ensure tenants priorities are reflected in service delivery.
 |
| Rent collected as % of total rent due in the reporting year | 100.09% | 100.88% | 99.56% |  | Financial year 24/25 was a 53 week long rent year and this has led to an inflated figure. Our Period 26 ran for 3 weeks, but tenants were only charged for two weeks. In effect there was an extra "free" week to our tenants when rent not charged. Although there was no rent charged over this free week, rent money was still paid. We received approx. £2million of payments which came mainly from the DWP. This has boosted our income significantly within period 26, and therefore the whole financial year. Hence the increased collection figures. It will mean however that next financial year we are going to be down by the same £2million, so next year our figures will likely reflect this reduction. We have continued to provide support to tenants through a rent support funding and to engage with tenants to encourage direct payment to for Universal Credit tenants in arrears.  | 100.37% | 100.94% | 92.28% | * Performance was above target during 2024-25. Tenants will continue to be supported to maximise rent collection.
* 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.
 |
| Gross rent arrears (all tenants) as at 31 March each year as a % of rent due for the reporting year. | 8.11% | 7.50% | 5.50% |  | Our rent collection rates show continued improvement and remain positive. | 8.59% | 7.06% | 6.76% | * We will continue to provide rent support including mitigation payments for tenants migrating to UC.
* 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.
* Continue to use systems to target contact with tenants to engage and provide support to prevent arrears accruing.
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| Average annual management fee per factored property | £97.95 | £81.62 | £81.62 |  | Fife Council's Factoring Services carried out another formal consultation in February 2024 to which appointed Fife Council as Property Factor. This equated to an increase of 98 owners. The annual management fee is £81.62 (not including VAT), we have 628 owners. The annual management fee has previously included VAT therefore amendments were made to which reflects in the value. The amount charged actually reduced in 2024/25 compared to the previous year. The reason for this was because we were asked to remove VAT from the figures | £67.54 | £14.42 | Not measured for Quarters | * Admin/Management fee models have been devised to calculate the cost of providing this service.
 |
| % of factored owners satisfied with the factoring service they receive (%) | 37.50% | 35.38% | 58.00% |  | For the 2024/25 session, the factored owners satisfaction survey was conducted via telephone, email and postal contact with a total of 130 responses to this question. Main reasons for dissatisfaction included management fee is too high (33.3%), poor communication (25.2%) and unclear invoices (15.4%). Work is on-going to improve service delivery. | 50.19% | 66.37% | Not measured for Quarters | * Work is on-going to improve service delivery across dissatisfaction areas.
* Work is on-going to improve the contact details held to allow more surveys to be conducted via phone moving forward.
 |
| The percentage of all complaints responded to in full at stage 1 | 97.98% | 98.76% | 100.00% |  | Our performance has increased from last year and 98.76 for 1st stage and at 96.27 for second stage is good performance and only a few outlying not answered on time. Data is only accurate on the day the report is run, hence the discrepancy between brought forward and carried forward figures. | 96.02% | 100% | Not measured for Quarters | * Service Mangers to ensure that team members reply to complaints within the timeframe and a weekly reminder is issued by the Service Manager.
 |
| Average length of time taken to re-let properties in the last year (days) | 43.50 days | 36.74 days | 25.00 days |  | There is an ongoing focus on voids performance and standards improvement. This year has seen continuous improvement and the Voids Governance Group has updated the Voids Service Improvement Plan with aim of reducing to under 25 days in 2025/26 | 77.90 days | 35.60 days | 35.76 days | * The Voids Governance Group will continue to implement change and react to a recent Tenant and Resident Scrutiny Panel report
* Arrangements are ongoing to re-provision and improve the Clean and Clear contract
* A new utilities partnership in in development following the unexpected departure of Utilita
 |
| For those who provide Gypsies/travellers sites - Average weekly rent per pitch | £70.89 | £75.94 | £79.97 |  | Tarvit Mill, Cupar has reduced from 20 pitches to 16 pitches to accommodate the new chalets. 4 less pitches than in previous years due to improvement works at Tarvit Mill, Cupar | £86.74 | £76.31 | Not measured for Quarters | * Increased in line with agreed rent increase per year.
 |
| For those who provide sites - % of Gypsies/Travellers satisfied with the landlord's management of the site (%) | 50.00% | 64.29% | 85.00% |  | For 2024/25 Gypsy Traveller Satisfaction surveys, there were 28 surveys completed face to face which is an improvement on preceding years. The satisfaction rating has increased significantly in response to service improvements. | 80.10% | 100.00% | Not measured for Quarters | * Work to install chalets at Tarvit Mill is complete
* Roll out of further programmes to install chalets and improve Heatherywood and Thorntonwood over the next two years.
 |
| The percentage of all complaints responded to in full at stage 2 | 95.15% | 96.27% | 100.00% |  | Our performance has increased from last year and 98.76 for 1st stage and at 96.27 for second stage is good performance and only a few outlying not answered on time. Data is only accurate on the day the report is run, hence the discrepancy between brought forward and carried forward figures. | 86.20% | 97.99% | Not measured for Quarters | * Service Mangers to ensure that team members reply to complaints within the timeframe and a weekly reminder is issued by the Service Manager.
 |
| % of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making process | 78.00% | 80.89% | 85.00% |  | A 3-fold increase to survey numbers was applied in 2024/25 along with a move to a proportionate survey interviewing method to ensure interviews completed were balanced to the housing stock in each committee area. This improved the accuracy and robustness of weighted survey dataWe have seen an improvement over the year and we continue to engage with our tenants using different methods including our Tenants Conference, our digital platform, pop up events, Down Your Street magazine, supporting our RTOs and TRAs and working with our Tenants Federations. Our Tenant Participation Strategy is being reviewed in partnership with our Tenants Federation. | 80.29% | 95.63% | Not measured for Quarters | * Implement the revised Tenant Participation Strategy
* Continue to engage with tenants through various consultation methods
 |
| % of stock meeting the SHQS at the end of the reporting year | 92.15% | 92.24% | 91.00% |  |  We have removed our abeyances and will be utilising our no access team to reconnect with these tenants. Where there are mutual works required, we will be involving our mutual owners team in an attempt to progress. | 83.18% | 92.24% | Not measured for Quarters | * Continue to replace elements on a life expectancy basis through component replacement programmes.
* Upgrade the asset database to cloud-based version to improve performance for surveys and reporting.
 |
| % of tenants satisfied with the quality of their home | 83.00% | 86.94% | 82.00% |  | A 3-fold increase to survey numbers was applied in 2024/25 along with a move to a proportionate survey interviewing method to ensure interviews completed were balanced to the housing stock in each committee area. This improved the accuracy and robustness of weighted survey data, improving satisfaction rates and above target set. | 80.58% | 87.31% | Not measured for Quarters | * Continue to replace elements on a life expectancy basis through component replacement programmes.
* Upgrade the asset database to cloud-based version to improve performance for surveys and reporting.
 |
| Average length of time taken to complete emergency repairs (hours) | 3.28 hours | 3.26 hours | 3.30 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. | 3.79 hours | 2.67 hours | 3.07 hours | * Continue to monitor performance and highlight issues through the Repairs & Investment Management Group.
* Continue engagement with contractors to improve processes.
 |
| Average length of time taken to complete non-emergency repairs (days) | 6.30 days | 5.61 days | 5.50 days |  | Increased management of the responsive repairs process through DRS has seen a reduction in the number of days to respond to non- emergency repairs. This work continues, to ensure a high level of service to tenants is maintained. | 10.09 days | 7.04 days | 5.98 days | * Continue to monitor performance and highlight issues through the Repairs & Investment Management Group.
* Continue engagement with contractors to improve processes.
 |